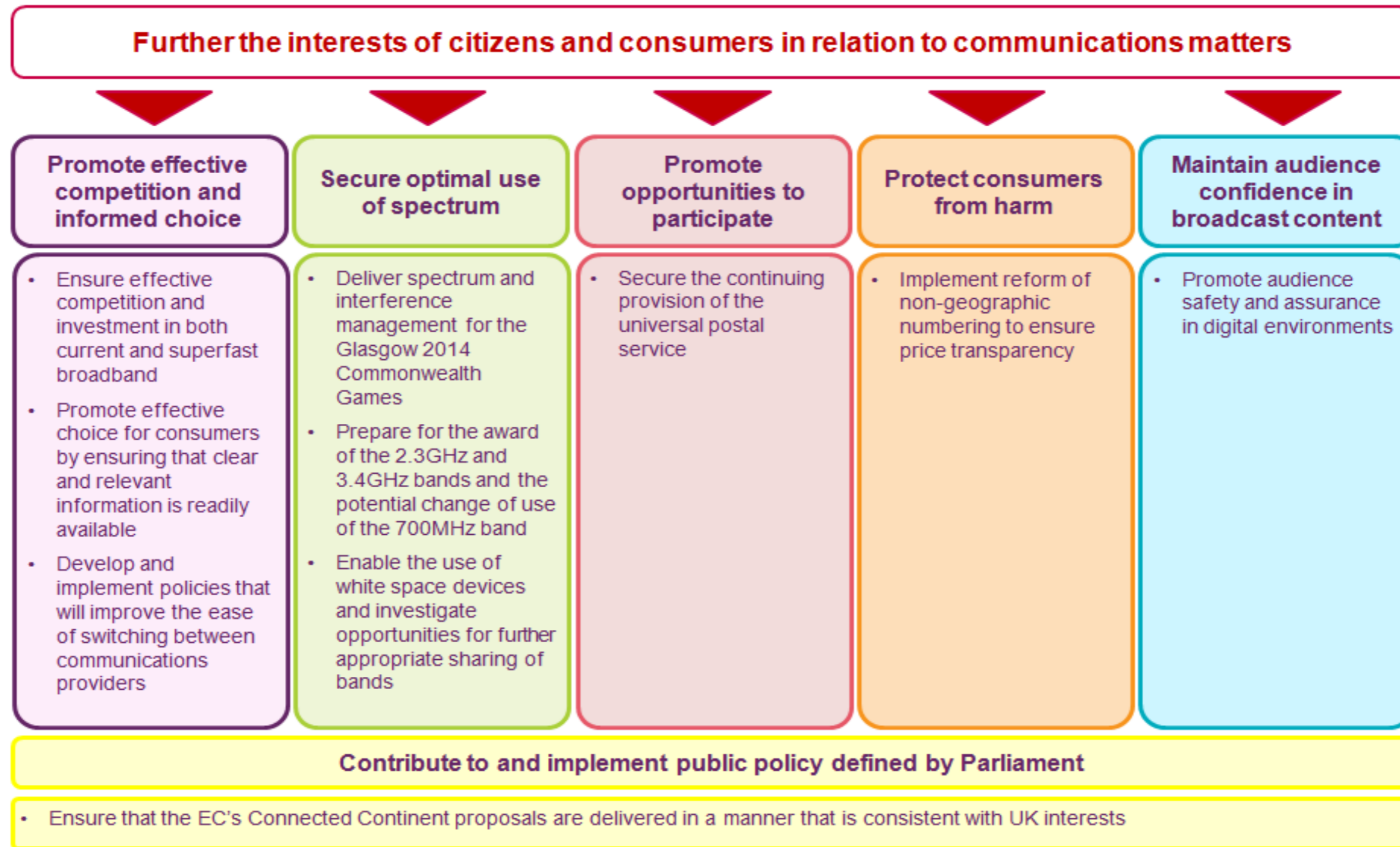
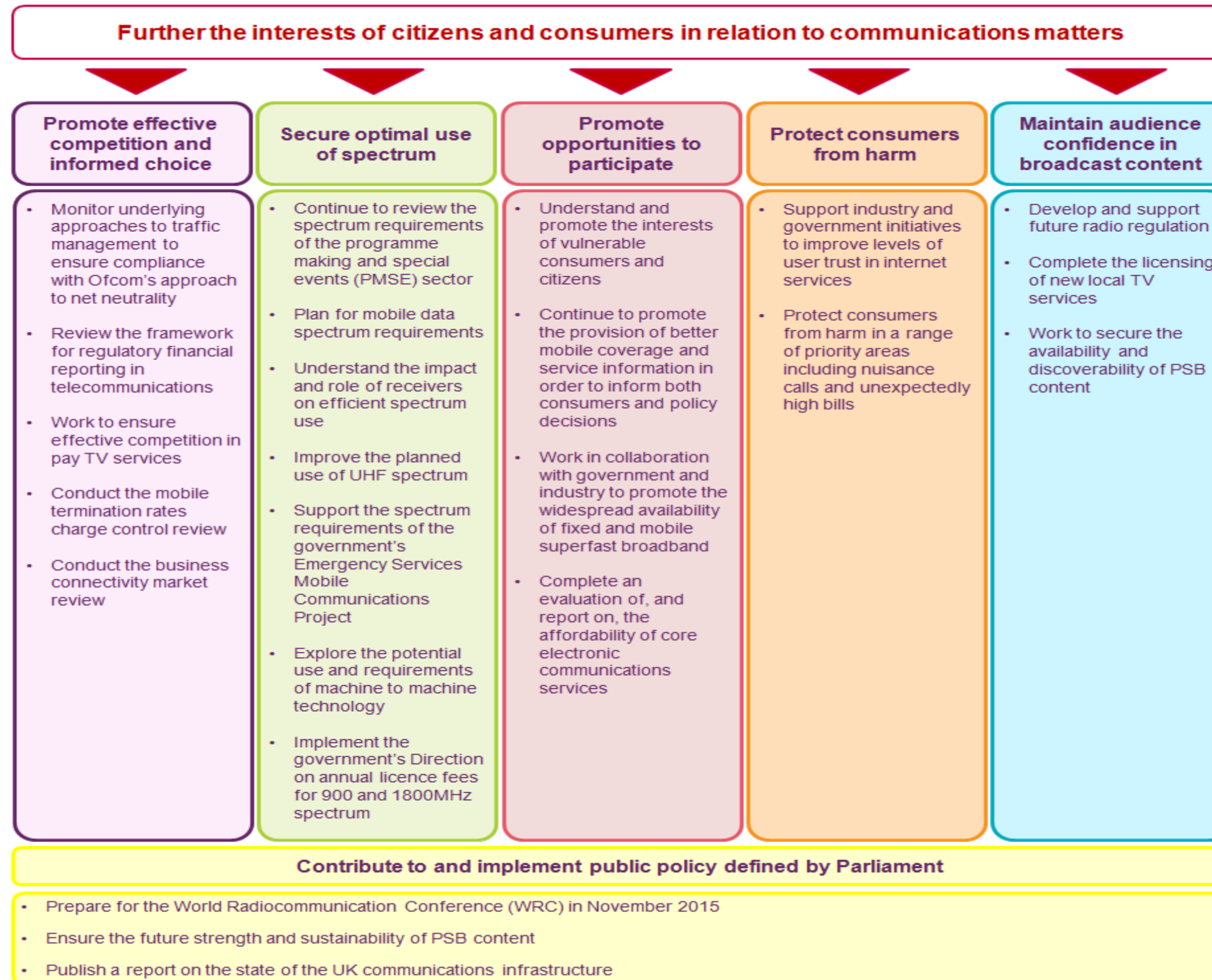


