

700 MHz PMSE funding scheme

Vaughan John

25 January 2019

Agenda

- 14:15 – 14:30 Introductions from Ofcom and Equiniti
- 14:30 – 15:00 Background and timelines (Ofcom)
- 15:00 – 15:15 Break
- 15:15 – 16:15 Registration process (Equiniti)
- 16:15 – 17:00 Questions and close (martin.brock@ofcom.org.uk)

700 MHz clearance



Background

- October 2016 – notice to PMSE users that they would not have access to the 700 MHz band after 1 May 2020
- November 2017 – published our decision that PMSE will be able to access the 700 MHz guard band
- August 2018 – published our decisions on eligibility criteria and funding principles
- September 2018 – finalised procurement of scheme administrator
- December 2018 – published our decision on additional funding and Version 1 of the rate card
- Funding applies to the whole 700 MHz band including the guard band
- Funding is calculated from the rate card

Eligibility criteria

- Must have held a licence in the 700 MHz band between 17 October 2014 and 23 August 2018 or be able to prove their business is based solely on hiring out equipment and therefore does not require a licence (dry hirer)
- Can only claim for equipment that belongs to them
- Equipment being claimed for must be in working order
- Equipment being claimed for must have been purchased before 23 August 2018
- Equipment being claimed for must have at least some of its tuning range in the 700 MHz band
- Ancillary equipment is eligible if its related equipment is made unusable by the clearance of the 700 MHz band. Ancillary equipment will have to satisfy all the eligibility criteria (except for the tuning range if the equipment has no tuning function)

Scheme timeline



Email address for questions

- **martin.brock@ofcom.org.uk**

Ofcom PMSE 700 MHz Clearance Stakeholder Event

Registration Process (Equiniti)

Location: Ofcom Offices, Riverside House, 2a Southwark Bridge
Rd, London, SE1 9HA

Friday 25th January 2019, 14:00 – 17:00



Agenda

- 1. Introduction to Equiniti**
Equiniti Attendees
- 2. Scheme Phases and Claimant Milestones**
- 3. Introduction to the Ofcom Claims Management System (OCMS)**
Walk through of Ofcom Claims Management System (OCMS)
- 4. Phase 3 – Claims Processing**
Proof of Ownership
Returning equipment and consignment packs
- 5. Equiniti Support**

1. Introduction to Equiniti

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EQBOARDROOM

REGISTRATION SERVICES
EMPLOYEE SERVICES

EQ
by Equiniti

SHAREOWNER
SERVICES (US)

EQDIGITAL

FINTECH SOLUTIONS
REGTECH SOLUTIONS

EQPAYMASTER

PENSION SERVICES

EQINVEST

RELATIONSHIPS WITH

c70

OF THE FTSE 100

c5,000



EMPLOYEES

£90bn

PAYMENTS MADE
EACH YEAR

OVER
100m

DOCUMENTS
PROCESSED
EACH YEAR



RELATIONSHIPS
WITH

15%

OF THE NYSE

1,700

UK CORPORATE
CLIENTS

INTERACTIONS WITH

32m

SHAREHOLDERS,
AND PENSIONERS

SERVICING

c350,000
RETAIL ACCOUNTS

OUR CLIENTS



BAE SYSTEMS

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1. Equiniti Attendees

- **Gavin Lane (Equiniti) - Business Owner**
Responsible for the overall PMSE 700 MHz Clearance Scheme
- **Phil Webb (Equiniti) – Head of Software (Equiniti Toplevel)**
Responsible for the OCMS portal design and development
- **Ian Wickens (Equiniti) - Scheme Project Manager**
Responsible for managing the PMSE 700 MHz Clearance Scheme
- **Gary Welsh (Equiniti) - Scheme Operations Lead**
Responsible for the managing operations for the PMSE 700 MHz Clearance Scheme
- **Nick Baines (Equiniti) – Scheme Equipment Lead**
Responsible for managing the equipment receipt and testing

