

Consultation response form

Please complete this form in full and return via email to annualplan2018@ofcom.org.uk or by post to:

Annual Plan Team, SITE
Ofcom
Riverside House
2A Southwark Bridge Road
London SE1 9HA

Consultation title	Proposed Annual Plan 2018/19
Full name	John Varney
Contact phone number	██████████
Representing (delete as appropriate)	Organisation
Organisation name	Ofcom Advisory Committee for England
Email address	████████████████████
We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (delete as appropriate)	Nothing
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes

Your response

Do you have any comments on our proposals?

Yes.

The Advisory Committee for England (ACE) is pleased to be fully supportive of the Annual Plan.

We particularly welcome reference to the issues of communication services issues in large urban areas alongside the expected work on access for Rural environments.

ACE also believes the proposed inclusion of access services for on line delivered content to be of vital importance.

We note the Workstream on EPG and PSB prominence in on-demand services and would urge that attention is paid to means of service access on traditional television sets. An example of our concern would be TVs where the remote control has preset buttons for on-demand services - e.g. Netflix or Google Play on Sony sets - that when pressed, activate the set and by-pass any epg and take the user directly to the on-demand library.

The only area of concern that the committee has noted is that the level of attention being paid to Postal services appears to rank considerably below all other areas and we would ask that our views be noted. We consider that some emphasis on consumer experience should sit alongside examinations of the economic conditions of the postal market.

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