

# EXECUTIVE COUNCIL

## PUBLIC

**Title:** Communications Regulator Annual Report 2020

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**Responsible Director:** Attorney General

**Report Author:** Communications Regulator

**Portfolio Holder:** MLA Spink

**Reason for paper:** This paper is submitted to Executive Council:  
To meet a statutory requirement

**Publication:** Yes

**Previous papers:**

**List of Documents:** Appendix A – Communications Regulator Annual Report 2020

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### 1. Recommendations

Honourable Members are recommended to accept the annual report of the Communications Regulator and refer it for submission to the Legislative Assembly;

### 2. Additional Budgetary Implications

None

### 3. Executive Summary

This report is submitted under the following statutory requirements laid out in the Communications Ordinance (2017) Part 3 s7.

### *7. Exercise of certain powers and annual report*

*(1) Except as provided in subsections (2) and (3), the Regulator, in the exercise of the powers conferred on it under this Ordinance must not be subject to the direction or control of any person or authority.*

*(2) The Regulator must have regard to the electronic communication objectives, the regulatory principles to the electronic communication objectives, the regulatory principles and any other policy objectives set by the Falkland Islands Government.*

*(3) The Governor may give policy direction to the Regulator in the exercise by the Regulator of the functions under section 10(b),(d),(f).*

*(4) The Regulator must submit an annual written report to the Governor and to the Legislative Assembly about the exercise of the Regulator's functions during each calendar year.*

*(5) An annual report must be made as soon as reasonably practicable, and in any case not later than 3 months after the end of the calendar year to which it relates.*

*(6) The Regulator must include in the report information of any attempts by any person or authority to improperly direct or control the Regulator in the exercise of the powers specified in subsection (1).*



# Falkland Islands Communications Regulator

## Annual Report 2020

This report is submitted in accordance with the Communications Ordinance.

*“The Regulator must submit an annual written report to the Governor and to the Legislative Assembly about the exercise of the Regulator’s functions during each calendar year. An annual report must be made as soon as reasonably practicable, and in any case not later than 3 months after the end of the calendar year to which it relates. The Regulator must include in the report information of any attempts by any person or authority to improperly direct or control the Regulator in the exercise of the powers specified in subsection (1)” Communications Ordinance (2017).*

## Foreword from the Communications Regulator

January to December 2020 was a period of consolidation in which telecommunications regulation matured and developed a greater focus on the quality and value of the services that consumers receive. This was done primarily through the development of policies that ensure coherence between regulatory functions and the law that they are based upon. A robust policy framework will also enable continuity and maintenance of standards between Regulators.

Policies are now in place to manage all the national assets assigned to the Regulator: spectrum, .fk domain and national telephone numbers. More widely policies have been published which set out how the Regulator addresses complaints, consultations, information, investigations, enforcement, planning and reviews.

Covid-19 stretched Sure's ability to deliver services both in terms of demand and resources. However, Sure managed these challenges well and continues to engage well with the Regulator. This has been particularly important in developing performance measures for 2021.

Consumer protection has been tightened. In December 2020, the Regulator issued Sure with a Direction to report against a range of performance indicators for complaints, faults, network outages and service reliability, with the specified targets coming into force from 1 January 2021. The Direction, which followed a public consultation process, balances the protection of consumers against the impact on Sure. Sure will report against the new targets quarterly. During 2021, the Regulator intends to complete this quality of service framework with the deployment of probes in the Sure network that will enable the data rate of broadband to be measured. This framework will progress the Regulator's intent to make evidence-based decision when dealing with Sure performance.

The Regulator has also progressed the National Broadband Strategy. Work in 2020 concentrated on building a credible business case. The Broadband Strategy and the Implementation Plan will be developed in 2021.

My priorities for 2021 are to:

- Governance – to continue to develop and test regulatory policies;
- Regulation – to consult on the development of class licences for remaining groups of spectrum users;
- Consumer Safeguards – actions to monitor performance and encourage or enforce improvements in service quality where necessary; and
- Supervision of national assets – to continue to improve the management of these assets.



John Whitby

Communications Regulator

3 Mar 21

## Review of Progress against Priorities

1. The Regulatory Objectives set by the Regulator for 2020 in the 2019 Annual Report are in the table below with a brief explanation for each objective. This is expanded in detail in later parts of the report.

