

Consultation Questions: Samsung Response

Question 1: Do you agree with our proposed principles and methods for assessing the number of UK users of a TSS?

- As set out in the document in principle we agree with the proposed methodology that Ofcom want to use as set out in the consultation document. We would like to see robust evidence backing the numbers identified by Ofcom as TSS users in the UK and would like to understand how groupings of platforms will be accounted for i.e. different iterations of the same TSS platform are considered as one user base.

Question 2: Do you agree with our proposed principles and methods for assessing whether the number of UK users of a TSS is significant?

- We agree with the proposed methodology set out in the consultation document (specifically in annex A1.28 but would like to be reassured that the data sources are accurate and referenced accordingly.

Question 3: Do you agree with our proposed principles and methods for assessing the manner of use of a TSS?

- We agree with the proposed principles and methods for assessing the manner of use of a TSS. We would like to reiterate that we believe that items without an aerial but where TV streaming services can be accessed should be in scope such as streaming sticks.

Question 4: Do you agree with our proposed principles and methods for advising on the functions that a TSS is capable of carrying out, or may be made capable of carrying out?

- We agree with the proposed principles and methods for advising on TSS functionality, but would like to be aware of the resources Ofcom refer to when determining functionality.

Question 5: Do you agree with our proposed principles and methods for assessing any other additional matters?

- We agree with the proposed principles and methods for any additional matters that may arise and welcome that they will be considered on a case by case basis. We wish to see that the regulations ensure that flexibility will be maintained to adapt to market and technology changes.

A4.2 In addition to the consultation questions, we have asked several supplemental questions. These seek views on our emerging thinking on how we will approach our first report setting out our recommendations on designation of TSS if the principles and methods proposed in this consultation are implemented. These are set out below.

Supplemental Question 1: We welcome views on this potential use of 'number of TSS installed on ITE devices in UK homes' as a proxy, and on the potential use of an absolute number of UK users when setting a threshold for significant use in our first report setting out our 41 recommendations on designation of TSS. Please provide evidence to support your views.

- On this point we would welcome clarification from Ofcom that this applies to TVs only and not secondary devices such as mobile phones and tablets?

Supplemental Question 2: We welcome views on this potential approach to assessing the manner of use of a TSS for our first report setting out our recommendations on designation of TSS. Please provide evidence to support your views.

- On this point we would welcome clarification from Ofcom that this applies to TVs only and not secondary devices such as mobile phones and tablets?

Supplemental Question 3: We welcome views and supporting evidence for our first report setting out our recommendations on designation of TSS on:

- The number of people using older versions of TSS that are no longer supported by their provider
- When TSS providers release a new version of their service, for how long do they normally support it?
- When IPS providers release a new version of their service, for how long do they normally support it?
- The technical limitations and/or costs that are associated with supporting older versions of TSS and older versions of IPS still available in the market

TSS support:

- Samsung has publicly stated that we currently provide OS updates for 5 years from manufacture and devices within that time range have regular updates.

ISP support:

- For the latest devices (up to 5 years old), partners can freely submit their app update and go through our Quality Assurance process
- For TVs beyond 5 years old (i.e. manufactured in 2015-19), they are required to go through an extra process for such app updates (and approved based on the partners importance).
- Samsung unfortunately does not have the bandwidth/resource to accept all app updates in individual markets for legacy devices, however we try to meet the balance between partner/market/viewer needs and our resource