

# Business Radio 2011

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Head of Spectrum Services  
17<sup>th</sup> November 2011

## Agenda

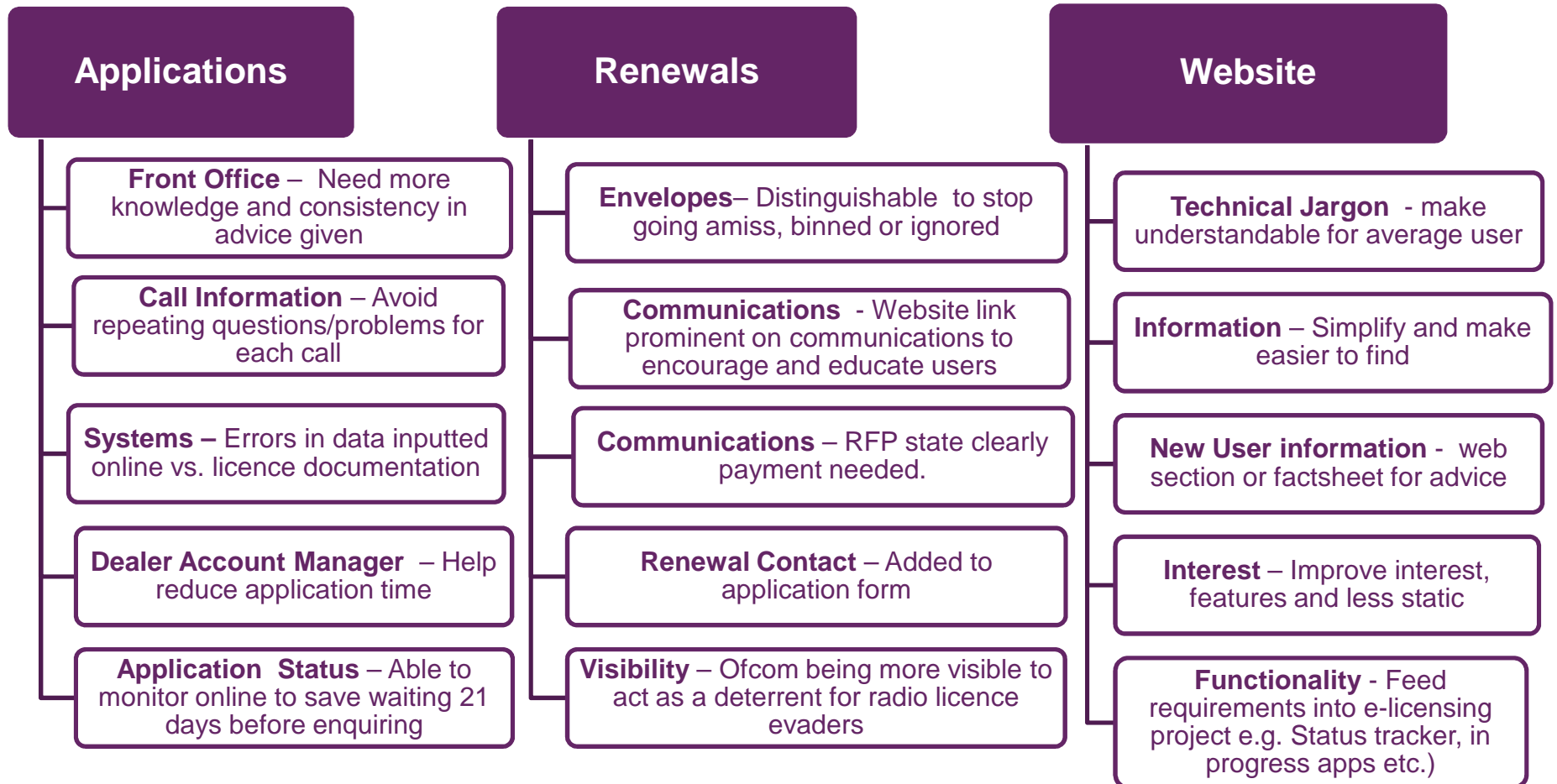
- BR Qualitative Research and our response so far.....
- Spectrum Efficiency
- Question

# About the BR Customer Survey



<b>Conducted by</b>	The logo for bdrc continental, featuring the text "bdrc continental" in a lowercase, sans-serif font. To the right of the text is a red square with a white dot inside, and a smaller red square below it.
<b>Extent</b>	<b>35 BR licence holders (12 dealers, 27 end-users)</b>
<b>Interviews</b>	<b>25 face-to face</b>
<b>Objectives</b>	<b>1) review our BR licensing processes 2) understand opinion/experience of application, renewal and website</b>
<b>Health Warning</b>	<b>Small sample, based on user perception of delivery and engagement of website</b>

# Summary of where we need to focus



## What we are doing.....

- New structure to support more integrated working with Interference Teams
- Request For Payment (RFP) now clearly stated that payment needed
- Piloted Credit Control and now introduced Renewal Management as part of BAU
- Pilot also introducing chasing illegal use as part of BAU from November
- Taking a more proactive approach supporting larger stakeholders

And .....

- Discussing a news letter and improving our presence externally
- Examining more ways in which we reach more licensees
- Introducing new “branded” envelopes
- Clearly stating “Payment Required”
- Introducing application receipt acknowledge – expected end of year
- Transferring license calls to Spectrum Licensing to improve advice and service delivery
- Interactive Voice Recordings will be Changed shortly
- Reducing Ofcom Technical and legal Jargon

# Spectrum Efficiency License Surrender

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If you no longer want or require a particular License

Let  
Spectrum Licensing  
Know

Surrender your  
License

It allows that  
spectrum to be  
reassigned  
immediately

Stop unauthorised  
Revocation Action

Stop Visit from  
Ofcom Field Force

# Spectrum Efficiency – Revocation Process

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Currently the  
Spectrum Allocation  
is Quarantined

for a lengthy  
predefined period

This is not the most  
efficient way to  
manage spectrum

In future The  
quarantine period will  
be significantly  
shorter

Releasing the  
Spectrum to be  
reassigned

This places  
responsibility on the  
Licensee to renew  
ASAP

Or potentially lose  
that particular  
Spectrum  
assignment

Face costs of  
re tuning

- Any Questions ?
- Come and talk to us this afternoon
- Steve Kennett [steve.kennett@ofcom.org.uk](mailto:steve.kennett@ofcom.org.uk)
- Steve Lynch [stephen.lynch@ofcom.org.uk](mailto:stephen.lynch@ofcom.org.uk)
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