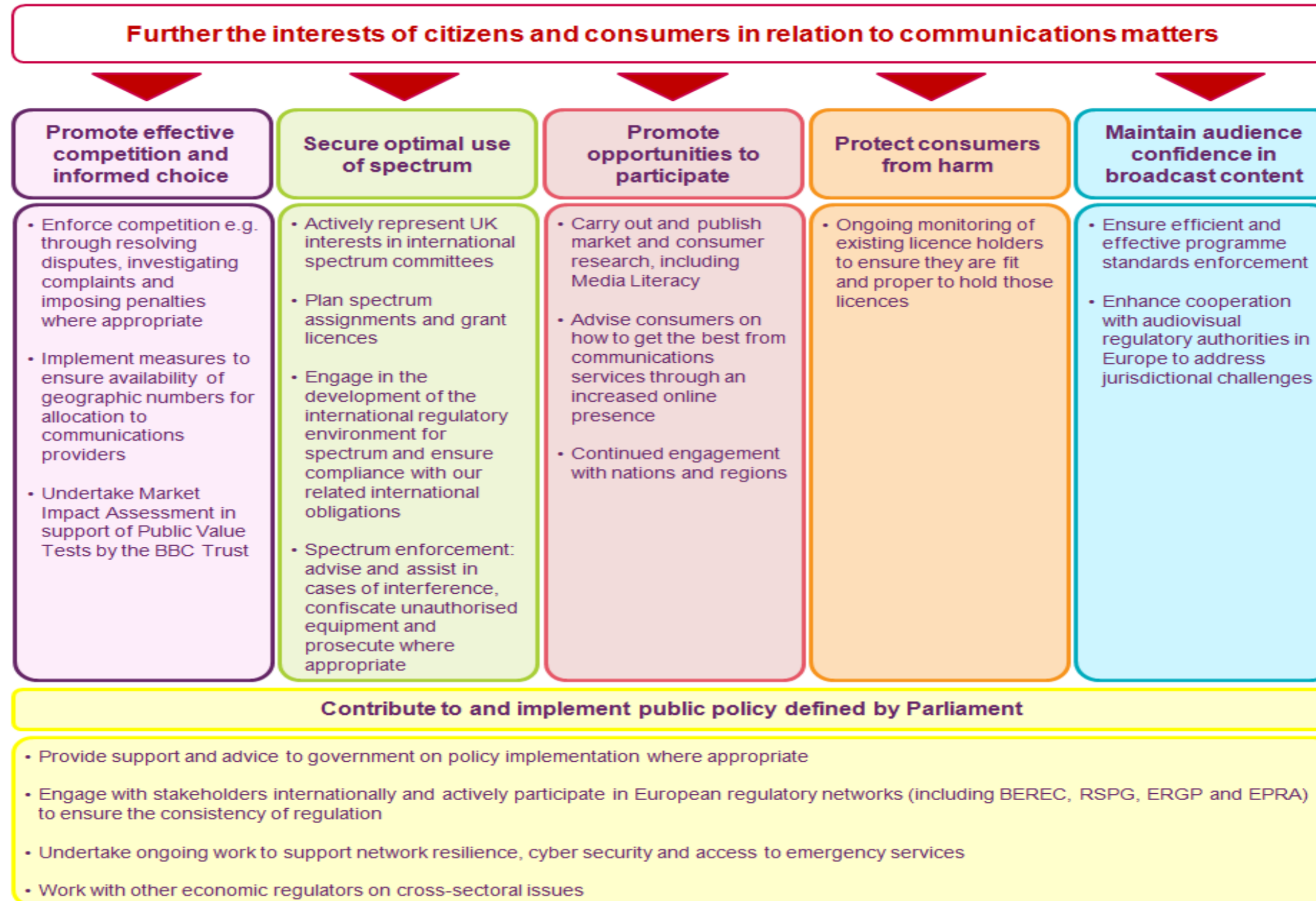
PRIORITIES



MAJOR WORK AREAS



PROGRAMMATIC



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The following tables contain detail of the outputs from our projects, programmatic and other work, which we delivered against our 2014/15 Annual Plan.

The tables represent the updated view of Ofcom at the time of press (29th May 2015). During 2014/15 we periodically updated these tables to reflect any changes we made to projects, outputs, and timings in the light of ongoing market, legislative and regulatory developments.