Regulatory Objective	2019 Report Proposal	Action Taken in 2020
Governance	• Publish the Regulator’s Annual Report.	Complete. Published 18 Feb 20.
	• Hold a Public Meeting.	Delayed by Covid 19 Lockdown. Complete. Held 7 Oct 20.
Regulation	• Conduct investigation into Broadband outage Oct/Nov 19.	Complete. Investigation Report published – 14 Feb 20.
	• Review Sure Code of practice, Terms and Conditions and Charges.	Not Achieved.
	• Conduct investigation into Sure T&Cs.	Initiated Nov 20. Ongoing.
Supervise National Assets	• .fk domain name approvals.	Ongoing. Business as Usual. Domain Management Policy issued Apr 20.
	• Revalidate Amateur Radio Licences.	Complete. Consultation ran 10 Feb to 30 Apr. All licences issued by 10 Jul.
	• Optimise ships licencing to enable efficient ITU reporting	Complete. ITU Database updated 1 Feb 20 and 6 monthly thereafter.
Consumer Safeguards	• Publish Sure Q4/19 Complaint and Fault Statistics.	Published 10 Mar 20.
	• Publish Sure Q4/19 Quality of Service (QoS) Statistics.	Not Achieved. QoS Direction untenable and withdrawn 11 Mar 20.
	• Prepare and launch Customer Satisfaction Survey 2019.	Complete. Survey ran from 16 Mar to 5 Apr 20.
	• Publish Price Cap Compliance Report 2019.	Complete 1 Apr 20. Sure is compliant.
	• Publish Sure Q1/20 Complaint and Fault Statistics.	Published 5 Aug 20.
	• Publish Sure Q1/20 QoS Statistics.	Postponed until 2021. See Paragraph 5a.
	• Publish Sure KPI 24 Customer Satisfaction Survey 19 results.	Not Achieved. Insufficient data. See Paragraph 5d.
	• Publish Sure Q2/20 Complaint and Fault Statistics.	Published 5 Aug 20.
	• Publish Sure Q2/20 QoS Statistics.	Postponed until 2021. See Paragraph 5a.
	• Publish Sure Q3/20 Complaint and Fault Statistics.	Published 4 Nov 20.
	• Publish Sure Q3/20 QoS Statistics.	Postponed until 2021. See Paragraph 5a.
	• Develop Improvements to QoS Reporting.	Complete. See Paragraph 5.
	• Prepare User Habit Survey to inform FIG Broadband Strategy.	Complete. Survey is ready for launch in Mar 21.

### 2. Governance.

a. **Annual Report.** The Communications Regulator’s Annual report was presented to the Executive Council under cover of EC 26/20 on the 24 Jun 19. The Report was published on the Regulator’s website (<https://www.regulatorfi.org.fk/>) on 18 Feb 20.

b. **Public Meeting.** The Public Meeting was delayed due to the Covid 19 Lockdown. It was held on 7 Oct 20. A presentation to the public was made by Sure on their forward investment programme and progress with the MSAN/WiMax<sup>1</sup> replacement programme.

### 3. Regulation - Investigations.

a. **Oct/Nov 19 Denial of Service Attack on Sure.** The Regulator carried out an investigation into the sustained Distributed Denial of Service (DDoS) attack which also targeted other Sure Companies in St Helena, Ascension Island, Diego Garcia and Guernsey over 24 days in Oct/Nov 19. The attack significantly degraded off island services provided by Sure and highlighted the criticality of Sure's Satcom Dish as national infrastructure and the need for continuity planning. The Regulator concluded that Sure were compliant with the Licence and had taken appropriate measures to safeguard the security and integrity of its services.

b. **Sure's Terms & Conditions, Code of Practice and Charges.** In Nov 20, The Regulator initiated a Review of Sure's Terms & Conditions, Code of Practice and Charges in order to scrutinise whether consumer protections are adequately and fairly safeguarded. This investigation is ongoing.

c. **Interference Investigation.** On 4 Jun 20 FIGAS reported interference on 119.00MHz, the Islandwide Air Safety Frequency, to the South of the Stanley to MPC road. While the interference did not cause significant harm, the cause was not found. While the Falkland Islands spectrum is not crowded and interference is infrequent, this incident does highlight that, while the Regulator has the powers to investigate, the Regulator does not have the means to collect technical evidence.

### 4. Supervision of National Assets.

#### a. The .fk Domain.

(1) **Policy.** The .fk Domain lacked a clear policy to draw the management components together. The Regulator drafted the .fk Management Policy in Feb-Mar 20 and, following consultation with Sure, the [policy](#) was published in Apr 20. The Policy conforms to the international treaty obligations of the ITU Radio Regulations, the Internet Corporation for Assigned Names and Numbers and the Internet Assigned Numbers Authority<sup>2</sup> whilst meeting national Domain needs.