2. Scheme Phases and Claimant Milestones

PLAN PHASES

Phase 1 – Prepare
for Phase 2

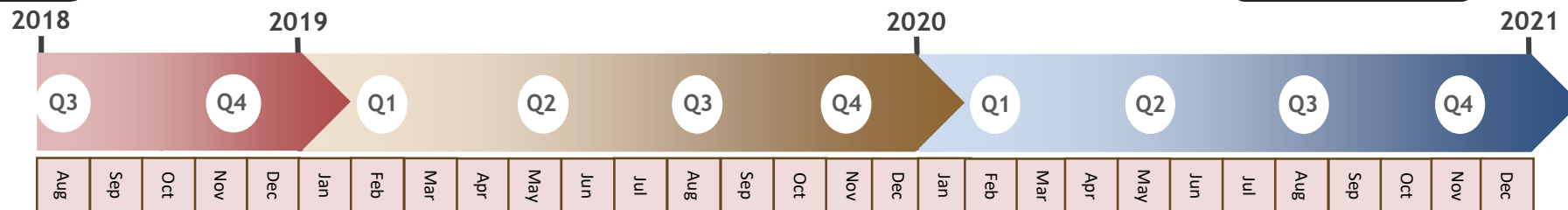
Phase 1b – Claimant
Registration

Phase 2 – Claimant
Registration

Phase 3 – Claimant Processing

Phase 4 – Asset Disposal

Phase 5 – Scheme
Closure



CLAIMANT MILESTONES

01/02/19
Registration process
commences and
first letter issued

04/02/19
OCMS portal and
contact centre go-
live

26/04/19
Registration
closes

07/06/19
Ofcom notification
to proceed.
Claims processing
starts

Equipment deliveries from claimants

June / July 19
First delivery
from claimant

29/05/20
Claimant scheme
closure

26/06/20
Claim processing
end

3. Introduction to the Ofcom Claims Management System (OCMS)





The Ofcom Claims Management System (OCMS) will support self service, improve the claimant experience and overall scheme operation through:

- Enhancing the overall claimant submission process, tracking and communication
- Digitising and capturing information and correspondence
- Straightforward processing of correct equipment items
- Segregation of operational process that require any further actions
- Providing appropriate support to claimants using trained and experienced staff
- Supporting the reporting and provision of management information

3. Walk through of Ofcom Claims Management System (OCMS)

1) OCMS - Home page



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Clearing the 700 MHz band

[Home](#) [Register or review your claim](#) [Contact us](#) [Useful links](#)

Ofcom 700 MHz Clearance


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Ofcom has decided to make the 700 MHz band (694 to 790 MHz) available for mobile data services. This will allow mobile networks to provide better performance at a lower cost, which will bring considerable benefits to UK citizens and consumers.


To clear the 700 MHz band for new mobile data services, PMSE users (Programme Making and Special Events) will cease to have access to the 703 to 790 MHz band from 1 May 2020 – 18 months earlier than previously indicated.

The UK Government has decided to fund a grant scheme to support PMSE equipment owners that have to vacate the 700 MHz band earlier than expected. Ofcom has appointed Equiniti to administer the funding scheme.


PMSE users will continue to have access to the band 694 to 703 MHz beyond May 2020, but funding will be available for eligible equipment that operate in this spectrum.



Learn more about 700 MHz band clearance




Register or review your claim




Contact us

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3. Ofcom Claims Management System (OCMS) Portal

2) Register or review your claim

 **Outreach**

Please log on to the system:

Email Address

Password

Log On

[Forgotten Your Password?](#)

[Register As New User](#)

3. Ofcom Claims Management System (OCMS) Portal

3) OCMS portal - Registration

Your Details

Items marked * must be completed

[Accessibility Help](#)

Thank you for registering, we just need a few extra details before proceeding.

* Please enter your email address

Please choose a password that is at least 8 characters long and contains a mixture of upper and lower case letters, numbers and symbols (such as punctuation).

* Please enter a password

* Please re-enter your password

Registration Check

* Type the characters you see in this picture

6 J x x 8 M E T

OK

Cancel

3. Ofcom Claims Management System (OCMS) Portal

4) OCMS portal – Registration Complete

Registration Complete

Your registration as a new user has been successful and you can start using the Online Claims Management System immediately.

You will be automatically logged on with the user name and password you supplied.

OK

3. Ofcom Claims Management System (OCMS) Portal

5) OCMS portal – New user claim registration (PMSE licence holder)

Ofcom Claims Management System

New user claim registration

[My Details](#) | [Accessibility Help](#) | [Telephone Assistance](#)

Cancel and logoff

Please select one of the options below.