Projects and programmes were categorised by the strategic purposes set out in our 2014/15 Annual Plan. In certain cases individual activities may have supported multiple Priorities/MWAs. For clarity we listed these once, under the most relevant heading.

Details of current and future work can be found in our 2015/16 Programme of Work, which can be located on our website alongside the 2015/16 Annual Plan..

A glossary for key acronyms is also included.

Promote effective competition and informed choice

PRIORITY: Ensure effective competition and investment in both current and superfast broadband

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Fixed Access Market Reviews (FAMR)	Selina Chadha	EU consultation - Draft statement on the Markets, Market Power Determinations and Remedies for Wholesale Local Access, Wholesale Fixed Analogue Exchange Lines, ISDN2 and ISDN30	Consultation	Delivered
		Statement on the Markets, Market Power Determinations and Remedies for Wholesale Local Access, Wholesale Fixed Analogue Exchange Lines, ISDN2 and ISDN30	Statement	Delivered
		Fixed Access Market Reviews: Consultation on Approach to VULA margin	Consultation	Delivered
		EU consultation - Draft Statement on the Fixed Access Market Reviews: Approach to VULA margin	Consultation	Delivered
		Fixed Access Market Reviews: Approach to VULA margin	Statement	Delivered
LLU and WLR Charge Controls 2014	Paul Jacobus	EU consultation - Draft Statement on the Fixed Access Market Reviews: Approach to Any WLR and LLU Charge Controls	Consultation	Delivered
		Statement on the Fixed Access Market Reviews: Approach to Any WLR and LLU Charge Controls	Statement	Delivered
Quality of Service in Access Services Review	Markham Sivak	EU consultation - Draft statement on Fixed Access Market Reviews: Approach to Quality of Service in Access Services	Consultation	Delivered
		Statement on the Fixed Access Market Reviews: Approach to Any WLR and LLU Charge Controls	Statement	Delivered
SME service provision & availability	Ian Macrae	Call for inputs on availability and choice of services to SMEs	Call for Inputs	Delivered
Telecoms Strategic Review Implementation	Selina Chadha	Microconnect Distributed Antenna (MDA) Exemption	Consultation	Delivered
Wholesale Broadband Access Review	Steve Perry	EU consultation - Draft Statement on the Wholesale Broadband Access Review	Consultation	Delivered
		Statement on the Wholesale Broadband Access Review	Statement	Delivered

PRIORITY: Promote effective choice for consumers by ensuring that clear and relevant information is readily available

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Broadband Quality of Service	Nick Collins	UK Fixed-Line Broadband Performance, May 2014 - The Performance of Fixed-Line Broadband Delivered to UK Residential Consumers	Other Publication	Delivered
		UK Fixed-Line Broadband Performance, November 2014 - The Performance of Fixed-Line Broadband Delivered to UK Residential Consumers	Other Publication	Delivered

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Consumer Information	Priya Sinha	Publication of Telecoms Complaints Q1 2014	Other Publication	Delivered
Mobile Broadband Performance Measurement	Chris Adams	Mobile Broadband Network Performance	Key Stakeholder Report	Delivered

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PRIORITY: Develop and implement policies that will improve the ease of switching between communications providers

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Strategic Approach to Consumer Switching	Justin Le Patourel	Consumer Switching: Next steps and Call for Inputs	Call for Inputs	Delivered
		Consumer Switching: A Consultation on Processes for Switching Fixed Voice and Broadband Providers on the KCOM Copper network	Consultation	Delivered
		Consumer Switching: Statement on Processes for Switching Fixed Voice and Broadband Providers on the KCOM Copper Network	Statement	Delivered
		Proposal to Modify General Condition 22	Consultation	Delivered
		Increasing the Supply of Reseller Identification Codes (RIDs)	Consultation	Delivered
		Increasing the Supply of Reseller Identification Codes (RIDs)	Statement	Delivered
Non-Process Barriers to Switching	Priya Sinha	Mobile Phone Locking and Unlocking	Other Publication	Delivered

MAJOR WORK AREA: Monitor underlying approaches to traffic management to ensure compliance with Ofcom's approach to net neutrality

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Internet Quality of Service and Traffic Management Impact	Tim Gilfedder	Research Report into Broadband Quality Metrics and Measurements	Other Publication	Delivered

MAJOR WORK AREA: Review the framework for regulatory financial reporting in telecommunications

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
CORR - Regulatory Reporting	David Brown	Statement - Review of Regulatory Reporting	Statement	Delivered
		Consultation on Directions for Regulatory Financial Reporting	Consultation	Delivered
		Statement on Directions for Regulatory Financial Reporting	Statement	Delivered
Competition and Regulatory Finance	David Brown	Changes to BT and KCOM's Regulatory and Financial Reporting 2013/14 Update	Statement	Delivered

MAJOR WORK AREA: Work to ensure effective competition in Pay TV services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Access to On-Demand Services TV Platforms	Yih-Choung Teh	Access to On-Demand Services on TV platforms: Terms of Reference	Other Publication	Delivered
Sky's Access Control Services Review	Yih-Choung Teh	Consultation on Regulation of Access Control Services on Sky's Satellite Platform	Consultation	Delivered
		Statement on Regulation of Access Control Services on Sky's Satellite Platform	Statement	Delivered
Pay TV - Review of the Wholesale Must Offer Obligation	Siobhan Walsh	Review of the Wholesale Must Offer Obligation for Premium Sports Channels	Consultation	Delivered

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MAJOR WORK AREA: Conduct the mobile termination rates charge control review

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mobile Call Termination (MCT) 2015	Brian Potterill	Mobile Call Termination Market Review 2015-18	Consultation	Delivered
		EU Consultation - Draft Statement on the Mobile Call Termination Market Review 2015-18	Consultation	Delivered
		Mobile Call Termination Market Review 2015-18	Statement	Delivered

MAJOR WORK AREA: Conduct the business connectivity market review

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Business Connectivity Market Review 2016	Gideon Senensieb	Call for Inputs on Business Connectivity Market Review 2016	Call for Inputs	Delivered
		Business Connectivity Market Review - Consultation on Data Analysis	Consultation	Delivered
		Consultation on Passive Remedies	Consultation	Delivered
Business Connectivity Market Review	Gideon Senensieb	Excess Construction Charges for Ethernet Access Direct: Directions	Statement	Delivered

