

FCS around the UK Perth



Programme for the day

- 10.30 **Telephony Session**
- 12.00 **The Bigger Picture**
- 13.00 **Lunch & Networking**
- 14.00 **Radio and Wireless Session**

The Bigger Picture

Programme for this session

- Europe
- UK
- Ofcom

Europe Framework Directive



Changes to the Framework Directive to become law by May 2011:

- 1 day number portability
- Consumer contracts- 24 months maximum
- Better consumer information
- Protecting internet access
- Minimum network quality
- Consumer protection against personal data breaches and spam

Europe Framework Directive



- Better access to emergency services
- New EU authority- BEREC, set up from the existing European Regulators Group from January 2010
- Commission to have a say on competition in national markets
- Functional separation a tool for European regulators
- Accelerating broadband access
- Encouraging competition and investment in next generation access – including access to poles and ducts
- **UK consultation due in September**

Europe the Digital Agenda



Priorities for Neelie Kroes- new Commissioner

All EU citizens to

- Have access to broadband internet by 2013
- Use their mobile phones as a mobile wallet
- Have access to all public services online by 2015

Consultation on Net Neutrality- can internet providers offer different levels of service to different customers?- report due end 2010

Europe BEREC



EC must take account of BEREC- Ofcom likely to agree with BEREC recommendations

Programme

- **End users:** Best practice to facilitate customer switching consultation closed 2 July; universal service
- **Next Generation Networks-** charging mechanisms, open access
- **Draft NGA recommendation**
- **Framework implementation**
- **Benchmarking-** mobile termination rates- fixed and mobile termination rates should move to a symmetrical basis

UK Coalition Government

The New Government team for communication services:

Vince Cable-Lib Dem-Business Secretary

Jeremy Hunt- Cons- Culture Secretary- leads on the communications industry and broadband

Ed Vaizey-Cons-Minister for Culture and communications, including spectrum- responsible for implementing the Digital Economy Act

UK

Digital Economy Act- April 2010

Agreed by Government and Opposition at the end of the last Parliament but may be more changes in future depending on Coalition decisions

- Extends the role of Ofcom to include reporting on communications infrastructure and media content *This could affect CPs- but does not add to Ofcom's duties
- Imposes obligations on internet service providers to reduce online copyright infringement, and allows the Secretary of State to amend copyright legislation to the same end * this could affect CPs and resellers
- Allows the Secretary of State to intervene in internet domain name registration
- Requires Channel Four to provide public service content on a range of media
- Provides more flexibility over the licensing of Channel 3 and Channel 5 services and allows Ofcom to appoint providers of regional and local news

BUT THERE IS CONTINUED LOBBY TO REPEAL THE ACT

UK

Digital Economy Act

Also:

- Modifies the licensing regime to facilitate switchover to digital radio –**there may be opportunities for installers**
- Allows variation of the public service provision in Channel 3 and 5 licences
- Provides Ofcom with additional powers in relation to electromagnetic spectrum access- **only relevant for mobile**
- Extends the range of video games that are subject to age-related classification
- Makes provision for the regulation of copyright licensing
- Includes non-print formats in the public lending right payment scheme

UK

Delivering broadband to the final third

New chancellor announced in June budget that Labour Government proposals for a 50p landline tax dropped

Coalition Government policy:

- UK must have best broadband by 2015
- Proposals for 3 pilots delivering bb invited
 - 1 Not in England
 - 1 rural with distributed dwellings
 - 1 close to an urban development
 - Details on BB delivery day -15 July
- Funds to be available from underspend on digital switchover
- Supports unlocking access to BT ducts and poles and other infrastructure

UK Better Regulation

Coalition agreement May 2010:

- We will cut red tape by introducing a 'one-in, one-out' rule whereby no new regulation is brought in without other regulation being cut by a greater amount.
- We will end the culture of 'tick-box' regulation, and instead target inspections on high-risk organisations through co-regulation and improving professional standards.
- We will impose 'sunset clauses' on regulations and regulators to ensure that the need for each regulation is regularly reviewed.

Nick Clegg, Deputy Prime Minister, new campaign on 1 July
<http://yourfreedom.hmg.gov.uk/> to find out what rules and laws people want repealed.

National Audit Office has published examples of good and bad
Regulatory Impact Analyses

Are there any rules or laws concerning our industry that you want removed?

Ofcom

- In Opposition the Conservatives said they would change Ofcom
- Ofcom is not on Government list of axed quangos for 2010
- Ofcom board recognises that expenditure must reduce - chair and CEO taking a 10% pay cut
- The Chancellor is looking for 25-40% cuts across Government and regulators

Ofcom's annual plan 2010-11

Telephony



Ensure consumers can switch between CPs by removing unnecessary barriers

- Review number portability- mobile consultation on 1 day donor led porting
- Strategic approach to consumer switching- focus on bundles
- Automatically renewable contracts- impact on switching behaviour and competition

Ensure availability, take-up and effective use of communications services

- Easy to use technologies- VoIP speech to text demonstrator system for hearing impaired
- Enforcement of Universal Service Order

Ofcom's annual plan 2010-11

Telephony



Protecting consumers from harm

- PRS regulation programme- parallel consultation with PPP on 12th code
- Consumer complaints review

Business customers

- Understand business experiences of telecoms

Ofcom's annual plan 2010-11

Telephony- competition

- Wholesale local access market review
- Wholesale broadband access market review
- Geographic number management
- NTS retail uplift- PRS bad debt surcharge and RPI-X charge control
- NTS strategic review
- NTS- ongoing monitoring
- Review of retail and wholesale narrowband multiple channel markets
- Numbering policy programme
- Mobile call termination market review- implement proposals by March 2011
- Wholesale charge for ported calls
- Implementing the Telecoms Strategic Review
- Continuing programme of investigation of complaints and breaches of competition law

Bigger Picture session

Thank you

Any Questions or Issues?

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