- If you held a licence in the 700 MHz band between 17 October 2014 and 23 August 2018 you can enter your Unique Reference Number (URN) and licence number which can be found on the letters Ofcom sent to you on **1 Feb 2019**. If you do not have this information, it can be obtained by calling the PMSE helpline.
- If you are a hiring company and can provide verifiable evidence that your business is based on hiring out equipment, rather than using it, and therefore does not require a licence in the 700 MHz band, you will need to provide details, including the name of the business, and confirmation of your signing capacity.
- You can only claim for equipment that belongs to you. Equipment being claimed for must be in working order.
- All parties registering a claim will be asked to confirm that they have read and agree to the terms and conditions.
- You will need to enter details of the equipment you intend to surrender or modify and provide a date between **July 2019 and May 2020** you would like to surrender/modify. If you are modifying equipment you will be asked to enter the estimated cost of the modification which cannot exceed the surrender value on the rate card.
- When you save your details and equipment for the first time you will be issued with a Claims Reference. The Claims Reference is the number that will be associated with your claim all the way through the process.

- * ☒ I held a licence in the 700 MHz between 17 October 2014 and 23 August 2018
☐ I am a hiring company and did not need to hold a licence

* Unique reference number (URN)



* Licence number



Lookup licence

Cancel and logoff

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3. Ofcom Claims Management System (OCMS) Portal

6) OCMS portal – New user claim registration (PMSE licence holder)

New user claim registration

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Cancel and logoff

Please select one of the options below.

- If you held a licence in the 700 MHz band between 17 October 2014 and 23 August 2018 you can enter your Unique Reference Number (URN) and licence number which can be found on the letters Ofcom sent to you on **1 Feb 2019**. If you do not have this information, it can be obtained by calling the PMSE helpline.
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- You can only claim for equipment that belongs to you. Equipment being claimed for must be in working order.
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- When you save your details and equipment for the first time you will be issued with a Claims Reference. The Claims Reference is the number that will be associated with your claim all the way through the process.

- * ☒ I held a licence in the 700 MHz between 17 October 2014 and 23 August 2018
☐ I am a hiring company and did not need to hold a licence

* Unique reference number (URN)

20000485 ?

* Licence number

104950 ?

Lookup licence

Contact details ?

* Title

* First name

Dave

* Last name

Jones

Company name

Test

* Telephone number

* Email address

20000485.test@equiniti-toplevel.com

* Address

Address1

Address2

Address3

London

* Postcode

W12 7RJ

Lookup Address

Register

Cancel and logoff

3. Ofcom Claims Management System (OCMS) Portal

7) OCMS portal – New user claim registration (Not a PMSE licence holder)

Ofcom Claims Management System

New user claim registration

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Cancel and logoff

Please select one of the options below.

- If you held a licence in the 700 MHz band between 17 October 2014 and 23 August 2018 you can enter your Unique Reference Number (URN) and licence number which can be found on the letters Ofcom sent to you on **1 Feb 2019**. If you do not have this information, it can be obtained by calling the PMSE helpline.
- If you are a hiring company and can provide verifiable evidence that your business is based on hiring out equipment, rather than using it, and therefore does not require a licence in the 700 MHz band, you will need to provide details, including the name of the business, and confirmation of your signing capacity.
- You can only claim for equipment that belongs to you. Equipment being claimed for must be in working order.
- All parties registering a claim will be asked to confirm that they have read and agree to the terms and conditions.
- You will need to enter details of the equipment you intend to surrender or modify and provide a date between **July 2019 and May 2020** you would like to surrender/modify. If you are modifying equipment you will be asked to enter the estimated cost of the modification which cannot exceed the surrender value on the rate card.
- When you save your details and equipment for the first time you will be issued with a Claims Reference. The Claims Reference is the number that will be associated with your claim all the way through the process.

* ☐ I held a licence in the 700 MHz between 17 October 2014 and 23 August 2018

☒ I am a hiring company and did not need to hold a licence

Contact details ?

* Title

* First name

* Last name

* Company name

* Telephone number

* Email address

* Postcode

Lookup Address

Register

3. Ofcom Claims Management System (OCMS) Portal

8) Your claim

Clearing the 700 MHz band

[Home](#)

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[Useful links](#)

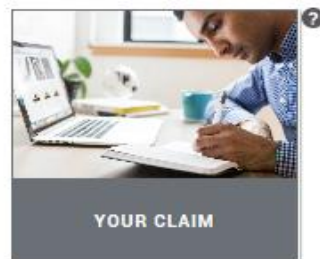
[Test10@abcdef Details](#) | [Accessibility Help](#)

[Logoff](#)

[Your contact details](#)

Ofcom 700 MHz Clearance

To begin your claim, please click on the Your Claim button.



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3. Ofcom Claims Management System (OCMS) Portal

9) Your claim



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Personal-Company Details

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Unique Reference Number (URN)

20000485

Licence Holder ?