PROGRAMMATIC: Enforce competition e.g. through resolving disputes, investigating complaints under and imposing penalties where appropriate

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Competition and Consumer Affairs Investigations Programmes	Neil Buckley & Lynn Parker	Competition and Consumer Enforcement Bulletins	Other Publication	Ongoing

PROGRAMMATIC: Implement measures to ensure availability of geographic numbers for allocation to communications providers

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Numbering Programme inc CPT	Gideon Senensieb	Numbering for Northern Ireland	Consultation	Delivered
		Numbering for Northern Ireland	Statement	Delivered
		Concluding Statement on Proposals Published in December 2013 for a New Application Form for Numbers	Statement	Delivered
		A Three-Digit Number for the National Power Cut and Electricity Network Safety Service	Consultation	Delivered
Porting Charges Guidance	Steve Perry	Guidance on Porting Charges Under General Condition 18	Statement	Delivered
		Review of Donor Conveyance Charges	Consultation	Delivered
		Review of Donor Conveyance Charges	Statement	Delivered

PROGRAMMATIC: Undertake Market Impact Assessment in support of Public Value Tests by the BBC Trust

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
BBC MIA: Proposed changes to BBC Three, BBC iPlayer, BBC One and CBBC	Paul Jacobus	MIA Terms of Reference	Other Publication	Delivered
		MIA Stakeholder Questionnaire	Call for Inputs	Delivered

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Secure optimal use of spectrum

PRIORITY: Deliver spectrum and interference management for the Glasgow 2014 Commonwealth Games

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Commonwealth Games 2014	Paul Mercer	Deliver the Government's Spectrum Guarantee for the 2014 Commonwealth Games.	Ofcom Major Event	Delivered

PRIORITY: Prepare for the award the 2.3GHz and 3.4GHz bands and the potential change of use of the 700MHz band

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
UHF Strategy Implementation	Brice Le Cannu	Consultation on Future Use of the 700 MHz band - Cost-benefit Analysis of Changing its Use to Mobile Services	Consultation	Delivered
		Statement on Future Use of the 700 MHz band	Statement	Delivered
PSSR Award & Release	Andy Hudson	2.3 GHz and 3.4 GHz Release Amateur Statement	Statement	Delivered
		2.3 GHz and 3.4 GHz Auction Policy & Design Consultation	Consultation	Delivered
		2.3 GHz and 3.4 GHz Technical Co-existence Information Update	Consultation	Delivered

PRIORITY: Enable the use of white space devices and investigate opportunities for further appropriate sharing of bands

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Implementing TV White Spaces	Tim Cross	TV white spaces: PMSE Coexistence Tests	Other Publication	Delivered
		TV white spaces: DTT Coexistence Tests	Other Publication	Delivered
		Statement on TV White Spaces: Approach to Co-existence and Device Requirements	Statement	Delivered
		Consultation on Manually Configured White Space Devices	Consultation	Delivered

MAJOR WORK AREA: Continue to review the spectrum requirements of the Programme Making and Special Events (PMSE) sector

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
PMSE Spectrum Review	Helen Hearn	Programme Making and Special Events: Strategy for Video PMSE applications	Statement	Delivered

MAJOR WORK AREA: Plan for mobile data spectrum requirements

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mobile Data Strategy	Andy Hudson	Statement on Mobile Data Strategy	Statement	Delivered
		Call for Input on Bands Above 6 GHz for Future Mobile Communications	Call for Inputs	Delivered

MAJOR WORK AREA: Understand the impact and role of receivers on efficient spectrum use

Work continued throughout 2014/15

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MAJOR WORK AREA: Improve the planned use of UHF spectrum

Activity Name	Activity Director	Web Title	What We Will Do	When We Will Do It
Strategic Approach to Spectrum Sharing	Gary Clemo	Statement - The Future Role of Spectrum Sharing for Mobile and Wireless Data Service	Statement	Delivered
UHF 1 and 2 Strategy (420 to 470MHz)	Paul Jarvis	Call for Inputs on the Future of Spectrum in the Range 420 to 470 MHz	Call for Inputs	Delivered
Spectrum Award 870-76 & 915-21 MHz	Justin Moore	870 / 915 MHz Regulations and Draft Notice	Notification	Delivered
		Technical Policy Statement	Statement	Delivered
		Authorisation of Network Relay Points	Consultation	Delivered
		Authorisation of Network Relay Points	Statement	Delivered

MAJOR WORK AREA: Support the spectrum requirements of the government's Emergency Services Mobile Communications Project

Work continued throughout 2014/15

MAJOR WORK AREA: Explore the potential use and requirements of machine to machine technology

Activity Name	Activity Director	Web Title	What We Will Do	When We Will Do It
Machine to Machine Development & Spectrum Demand	David Harrison	Promoting Investment and Innovation in the Internet of Things	Call for Inputs	Delivered
		Summary of Responses: Promoting Investment and Innovation in the Internet of Things	Call for Inputs Summary of Responses	Delivered

MAJOR WORK AREA: Implement the government's Direction on annual licence fees for 900 and 1800 MHz spectrum

Activity Name	Activity Director	Web Title	What We Will Do	When We Will Do It
Annual Licence Fees 900 MHz & 1800 MHz	Charles Jenne	Annual Licence Fees for 900 MHz and 1800 MHz: Methodology to Derive a Discount Rate Consistent with CPI Inflation	Consultation	Delivered
		Annual Licence Fees for 900 MHz and 1800 MHz spectrum: Further Consultation	Consultation	Delivered
		Annual Licence Fees for 900 MHz and 1800 MHz spectrum: Provisional Decision and Further Consultation	Consultation	Delivered

PROGRAMMATIC: Actively represent UK interests in international spectrum committees

Work continued throughout 2014/15

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PROGRAMMATIC: Plan spectrum assignments and grant licences