(2) **Numbers.** As at 1 Jan 21, a total of 182 .fk domain names were registered. During 2020 there were 10 new registrations and 6 retirements. The breakdown by sub domain names is as follows:

- |     |         |              |
|-----|---------|--------------|
| (a) | .ac.fk  | – 13 (7%).   |
| (b) | .co.fk  | – 114 (62%). |
| (c) | .fk     | – 4 (2%).    |
| (d) | .gov.fk | – 36 (20%).  |

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<sup>1</sup> A Multi-Service Access Node (MSAN), is a device which connects customers' telephone lines to the core network, to provide telephone, ISDN, and broadband. WiMAX (Worldwide Interoperability for Microwave Access) is a family of wireless broadband communication which provide an earlier generation of network access.

<sup>2</sup> The Internet Assigned Numbers Authority is a function of ICANN, a non-profit private American corporation that oversees global IP address allocation, autonomous system number allocation, root zone management in the Domain Name System, media types, and other Internet Protocol-related symbols and Internet numbers.

- (e) .net.fk – 1 (1%).
- (f) .nom.fk – 0 (0%).
- (g) .org.fk – 14 (8%).

b. **Spectrum Management.**

(1) **Policy.** In 2019, the Regulator carried out a consultation on a Spectrum Management Framework. Following integration of the comments, the framework has now been developed into a [policy](#) and published. During development of the policy the need for a number of processes and procedures were identified covering licence application processing, spectrum allocations and interference investigation. These will be developed in 2021.

(2) **Radio Licensing.**

(a) **Amateur Radio Licensing.**

i. Amateur Radio Licensing was revalidated during 2020 to bring all licences under the Communications Ordinance and provide accurate personal details. Primarily, this involved the Islands Community although revalidation was advertised internationally to capture as many non FI licensees as possible.

ii. Revalidation took place from 10 Feb to 30 Apr 21. At the start of the exercise, there were 1,186 licences in existence. Following revalidation, this had been reduced to 418 with full contact details.

iii. Following appeal, an initial 16 overseas licences were issued. An extended revalidation window from ?? Sep to 15 Dec 21 was opened and a further 28 licences were issued by December.

iv. It is a condition of the new licence that holders confirm their address and contact details annually to ensure that the database remains current. Following revalidation, the issue of licences was redelegated to the Treasury.

(b) **South Georgia, South Sandwich Islands (SGSSI) and British Antarctic Territory (BAT) Amateur Radio Licences.** Following an EXCO decision in mid-2020 to enable the Regulator to issue SGSSI and BAT Amateur Radio Licences, the Regulator has contacted OFCOM to seek direction on how the callsign matrix might be split to cover the three jurisdictions. However, new law is required to enable SGSSI and BAT to issue licences. Therefore, the Regulator is making interim arrangements with the SGSSI Government until that legislation is in place.

(c) **Trial and Innovation Licences.** A trial and innovation licence was issued to the US based company Lynk Global to enable them to test communications to a mobile phone 4G node based on a low earth orbit satellite. The tests were successful.

(d) **VSAT<sup>3</sup> Licences.** Although there has been interest, no VSAT licences were issued in 2020.

(3) **Spectrum Licensing.** Following discussion with Sure in late 2020 the Regulator identified a need to issue Sure with global spectrum licences for all its spectrum usage. A spectrum licence was issued to Sure for the VHF Network deployment. Further work was required to capture all the remain spectrum use data. Additional schedules will be issued for the remaining usage early in 2021.

(4) **ITU Reporting.** The Falkland Islands must report changes to the radiocommunications usage of Falkland Islands flagged ships in order to meet its obligations to the ITU Radio Regulations. Improving the efficiency has involved a revised Ship Station Licence application form to capture much of the missing data and a process to ensure that this continues. This is now in place. An initial report was made to the ITU in Feb 20. This was updated in Aug 20. the annual Ship Station Licensing process requires the Regulator to check if further updates are required and it is likely that this will then become an annual activity.

c. **National Numbering.**

(1) The Regulator is responsible for the effective management of the telephone numbers used in Sure's and BFSAI's telephone services. During 2020, the Regulator carried out an audit of number usage and developed a [policy](#) for the management of National Numbers and a National Numbering Plan that conforms to the international treaty obligations of the ITU Radio Regulations whilst meeting national needs. These two documents were published in Oct 20.

