

Annwyl Elinor,

RE: Ofcom's proposed Plan for Work 2023/24

Thank you for the opportunity to attend your recent event in Cardiff, and to contribute to your consultation on your proposed Plan of Work for 2023/24.

Ogi is encouraged by Ofcom's clear focus on 'Internet we can rely on' as a priority for the year ahead. Clearly the continued roll-out of competitive broadband infrastructure across the UK is fundamental to the success of this ambition and underpins many of your priorities in this area.

Suffocating tactics by the incumbent and other major operators will only stifle innovation before it has truly had a chance to thrive. Ofcom's Connected Nations reports clearly acknowledge and demonstrate the key role alternative network operators play in serving end-users. As the economic landscape shifts, Ofcom's continued support for positive competition is going to be increasingly important if we are going to continue to a healthy, competitive, and innovative sector for many years to come. Your ongoing advocacy for competition in our sector, and use of soft-powers – alongside regulatory powers when necessary - to nurture alternative provision and to protect customer choice will be crucial.

On a more detailed level, we also welcome your proposed focus on supporting the transition to voice-over-IP services, including on activity to protect consumers in this area. As part of this, Ogi would be supportive of any work undertaken to encourage the industry to do more to raise awareness of the potential future switch-off of the public telephone network to consumers. Indeed, we would welcome any encouragement by Ofcom for the sector to do more to promote our general transition across society to new technology, including full fibre broadband – and the need to provide greater clarity to the market about the connectivity options available to them.

Finally, we note your intention to work with industry to ensure One Touch Switching is implemented successfully and would emphasise the need for continued collaboration on this matter, including in relation to the timeframe outlined, given the ongoing practical issues that are arising with some technical elements of the programme.



Thank you again for the opportunity to comment on the Plan. We look forward to continuing to work with the regulator over the coming year.

Best wishes – and diolch,

Ben Allwright, Chief Executive Officer