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
PMR Release Strategy Project	Paul Jarvis	Statement of Future Management on Spectrum in the Range 143 MHz to 156 MHz	Statement	Delivered
Maintenance of Authorisation Framework	Helen Hearn	Proposals to Make Wireless Telegraphy Exemption Regulations 2014 update	Consultation	Delivered
		Decision to Make the Wireless Telegraphy (Licence Charges) (Amendment) Regulations 2014	Statement	Delivered
		Decision to Make the Wireless Telegraphy (Mobile Communications Services on Aircraft) (Exemption) Regulations 2014	Statement	Delivered
		Decision to Make Wireless Telegraphy Exemption Regulations 2014 Update	Statement	Delivered
		Minor Amendment to 2014 Limitations Order	Consultation	Delivered
		Notice of Ofcom's Proposal to Make the Wireless Telegraphy (Ultra-Wideband Equipment) (Exemption) Regulations 2015	Consultation	Delivered
		Notice of Ofcom's Proposal to Make the Wireless Telegraphy (Ultra-Wideband Equipment) (Exemption) Regulations 2015	Statement	Delivered
		Spectrum Access: Amateur	Paul Jarvis	Updating the Amateur Radio Licence: Maintaining licence terms and conditions
	Updating the Amateur Radio Licence: Maintaining licence terms and conditions	Statement		Delivered
Spectrum Access: Broadcast Digital Radio	Peter Bury	Broadcast Digital Radio Technical Codes and Guidance	Consultation	Delivered
		Broadcast Digital Radio Technical Codes and Guidance	Statement	Delivered
Spectrum Access: Fixed Wireless Services: Technical	Alex Dixon	Variation of the Spectrum Access Licence for 1452-1492MHz and Changes for Fixed Link Use in the Paired Bands 1350-1375 MHz and 1492-1517 MHz	Consultation	Delivered
Spectrum Access: Mobile (PWN)	Helen Hearn	Variation of UK Broadband's 3.4 GHz Licence	Consultation	Delivered
		Variation of UK Broadband's 3.4 GHz Licence	Statement	Delivered
		Statement on 1800 MHz Licence Variation Requests	Statement	Delivered
		Voice Coverage Obligation Notice of Compliance Methodology	Other Publication	Delivered
RSA for ROES	Bharat Dudhia	Consultation on RSA for Earth Stations and Radio Astronomy	Consultation	Delivered
		Consultation on Changes to RSA Regulations for Receive-Only Earth Stations	Consultation	Delivered

PROGRAMMATIC: Engage in the development of the international regulatory environment for spectrum and ensure compliance with our related international obligations

Work continued throughout 2014/15

PROGRAMMATIC: Spectrum Enforcement: advise and assist in cases of interference, confiscate unauthorised equipment and prosecute where appropriate

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Spectrum Enforcement Policy	Mark Walls	Notice of Proposals to Make The Wireless Telegraphy (Control of Interference from Apparatus) Regulations 2015	Consultation	Delivered

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Promote opportunities to participate

PRIORITY: Secure the continuing provision of the universal postal service

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Monitoring of Royal Mail	Caroline Longman	Annual Monitoring Report for Post	Key Stakeholder Report	Delivered
		End-to-End Competition in the Postal Sector	Key Stakeholder Report	Delivered
Regulation of Post	Chris Rowsell	Statement on Amendments to Regulatory Conditions DUSP 1.8 and CP 1	Statement	Delivered
Review of Complaint Handling and Alternative Dispute Resolution in the Postal Market	Sean O'Hara	Call for Inputs to Stakeholders Seeking Feedback on Existing Consumer Protection Conditions	Call for Inputs	Delivered
Royal Mail Access Pricing Review	Markham Sivak	Royal Mail Access Pricing Review: Proposed Amendments to the Regulatory Framework	Consultation	Delivered

MAJOR WORK AREA: Understand and promote the interests of vulnerable consumers and citizens

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Access Services & European Content Enforcement	Tony Close & Peter Davies	Measuring Live Subtitling Quality: Results from the First Sampling Exercise	Other Publication	Delivered
		Ofcom Television Access Services Report (Full year 2013)	Other Publication	Delivered
		Television Channels Required to Provide Television Access Services in 2015	Statement	Delivered
		Ofcom Television Access Services Report (First half 2014)	Other Publication	Delivered
Services for Disabled and Elderly Customers	Alan Pridmore	Text Relay Consumer Guide	Other Publication	Delivered

MAJOR WORK AREA: Continue to promote the provision of better mobile coverage and service information in order to inform both consumers and policy decisions

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Repeaters - Phase 1	Steve Unger	Mobile Coverage Enhancers and Their Use in Licensed Spectrum	Call for Inputs	Delivered
Mobile Coverage & Quality of Experience	Richard Moore	Consumer Experiences of Mobile Voice Calls	Other Publication	Delivered

MAJOR WORK AREA: Work in collaboration with government and industry to promote the widespread availability of fixed and mobile superfast broadband

Work continued throughout 2014/15

MAJOR WORK AREA: Complete evaluation of, and report on, affordability of core electronic communications services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Affordability of Telecoms	Alan Pridmore	Report on the Findings of the Project on the Affordability of Communication Services Essential for Participation	Report	Delivered

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PROGRAMMATIC: Carry out and publish market and consumer research, including Media Literacy