(2) As at 1 Jan 21, of the 100,000 numbers available, some 6,433 are in use of which 2071 are in use by BFSAI. The split between fixed line and mobile numbers is 5:1 (5,390 fixed line and 1,032 mobile). Just 6.4% of the available numbers are in use. While some number bands are at just over 80% usage, none are under pressure requiring conservation activity.

5. **Consumer Safeguards**

a. **Policy.** In July 2019 a Direction was issued to Sure which was intended to be the foundation stone of QoS measurement and reporting with more parameters and targets added over time. Due to difficulties with the technical measurement and collection of data the Regulator revoked the Direction in February 2020. During 2020 the Regulator carried out a public consultation on a revised regulatory framework. This was followed by a series of discussions with Sure to identify a practicable and achievable framework with balanced impact. The consultation document has been recast as the [Consumer Safeguard Policy](#) and has been published. A 2<sup>nd</sup> [Direction](#) was issued to Sure<sup>4</sup> in Dec 20 which requires Sure to report to the Regulator against the Key Performance Indicators for complaints, faults and network outages. Technical enhancements are required to measure service reliability parameters

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<sup>3</sup> A Very Small Aperture Terminal (VSAT) is a small-sized earth station used in the transmit/receive of data, voice and video signals over a satellite communication network. VSAT data throughput speeds have increased significantly throughout the years and now can provide multimegabit service in downstream and upstream. Antenna/dish sizes usually range from 1.2m to approximately 3m in diameter.

<sup>4</sup> The Communications Regulator makes this Direction under s11(2)(b) of the Communications Ordinance 2017 and under Paragraph 26 of the Individual Operating Licence issued to Sure SA Ltd by the Falkland Islands Governor on 7 April 2017.

(broadband availability and data speeds). The technical enhancements will be the subject of an EXCO paper in 2021.

**b. Sure Complaint Statistics.**

(1) A total of 15 complaints were received in 2020, as compared to 51 complaints in 2019. The complaints concerned a range of issues from landline reliability, mobile handset issues, billing issues and internet access speeds.

(2) All the Stage 1 complaints were resolved within the 7 working day target response time. Sure has therefore exceeded the 90% completion rate that became a formal target from 1 January 2021. None of the complaints was escalated to Stage 2.

(3) There has been a significant improvement during 2020 in both the number of complaints made by customers and the manner in which they have been addressed by Sure. This has been especially satisfactory given the challenges faced by Sure during the Covid-19 pandemic.

**c. Sure Fault Statistics.**

(1) **Total Faults.** There were 14% fewer faults reported in 2020 compared with 2019. There was a drop in the number of faults across all customer types and all regions other than Camp. In Camp the number of faults rose by 21%. There were also fewer faults caused by Sure compared with 2019: 5.2 faults per 100 lines compared with 7.1 in 2019. However, there was a deterioration in Camp where the number of faults rose by 49% from 36.7 to 54.8 per 100 lines. Sure also improved its resolution of faults during 2020. The proportion of faults being resolved within the target repair period rose for most customers, but there was a 2% reduction in performance for business customers in Stanley.

(2) **Sure Faults.** The overall incidence of faults for which Sure is responsible was higher in 2020 than the target levels that have been set for 2021. There were 55 faults per 100 subscriber lines in Camp, compared with the new target of 36 faults per 100 lines, and in Stanley there were 6.4 faults per 100 subscriber lines compared with the new target of 7 faults per 100 lines.

(3) **Fault Repair Target.** Overall, Sure met its fault repair target 88% of the time in Stanley and 83% of the time in Camp. There were 66 incidences of faults on residential lines not being repaired on target, with 6 of them resulting in compensation being paid by Sure, amounting to £125.88. There were 28 incidences of faults on business lines not being repaired on target, none of which resulted in compensation being paid.

(4) **Future Performance.** The Direction issued to Sure on 17 December 2020 establishes targets both for the number of faults on the Sure network and the proportion of faults repaired within a specified time period. These targets do not apply until 2021, but it is worth noting how they compare with Sure's performance in 2020. Sure's performance was considerably below target for fault numbers in Camp and for fault repairs for business subscribers in Stanley.