Licence holder

Dave Jones

Address

Address1

Address2

Address3

City/Town

London

Postcode

W12 7RJ

Contact Details ?

Note these are the latest contact details in the system, they can change.

Title

Mr

First name

Dave

Last name

Jones

Company name

Test

Telephone number

4556565656

Email address

20000485.test@equiniti-toplevel.com

Address

Address1

errffg

Address3

London

Postcode

W12 7RJ

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3. Ofcom Claims Management System (OCMS) Portal

10) Claimant Support



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Claimant Support

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Contact details

[Submit](#) [Spell Check](#) [Exit](#) [Next >>](#)

Title	<input type="text" value="Mr"/>
First name	<input type="text" value="Ted"/>
Last name	<input type="text" value="Dan"/>
Company name	<input type="text" value="Anything"/>
Telephone number	<input type="text" value="4545456"/>
Email address	<input type="text" value="test11@abc"/>
Address	<input type="text" value="SURREY FIRE & RESCUE SERVICE"/>
	<input type="text" value="Fire Station, Hersham Road"/>
	<input type="text" value="Walton-On-Thames"/>
	<input type="text" value="Surrey"/>
Postcode	<input type="text" value="KT12 1RZ"/>

Unique Reference Number (URN) ?

[Submit](#) [Spell Check](#) [Exit](#) [Next >>](#)

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3. Ofcom Claims Management System (OCMS) Portal

11) Claimant Support Request



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Claimant Support

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Support details

[Submit](#)[Spell Check](#)[Exit](#)[<< Back](#)

Let us know the type of support query that you would like to raise.

Is this a complaint?

☐

* Support type

* Details

[Submit](#)[Spell Check](#)[Exit](#)[<< Back](#)

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3. Ofcom Claims Management System (OCMS) Portal

12) Licences



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Licences

Details of licence number registered against the primary licence holder.

Licence number
82097
89535
96647
104950

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3. Ofcom Claims Management System (OCMS) Portal

13) Payment Information



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Payment Information

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* Do you wish to receive the payment directly into your UK Bank Account?

☒ Yes ☐ No

* Is the account held at a bank or a building society?

☒ Bank ☐ Building society

* Bank name

* Sort code

* Account number

* Account name

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3. Ofcom Claims Management System (OCMS) Portal

14) Additional Information



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Additional Information

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* Are you VAT registered?

☒ Yes ☐ No [?](#)

* Specify VAT number

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3. Ofcom Claims Management System (OCMS) Portal

15) Equipment to surrender or modify



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Equipment to surrender or modify

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Please list the equipment you wish to surrender/modify by selecting the Add item button.

Please select the Save button to save your claim. If left inactive, your claim may timeout and you may lose any items added during this session.

Equipment list

Add item...

Rate Card Id	Make	Model	Age	Qty	Date	Surrender/Modify	Est. Modify Value	Estimated Funding

Subtotal

£0

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3. Ofcom Claims Management System (OCMS) Portal

16) Equipment to surrender or modify – Add Item

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Equipment to surrender or modify

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Please list the equipment you wish to surrender/modify by selecting the Add item button.

Please select the Save button to save your claim. If left inactive, your claim may timeout and you may lose any items added during this session.

Equipment list

Rate Card Id	Make	Model	Age	Qty	Date	Surrender/Modify	Est. Modify Value	Estimated Funding

Add Item

Select from Rate Card

NN-NNN-NN

Select?

- OR -

* Make

Audio-Technica Ltd.

▼

* Model

▼

☐ If the item you are surrendering will be less than 6 years old at the final point of surrender (May 2020), please tick the appropriate box and indicate the age of the product in full years in the box provided.

☐ Surrender

☒ Modify

* Quantity

1

?

* Estimated Total Modification Cost

?

* Modification Month

▼

?

Add

Add & Close

Close

Subtotal

£0

Create PDF

Save

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3. Ofcom Claims Management System (OCMS) Portal

17) Sub Totals



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Sub Totals

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The following table lists the equipment you specified. The amount of funding illustrated for surrendering equipment represents the maximum funding available. The amount illustrated for modifying equipment represents the amount you indicated that it would cost you to modify the equipment.
Please refer to the FAQ for further information.