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Analysis And Reports	Jane Rumble	European Broadband Scorecard Q1 2015	Key Stakeholder Report	Delivered
Annual Customer Satisfaction Survey	Lisa Etwell	Quality of Customer Service	Key Stakeholder Report	Delivered
Cities Project	Chris Adams	Report on the Availability of Communications Services in UK Cities	Key Stakeholder Report	Delivered
Communications Market Report - Nations & Regions	Lisa Etwell	The Communications Market Report 2014: England	Key Stakeholder Report	Delivered
		The Communications Market Report 2014: Scotland	Key Stakeholder Report	Delivered
		The Communications Market Report 2014: Wales	Key Stakeholder Report	Delivered
		The Communications Market Report 2014: Northern Ireland	Key Stakeholder Report	Delivered
Communications Market Report UK	Lisa Etwell	The Communications Market Report 2014: UK	Key Stakeholder Report	Delivered
Consumer Experience	Amanda Davis	Consumer Experience Stakeholder Event	External Stakeholder Event	Delivered
		Consumer Experience Report	Key Stakeholder Report	Delivered
Data Collection - Market Monitoring	Chris Adams	Quarterly Telecoms Data Tables	Other Publication	Delivered
Digital Day 2	Caroline Evans	Digital Day: Full Research Report	Other Publication	Delivered
International Communications Market Report	Chris Adams	International Communications Market Report	Key Stakeholder Report	Delivered
		European Broadband Scorecard	Key Stakeholder Report	Delivered
Media Literacy Research	Alison Preston	Adults' Media Use and Attitudes Report	Key Stakeholder Report	Delivered
		Adults' Media Use and Attitudes Report	External Stakeholder Event	Delivered
		Children and Parents: Media Use and Attitudes report	Key Stakeholder Report	Delivered
		Children and Parents: Media Use and Attitudes report	External Stakeholder Event	Delivered
		Internet Citizens Report 2014	Key Stakeholder Report	Delivered
Media Tracker	Jane Rumble	UK Audience Attitudes to Broadcast Media	Other Publication	Delivered
Ofcom News Report	Alison Preston	News Consumption in the UK: 2014 Report	Key Stakeholder Report	Delivered
PSB Annual Report	Alan Stewart	Public Service Broadcast (PSB): Audience Opinions 2014	Other Publication	Delivered
Switching Tracker	James Thickett	Consumer Switching Experience 2014	Key Stakeholder Report	Delivered

PROGRAMMATIC: Advise consumers on how to get the best from communications services through an increased online presence

Work continued throughout 2014/15

PROGRAMMATIC: Continued engagement with nations and regions

Work continued throughout 2014/15

PROGRAMMATIC: Addressing the needs of business consumers

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Protection of SMEs	Priya Sinha	New Guide for Businesses on Phone and Broadband Contracts, and Advice on What to Do When Things Go Wrong	Other Publication	Delivered
		Portal Building Business Guide	Other Publication	Delivered
		SME Experience of Communications Services – A Research Report	Other Publication	Delivered
		Call for Input on Communications Services and SMEs	Call for Inputs	Delivered

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Protect consumers from harm

PRIORITY: Implement reform of non-geographic numbering to ensure price transparency

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
NGCS implementation	Huw Saunders	Ofcom Website Outlining Changes to Non-Geographic Call Services Goes Live	Other Publication	Delivered
		Simplifying Non Geographic Numbers: Revised guidance on Service Charge price points	Statement	Delivered
		Notification of Intention to Change Effective Date of Changes to Charging of Non-Geographic Numbers from 26 June 2015 to 1 July 2015.	Consultation	Delivered
NTS Strategic Review	Markham Sivak	The 0500 Number Range: Decision to Withdraw 0500 Telephone Numbers	Statement	Delivered
		The 03 Number Range - Revenue Sharing	Consultation	Delivered
		The 03 Number Range - Revenue Sharing	Statement	Delivered

MAJOR WORK AREA: Support industry and Government initiatives to improve levels of user trust in internet services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Internet Connected Living Room Devices	Nihal Newman	Internet Connected Living Room Devices	Other Publication	Delivered

MAJOR WORK AREA: Protect consumers from harm in a range of priority areas including nuisance calls and unexpectedly high bills

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Metering & Billing Scheme 2008 Direction	Alan Pridmore	Review of the Metering and Billing Direction	Consultation	Delivered
		Review of the Metering and Billing Direction - A Statement on the Revisions to the Direction	Statement	Delivered
		Modification of General Condition 11	Consultation	Delivered
		Modification of General Condition 11	Statement	Delivered
Premium Rate Services - Regulation Programme	Gavin Daykin	Approval of the PhoneyPayPlus Code of Practice (Thirteenth Edition)	Consultation	Delivered
		Approval of the PhoneyPayPlus Code of Practice (Thirteenth Edition)	Draft Statement	Delivered
Nuisance Calls Strategy	Katharine Willis	Easy Read Guide for Consumers on Tackling Nuisance Calls	Other Publication	Delivered
		In-depth Market Research on Nuisance Calls Received on Home Landline Phones	Other Publication	Delivered
		Market Research to Measure the Impact of Registering with the Telephone Preference Service on Live Marketing Calls	Other Publication	Delivered
		Video Guide for Consumers on Tackling Nuisance Calls	Other Publication	Delivered
		Seeking Initial Views as Part of our Review of the Statement of Policy on Persistent Misuse of Electronic Communications Networks or Services	Call for Inputs	Delivered
		Further Update on the Ofcom/ICO Joint Action Plan to Tackle Nuisance Calls	Other Publication	Delivered
Unexpectedly High Bills	Katharine Willis	Incidence of Unexpectedly High Bills 2014 report	Other Publication	Delivered

PROGRAMMATIC: Ongoing monitoring of existing licence holders to ensure they are fit and proper to hold those licences

Work continued throughout 2014/15

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Maintain audience confidence in broadcast content

PRIORITY: Promote audience safety and assurance in digital environments

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Common Framework for Media Standards	Tony Close	Protecting Audiences in an Online World	Other Publication	Delivered
DCMS Internet Safety Reports	Tony Close	Ofcom Report on Internet Safety Measures: Internet Service Providers: Network Level Filtering Measures	Other Publication	Delivered
		Ofcom Report on Internet Safety Measures: Strategies of Parental Protection for Children Online	Other Publication	Delivered
Targeted Licensing and Enforcement	Alison Marsden	Summary of Ofcom's Review of the Licensing of Television and Radio Services and the Enforcement of Relevant Regulatory Requirements	Other Publication	Delivered
VOD Enforcement	Tony Close	Memorandum of Understanding Between ATVOD, the BBC and Ofcom on New Regulation for VOD Services	Other Publication	Delivered
		Review of ASA's Designation for On Demand Programme Services	Statement	Delivered
		Monthly Bulletins	Other Publication	Delivered