**d. Customer Satisfaction Survey.**

(1) The Customer Satisfaction Survey planned for Nov 19 was delayed because of the significant changes to the broadband service introduced on 1 Dec 19. The Regulator

decided that customers would require more time using the new service before comparable answers could be expected in the survey. The survey was run in Mar 20 for three weeks and was widely advertised via social and traditional media. However, this was in the middle of the Covid 19 lockdown which was a primary contributor to the poor response. There were two versions of the survey one for residential and one for business customers. Only 48 surveys in total were completed. As a result, the Regulator was unable to draw any conclusion from such a small sample and no list of issues was sent to Sure for response and no Regulator report was published.

(2) The 2021 Customer Satisfaction Survey was initiated as planned on 18 Jan. If the response rate remains low it will not be possible to draw robust conclusions. In these circumstances the Regulator will examine alternative formats for more effective engagement and how the views of children and young people could be included.

e. **Price Cap.**

(1) The Sure Price Cap Compliance Report for 2019 was submitted on 1 Apr 20, the due date. The report indicated full compliance with the terms of the price cap. In 2018 Sure chose not to increase prices by as much as permitted under the price cap, with the result that the unused allowance of £59,849 was carried forward into 2019. In addition, with RPI of 3.02%, Sure was permitted to increase its price cap revenues by a further £119,402 for 2019. Sure did increase some prices during 2019, in particular monthly subscription charges, with the result that revenue for price cap services increased by £4,473. Overall, the small price increases that Sure made during 2019 have left consumers collectively £174,778 better off compared with the maximum prices that Sure could have set under the price cap.

(2) A new price cap was established in 2020 following a review at the end of the 2016-2019 price cap period. A key element of this review was to ensure that the right services were covered by the price cap and, in particular, that appropriate consideration was made for the broadband services that make up an increasing proportion of Sure revenues. In the event, because FIG was concurrently planning a substantial uplift of satellite capacity in December 2019, it was decided not to extend the scope of the price cap but to retain a separate broadband obligation. Similarly, consideration was given to how Quality of Service (QoS) measures might be embedded within the price cap, but it was decided to address these matters through a separate Consumer Safeguards regulatory framework.

(3) The new price cap, which runs from 2020-2023, is constructed in essentially the same way as the previous version. Some minor computational changes were made, the scope was extended to include all 4G mobile services, and Sure was not allowed to carry over unused credits from the previous regime, thus limiting its scope of future price increases. Sure has to demonstrate its compliance with the price cap annually in April, using a standard template prepared by the Regulator.

(4) If broadband services are to be brought into the next price cap review in 2023, it will be helpful to decouple the timing of the review from the next upgrade to satellite capacity. This would enable the price cap to take account of the available international capacity and the way it is funded, to derive KPIs for both prices and quality of service.

6. **Website.** The Regulator's website ([www.regulatorfi.org.fk](http://www.regulatorfi.org.fk)) received a total of 1484 unique visits in 2020. In general, the site is now receiving a much wider range of visitors looking for a wider range of information. This is reflected in the following statistics. The majority of visits were from the

Falkland Islands and the UK, but there were visitors from 56 countries. 23% of the referrals<sup>5</sup> were from Google and Facebook but the most popular referral was from the South Gate Amateur Radio News (12%) announcing the Amateur Radio Revalidation process. 51% of site searches covered a much wider range of subjects. Only 12% of search were for Amateur Radio licensing down from 51% in 2019.

7. **Maturity Matrix and Policies.** In the early part of 2020, the Regulator developed a Maturity Matrix for the Regulatory function from which to identify the range of policies, guidance and procedures to make regulation more efficient and effective. Implementation of the resulting action plan is ongoing. However, to date the Regulator has, in addition to the policies for spectrum and consumer safeguarding set out above, drawn together the following:

- a. A complaints and appeals policy to ensure consumers are able to make a complaint or an appeal against the Regulator.
- b. A consultation and publication policy to set out how the Regulator will consult consumers and the standard that will be used for publication.
- c. A data protection policy to ensure that any processes that the Regulator uses to manage personal data are compliant and that good data protection practice is imbedded in the culture of regulatory work.
- d. An investigation and enforcement policy that sets out how the Regulatory will approach investigations and enforcement of resulting decisions.
- e. A licencing policy is to set out how the Regulatory will manage radio communications applications and licensing.
- f. A planning and reporting policy to set out how the Regulator will approach budget and regulatory development planning and reporting.
- g. A performance management policy to set out the indicators, targets and the supporting framework that will be used to drive the behaviours and outcomes by the Regulator that are in the best interests of consumers.
- h. A policy and legislative review policy will set the timetable and activity for the periodic review of regulatory legislation and policy.