Items to be surrendered/modified during September 2019				
Make	Model	Surrender/Modify	Quantity	Value
Hawk-Woods	APR-1	Surrender	1	£475.33
Clearcom	WTR670 Duplex bodypack	Surrender	1	£737.53

Sub Total: £1,212.86

Items to be surrendered/modified during October 2019				
Make	Model	Surrender/Modify	Quantity	Value
Audio-Technica Ltd.	AEW-T3300a	Surrender	1	£724.53

Sub Total: £724.53

Master Total (including VAT where applicable): £1,937.39

☐ Please tick here to confirm that you have read and agree to the [terms and conditions of the scheme](#)

[Submit](#)

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3. Ofcom Claims Management System (OCMS) Portal

18) Submitted and Thankyou

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Sub Totals

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The following table lists the equipment you specified. The amount of funding illustrated for surrendering equipment represents the maximum funding available. The amount illustrated for modifying equipment represents the amount you indicated that it would cost you to modify the equipment.
Please refer to the FAQ for further information.

Items to be surrendered/modified during September 2019				
Make	Model	Surrender/Modify	Quantity	Value
Hawk-Woods	APR-1	Surrender	1	£475.33
Clearcom				£737.53
Sub Total:				£1,212.86
Items to be surrendered/modified during September 2019				
Make	Model	Surrender/Modify	Quantity	Value
Audio-Technica				£724.53
Sub Total:				£724.53
Total (Surrenderable):				£1,937.39

☒ Please tick here to confirm that you have read and agree to the [terms and conditions of the scheme](#)

Submit

Create PDFSaveExit<< BackNext >>

Thank You

Thank you for submitting your claim. A confirmation email has been sent to your 20000485.test@equiniti-toplevel.com email address.
You can download a summary of your claim by pressing the 'Create PDF' button in the claim form.

Please use your unique reference number 20000485 in any future communication about your claim.

OK

Equiniti Limited and Equiniti Financial Services Limited are part of the Equiniti group of companies and whose registered offices are Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA, United Kingdom. Company share registration, employee scheme and pension administration services are provided through Equiniti Limited, which is registered in England & Wales with No. 6226088. Investment and general insurance services are provided through Equiniti Financial Services Limited, which is registered in England & Wales with No. 6208699 and is authorised and regulated by the UK Financial Services Authority.

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3. Ofcom Claims Management System (OCMS) Portal

19) Quick feedback form

Ofcom Claims Management System

Quick feedback form

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Are you happy to provide feedback?

☒ Yes ☐ No

Thank you for taking part in this quick feedback, it should take less than a minute to complete.

- ★ 1. Firstly, on scale of 0 to 10, how would you like to rate our overall service. Please enter a number from 0 to indicate you are not at all happy, through to 10 to indicate you are extremely happy with our service.

- ★ 2. Could you easily find all the information on our website?

☐ Yes
☐ No

- ★ 3. Did you have to contact our customer excellence centre for your queries or concerns?

☐ Yes
☐ No

- ★ 4. Were we responsive to your question or concerns about the scheme?

☐ Yes
☐ No
☐ Not applicable

- ★ 5. Overall, were you satisfied using our service to meet your needs?

☐ Yes
☐ No

Thank you. We have come to the end of our survey, thank you for taking the time to answer our questions today. Your feedback is valuable to us and will be used actively.

Submit

3. Ofcom Claims Management System (OCMS) Portal

20) Your claim has been submitted



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Your claim has been submitted.



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EQUINITI

4. Phase 3 – Claims Processing



Comprises the operation of receipting surrendered equipment and equipment modification invoices, assessing and processing claims, including eligibility assessments, and payments for eligible claims.

Please note:

Proof of ownership

- Where the total equipment replacement value across your entire claim exceeds £6,000, you will need to provide proof of ownership for all equipment items. Acceptable evidence includes:
 - Receipts or invoices detailing when the equipment was purchased
 - Certified asset registers identifying equipment and when acquired.

This evidence should be provided before equipment it is surrendered or modified. We will contact you (via OCMS secure message) when this evidence can be submitted online through the OCMS.

Returning Equipment

Surrendered equipment items will need to be packaged and sent to Equiniti via courier. You will receive a consignment pack (through the post) approximately 3 weeks before your surrender equipment date. This pack will contain:

- An inventory of equipment being returned
- Barcodes to label your equipment
- Instructions on how and where to send your equipment

5. Equiniti Support

From the 4th February 2019, claimants will be able to contact Equiniti through the:

- OCMS (via secure message)
- Equiniti helpline on 0800 011 3617 (international callers: +44 121 415 0283) between 8:30a.m. and 5:30p.m. each business day.

THANK YOU