MAJOR WORK AREA: Develop and support future radio regulation

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Commercial Radio Policy & Licence Competition	Peter Davies	Advertisement of Second National Radio Multiplex Licence	Notification	Delivered
		Local Commercial Analogue Radio Licence Durations Statement	Statement	Delivered
		Eagle Extra: Request to Change Format	Consultation	Delivered
		Eagle Extra: Request to Change Format	Statement	Delivered
		Award of Second National Radio Multiplex Licence	Statement	Delivered
Commercial Radio Licence Administration and Enforcement	Tony Close	Monthly Commercial Radio Round-Up	Other Publication	Delivered
DAB Coverage Planning	Peter Davies	Extending Local DAB Coverage	Consultation	Delivered
		Extending Local DAB Coverage	Statement	Delivered
Small Scale DAB	Peter Davies	Stakeholder Seminar	External Stakeholder Event	Delivered
		Small Scale DAB Trial Multiplexes	Consultation	Delivered
		Small Scale DAB Trial Multiplexes	Statement	Delivered
Radio Content Policy	Peter Davies	Music Formats: Call for Inputs	Call for Inputs	Delivered
		Music Formats: Consultation	Consultation	Delivered
Community Radio Licence Administration and Enforcement	Tony Close	Radio Licensing Update	Other Publication	Delivered
Community Radio Policy & Licence Competition	Peter Davies	Invitation of Applications - West Midlands	Notification	Delivered
		Invitation of Applications - East Midlands and East of England	Notification	Delivered
		Blast 106: Request to Change Key Commitments	Consultation	Delivered
		Chorley FM: Request to Change Key Commitments	Consultation	Delivered
Community Radio Fund	Peter Davies	Community Radio Fund End of Year Report 2012/13	Statement	Delivered
		Community Radio Fund End of Year Report 2013/14	Statement	Delivered

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MAJOR WORK AREA: Complete the licensing of new local TV services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Local TV licensing	Oli Bird	ESTV Request to Vary Programming Commitments	Consultation	Delivered
		Licence Award Decision Statement - Reading, Salisbury, Guildford	Other Publication	Delivered
		Statement of Licence Award - Maidstone and Basingstoke	Statement	Delivered
		Invitation to Apply for an L-DTPS Licence for Aberdeen, Ayr, Carlisle, Dundee, Forth Valley, Inverness and Stoke on Trent	Other Publication	Delivered
		Statement on ESTV proposed changes to licence obligations	Statement	Delivered
		Local TV Licence Transfer: Birmingham	Statement	Delivered
		Local TV Licence Award: Aberdeen, Ayr and Dundee	Statement	Delivered

MAJOR WORK AREA: Work to secure availability and discoverability of Public Service Broadcasting (PSB) content

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Future of Free to View TV	Richard Wronka	Discussion Document on the Future of Free-to-View TV	Other Publication	Delivered
Channel 5 Change of Control Regulatory Process	Oli Bird	Review of Channel 5 Change of Control Regulatory Process	Statement	Delivered

PROGRAMMATIC: Ensure efficient and effective programme standards enforcement

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Advertising Policy and Regulation	Tony Close	Proposal to Renew the Co-Regulatory Arrangements for Broadcast Advertising	Consultation	Delivered
		Renewal of the Co-Regulatory Arrangements for Broadcast Advertising	Statement	Delivered
Broadcast Code Review: Unbundled Tariff	Tony Close	The Use of Non-Geographic Numbers in Broadcasting	Consultation	Delivered
Channel 4 Content Policy Work	Gareth Barr	Review of Channel 4 Corporation's Delivery of Its Media Content Duties (2010-2013)	Consultation	Delivered
Complaints Analysis and Tracking	Tony Close	Assessment of Complaints Concerning Broadcasting Standards - Broadcast Bulletins	Other Publication	Delivered
COSTA Enforcement	Tony Close	Ongoing Programmatic Work Around Enforcement of Rules that Govern the Amount of, and Scheduling of, TV Adverts (COSTA) - Broadcast Bulletins	Other Publication	Delivered
Review of COSTA	Anthony Szykaruk	The Scheduling of Television Advertising	Consultation	Delivered
Review of Code Guidance	Tony Close	Update to Guidance on Protecting Children in Programmes	Other Publication	Delivered
Restricted Service Licenses	Tony Close	Monthly Licensing Bulletins	Other Publication	Delivered
Standards Casework/Policy	Tony Close	Ensuring Compliance with the Rules in the Broadcasting Code, and Other Related Codes and Licence Conditions - Broadcast Bulletins	Other Publication	Delivered
		Research into Pre-Watershed Violence on Television	Statement	Delivered
Review of Major Parties List for 2015 Election	Tony Close	Consultation on Ofcom's Review of the List of Major Parties for the 2015 Elections	Consultation	Delivered
		Statement on Ofcom's Review of the List of Major Parties for the 2015 Elections	Statement	Delivered
TV Content Policy	Peter Bourton	1st Report on Quality of Live Subtitling	Other Publication	Delivered
		2nd Report on Quality of Live Subtitling	Other Publication	Delivered
		Call For Inputs on Speaking Electronic Programme Guides	Call for Inputs	Delivered
		Review of Signing Arrangements for Low Audience Channels	Consultation	Delivered
		Channel 3 Networking Arrangements: 2014 Review	Statement	Delivered
TV Licensing	Tony Close	Monthly Licensing Bulletins	Other Publication	Delivered

Ofcom Programme of Work 2014/15

Update Published 29 May 2015

PROGRAMMATIC: Enhance cooperation with audiovisual regulatory authorities in Europe to address jurisdictional challenges

Work continued throughout 2014/15

Update Published 29 May 2015

Contribute to and implement public policy defined by Parliament

PRIORITY: Ensure that the Connected Continent proposals are delivered in a manner that is consistent with UK interests

Work continued throughout 2014/15

MAJOR WORK AREA: Prepare for the World Radiocommunication Congress (WRC) in November 2015