8. **National Broadband Strategy.**

- a. In addition to regulatory duties, the Regulator has progressed the National Broadband Strategy. Having agreed the approach in Mar 20, the Regulator has delivered:
  - (1) A Trends, Drivers and Outcomes Paper which to set out the global industry trends, the local drivers for digital development, and the future potential outcomes for the Falkland Islands, in order to set an agreed target for the Falkland Islands Broadband Strategy.
  - (2) A Strategy Mandate which set out at a high level and across a wide landscape: what the strategy will deliver, how the Falkland Islands would be improved, timescales and cost, alignment with other FIG programmes, external drivers/pressures and a summary of the current state.

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<sup>5</sup> A referral is the site where a user found the link or web address to your site.

(3) A Strategy Brief to provide an assessment of the viability and achievability of the proposed NBS built around a business case specifically tailored to the Falkland Islands economy.

b. Subject to approval of the Strategy Brief, it is intended to develop the Strategy and Implementation Plan during 2021.

### Action Plan for 2021

9. Note: this is not an exhaustive list of regulatory activity but summarises those actions that can be planned for and anticipated.

Title	Description	Regulatory Objective	Output	Planned Delivery (Qtr)
Investigate WhatsApp Hacking	Investigate the vulnerability and abuse of WhatsApp messaging in the FI	Consumer Safeguards	Investigation Report	Q1
Domain Name Authorisations	Approval of domain name applications.	Supervise National Assets	Approvals (As Required)	Q1-Q4
National Numbering Policy	Publish Annual Operator Number Usage Reporting.	Supervise National Assets	Information Notice	Q1
.fk Doman Management Policy	Publish the annual .fk domain report.	Supervise National Assets	Information Notice.	Q1
Complaint Stats Q4/20	Publish Sure Quarterly Complaint Statistics Q4/20.	Consumer Safeguards	Information Notice	Q1
Fault Reporting Q4/20	Publish Sure Quarterly Fault Statistics Q4/20.	Consumer Safeguards	Information Notice	Q1
Annual Report	Publish Regulator's Year End Annual Report 2020.	Governance	Annual Report	Q1
Customer Satisfaction Survey	Prepare and launch Customer Satisfaction Survey 2021.	Consumer Safeguards	Live Survey	Q1
Broadband Reliability Probes	Seek EXCO approval to acquire probes to collect broadband data.	Consumer Safeguards	EXCO Acquisition Approval	Q1
Hold Public Meeting	Hold a Public Meeting to update Public.	Governance	Public Information	Q2
QoS Performance Governance	Assessing and Awarding Penalties Following Missing QoS Performance Targets.	Consumer Safeguards	Policy published	Q2
Sure QoS Reporting Q1/21	Publish Sure Quarterly Quality of Service Reporting Q1/21.	Consumer Safeguards	Information Notice	Q2
Investigate Emerging Starlink Services	Investigate the legal and Contractual aspects of Starlink use in the FI.	Consumer Safeguards	Investigation Report	
Price Cap 20	Publish Price Cap Compliance Report 2020.	Consumer Safeguards	Consumer interests safeguarded	Q2
Publish Customer Satisfaction Survey 20	Publish Customer Satisfaction Survey 20 Results.	Consumer Safeguards	Survey Report	Q2
EXCO Broadband Probe Locations	Analysis of most effective location for broadband probes	Consumer Safeguards	EXCO Paper Approved	Q3
Class Licensing Consultation	Develop a Class Licence Policy Framework for consultation	Supervise National Assets	Consultation Report published.	Q3
Investigation into Sure T&Cs.	Conduct investigation into Sure T&Cs.	Regulation	Publish Investigation Report	Q3
Amateur Radio Licence Revalidation	Validate Amateur Radio Licence Contact Details	Supervise National Assets	Revalidated Licence Database	Q3
Sure QoS Reporting Q2/21	Publish Sure Quarterly Quality of Service Reporting Q2/21.	Consumer Safeguards	Information Notice	Q3
Recruitment Process	Initiate Process to Recruit a New Regulator	Human Resources	New Regulator Jan 22	Q3
Sure QoS Reporting Q3/21	Publish Sure Quarterly Quality of Service Reporting Q3/21.	Consumer Safeguards	Information Notice	Q4
Broadband Probes Initial Operating Capability	Broadband Probes deployed and operating with Agreed KPIs	Consumer Safeguards	Live Data	Q4

Title	Description	Regulatory Objective	Output	Planned Delivery (Qtr)
Class Licence Registration	Class licensees register subject to consultation	Supervise National Assets	Class Licence Registration complete	Q4