

**Argyll and Bute Council**  
**Comhairle Earra-Ghàidheal Agus Bhòid**

*Customer Services*  
*Executive Director: Douglas Hendry*



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3 December 2018

**SUPPLEMENTARY PACK 1**

**ENVIRONMENT, DEVELOPMENT AND INFRASTRUCTURE COMMITTEE - COUNCIL  
CHAMBER, KILMORY, LOCHGILPHEAD on THURSDAY, 6 DECEMBER 2018 at 10:30 AM**

I enclose herewith, for your information, slides in relation to **item 4 (OFCOM – IMPROVING DIGITAL CONNECTIVITY)** in advance of the presentation to be given by Ofcom.

Douglas Hendry  
Executive Director of Customer Services

**SLIDES FOR INFORMATION**

**4. OFCOM - IMPROVING DIGITAL CONNECTIVITY (Pages 3 - 14)**

Presentation by Glenn Preston – Director of Ofcom Scotland and Jonathan Ruff –  
Regulatory Affairs Manager

**Environment, Development and Infrastructure Committee**

Councillor John Armour	Councillor Gordon Blair
Councillor Bobby Good	Councillor Donald Kelly
Councillor David Kinniburgh	Councillor Donald MacMillan
Councillor Roderick McCuish (Chair)	Councillor Sir Jamie McGrigor
Councillor Jean Moffat	Councillor Aileen Morton
Councillor Ellen Morton (Vice-Chair)	Councillor Gary Mulvaney
Councillor Alastair Redman	Councillor Alan Reid
Councillor Andrew Vennard	Councillor Jim Findlay

Contact: Hazel MacInnes Tel: 01546 604269

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# Ofcom Scotland @ Argyll & Bute Council

Glenn Preston, Ofcom Scotland Director  
Jonathan Ruff, Regulatory Affairs Manager  
6 December 2018

## Ofcom's purpose

Promote  
competition  
and ensure  
markets work  
for consumers

Secure  
standards and  
improve quality

Protect  
consumers  
from harm



# Connectivity challenges (Scottish local authorities)

## Fixed broadband

Without access to a **'decent'** broadband connection  
(USO criteria of 10 Mbit/s download and 1 Mbit/s upload)

Local Authority	% of premises
Argyll and Bute	17%
Na h-Eileanan Siar	24%
Moray	9%
North Ayrshire	3%
Orkney Islands	31%
Shetland Islands	23%
Highland Council	16%

*Source: Ofcom Connected Nations, October 2018 Report (data relates to May 2018)*

## Fixed broadband

With access to a ‘**superfast**’ broadband connection  
 (30 Mbit/s and above)

Local Authority	% of premises
Argyll and Bute	75%
Na h-Eileanan Siar	63%
Moray	83%
North Ayrshire	92%
Orkney Islands	60%
Shetland Islands	67%
Highland Council	74%

*Source: Ofcom Connected Nations, October 2018 Report (data relates to May 2018)*

## Fixed broadband

With access to a **'ultrafast'** broadband connection  
(300 Mbit/s and above)

Local Authority	% of premises
Argyll and Bute	0.1%
Na h-Eileanan Siar	0%
Moray	0.2%
North Ayrshire	26.5%
Orkney Islands	0.1%
Shetland Islands	0.1%
Highland Council	0.4%

*Source: Ofcom Connected Nations, October 2018 Report (data relates to May 2018)*



# Mobile

With access to a **3G mobile** service  
(from all four operators)

Local Authority	% of premises with indoor coverage	% of landmass with geographic coverage
Argyll and Bute	59%	13%
Na h-Eileanan Siar	27%	20%
Moray	54%	41%
North Ayrshire	84%	50%
Orkney Islands	24%	38%
Shetland Islands	17%	37%
Highland Council	52%	19%

Source: Ofcom Connected Nations, October 2018 Report (data relates to May 2018)

# Mobile

With access to a **4G mobile** service  
(from all four operators)

Local Authority	% of premises with indoor coverage	% of landmass with geographic coverage
Argyll and Bute	39%	11%
Na h-Eileanan Siar	26%	13%
Moray	45%	40%
North Ayrshire	78%	45%
Orkney Islands	16%	47%
Shetland Islands	37%	44%
Highland Council	44%	21%

Source: Ofcom Connected Nations, October 2018 Report (data relates to May 2018)

# Improving digital connectivity in Scotland

## Ofcom action to improve broadband services

Some of the specific action Ofcom is taking to improve broadband services includes:

- creating a **more independent Openreach**, that takes network investment decisions in the interests of all its customers, and monitoring if this is happening in practice
- looking at **reducing network build costs** by improving the availability and use of duct and pole access, and working with the UK and Scottish Governments to reduce planning barriers
- **setting prices for Openreach's wholesale** services through our wholesale local access market review
- introducing a new scheme that will see major broadband and landline **providers give their customers automatic compensation** when things go wrong (from early 2019)
- **improving quality of service** across the telecoms industry by setting tougher quality standards on Openreach where service was previously unacceptable
- **delivering the UK Government's USO** (including working with the Scottish Government to ensure smooth interaction with R100)



## Improving mobile services

Some of the specific action Ofcom is taking to improve mobile services includes:

- ensuring that **additional spectrum** is ready for the next generation of mobile networks, while driving improvements in the coverage of existing mobile services
- we are already consulting on **proposals for new 700 MHz spectrum licence obligations**, requiring operators to deliver improvements in mobile coverage in rural areas – proposing national target for Scotland
- working with government and other agencies to understand **implications of planning reforms** proposed by governments (including the FTIR)
- providing data and technical advice to inform **government interventions** e.g. 4G mobile infill programme



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