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
World Radiocommunication Congress (WRC)	Chris Woolford	Ofcom Consultation on the UK Preparations for the World Radiocommunication Conference 2015 (WRC-15)	Consultation	Delivered
		Review of Consultation Responses	Consultation Summary of Responses	Delivered

MAJOR WORK AREA: Ensure the future strength and sustainability of PSB content

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
PSB Review	Peter Davies	PSB Review: Terms of Reference	Other Publication	Delivered
		Ofcom's Third Review of Public Service Broadcasting	Consultation	Delivered

MAJOR WORK AREA: Publish a report on the state of the UK communications infrastructure

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Infrastructure Reporting	Liz Bates	Infrastructure Report 2014	Other Publication	Delivered

PROGRAMMATIC: Provide support and advice to government on policy implementation where appropriate

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Communications Services and Financial Payments	Ian Macrae	Joint Study on Communications Services and Payments Systems	Other Publication	Delivered
Digital Radio Coverage	Mark Caines	Broadcast Digital Radio Technical Codes and Guidance	Consultation	Delivered
		Broadcast Digital Radio Technical Codes and Guidance	Statement	Delivered
Digital Progress Report - Radio	Steven Cape	Digital Radio Report 2014	Key Stakeholder Report	Delivered
Plurality	Iqbal Marikkar	Media Plurality Measurement Framework – Call for Inputs	Call for Inputs	Delivered
		Consultation on a Measurement Framework for Media Plurality	Consultation	Delivered
Policy Development	David Mahoney	Review of Development of Communications Services and How They Further the Interests of Citizens	Key Stakeholder Report	Delivered

PROGRAMMATIC: Engage with stakeholders internationally and actively participate in European regulatory networks (including BEREC, RSPG, ERGP and EPRA) to ensure the consistency of regulation

Work continued throughout 2014/15

Update Published 29 May 2015

PROGRAMMATIC: Undertake ongoing work to support network resilience, cyber security and access to emergency services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Emergency Call Handling Performance	Ben Willis	Updated Location Information from Calls to Emergency Services	Statement	Delivered
Network Security and Lifeline Services	Ben Willis	Updated Version of Ofcom's Existing Guidance to Communications Providers on Meeting Their Security and Resilience Obligations, Including Incident Reporting	Other Publication	Delivered

PROGRAMMATIC: Work with other economic regulators on cross-sectoral issues

Work continued throughout 2014/15

Update Published 29 May 2015

Other work

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Ofcom Annual Report	Alastair Smith	Ofcom Annual Report and Accounts 2013/14	Other Publication	Delivered
Annual Plan Development - Strategic	Clive Carter	Invitation to Comment on the 1516 Annual Plan	Call for Inputs	Delivered
		Draft Annual Plan for FY 2015/16	Consultation	Delivered
		Annual Plan 2015/16	Other Publication	Delivered
Ofcom Programme of Work	Alastair Smith	Updates to Ofcom Programme of Work 2014/15	Other Publication	Delivered
		Ofcom Programme of Work 2015/16	Other Publication	Delivered
Applications for the Electronic Communications Code	Mark Walls	Proposal to Apply Code Powers to British Sky Broadcasting Limited	Consultation	Delivered
		Proposal to Apply Code Powers to Independent Next Generation Networks Limited (INGNL)	Consultation	Delivered
		Proposal to Apply Code Powers to WarwickNet Limited	Consultation	Delivered
		Decision to Apply Code Powers to WarwickNet Limited	Statement	Delivered
		Decision to Apply Code Powers to Independent Next Generation Networks Limited (INGNL)	Statement	Delivered
		Decision to Apply Code Powers to British Sky Broadcasting Limited	Statement	Delivered
		Proposal to Apply Code Powers to Network Rail Infrastructure Limited	Consultation	Delivered
		Decision to Apply Code Powers to Network Rail Infrastructure Limited	Statement	Delivered
Single Equality Scheme	Neil Buckley	Single Equality Scheme 2014	Consultation	Delivered
		Single Equality Scheme 2014	Statement	Delivered
Strategy Programme	Clive Carter	Measuring Online News Consumption and Supply	Other Publication	Delivered
		Digital Communications Review: Promoting Competition and Investment in Converged Digital Communications Services	Other Publication	Delivered
Tariff Tables	Tracey Reay	Tariff Tables for 2015/16	Other Publication	Delivered

UKRN (Ofcom-Led Activities)

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Cross Sector Resilience	Ben Willis	Understand the Interdependencies and Interlinks Between Networks in Regulated Sectors. Consider a Joint Response to Any Security or Resilience Risks with Cross-Sector Relevance	Summary Report to Understand How Each Sector Regulator Deals with Resilience and Recommendations for Further Work	Delivered
Regulating for Quality	Markham Sivak	Compare Approach and Share Current Best Practice Across Sectors to Ensure that Wholesale and Retail Customers are Provided with a High-Quality Service	Summary Report to Understand How Each Participant Sector Regulator Regulates for Quality (Ofwat/Ofgem/Ofcom/ORR)	Delivered

Glossary of Terms

BCMR	Business Connectivity Market Review
BEREC	Body of European Regulators of Electronic Communications
CORR	Cost Orientation and Regulatory Reporting
COSTA	Code on the Scheduling of Television Advertising
CPT	Consumer Protection Test
DAB	Digital Audio Broadcasting
DUSP	Designated Universal Service Provider
EPRA	European Platform of Regulatory Authorities
ERGP	European Regulators Group
FAMR	Fixed Access Market Review
LLU	Local Loop Unbundling
MCT	Mobile Call Termination
NGCS	Non-Geographic Call Services
NTS	Number Translation Services
PMR	Private Mobile Radio
PSB	Public Service Broadcasting
PSSR	Public Sector Spectrum Release
RAS	Radio Astronomy
ROES	Receive-only Earth Stations
RSA	Recognised Spectrum Access
RSPG	Radio Spectrum Policy Group
SMP	Significant Market Power
UKRN	UK Regulators Network
VOD	Video on Demand
VULA	Virtual Unbundled Local Access
WBA	Wholesale Broadband Access
WLR	Wholesale Line Rental
WT Act	Wireless Telegraphy Act 2006