
Ofcom Contact Details

Ofcom Headquarters

Ofcom
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Website: www.ofcom.org.uk

Ofcom Switchboard

Tel: 020 7981 3000

Fax: 020 7981 3333

Ofcom Contact Centre (operational from 8 December 2003)

Tel: 0845 456 3000

Fax: 0845 456 3333

Email: contact@ofcom.org.uk
or by writing to
the Ofcom Contact Centre
at the headquarters address

Ofcom Local Offices

Spectrum Management Office – England (North)

PO Box 2500
Merseyside
WA12 0NP

Tel: 01942 528 200

Spectrum Management Office – England (South)

PO Box 2500
Whyteleafe, Surrey
CR3 0YL

Tel: 020 8645 2200



Ofcom
OFFICE OF COMMUNICATIONS

Date: 31 October 2003

MAJOR ORGANISATIONAL CHANGES AT THE RADIOCOMMUNICATIONS AGENCY DURING NOVEMBER AND DECEMBER 2003

The functions and powers of the Radiocommunications Agency will transfer to the UK's new media and communications regulator **Ofcom** (the Office of Communications) at the **end of December 2003**.

Ofcom will take over all the regulatory duties, functions and powers of five existing regulatory bodies – the Radio Authority, the Independent Television Commission, the Office of Telecommunications (OfTel), the Broadcasting Standards Commission and the Radiocommunications Agency. —————

Your radio licence/s

Wireless Telegraphy Act licences will be issued by Ofcom as opposed to the Secretary of State with effect from the end of December 2003. We intend to give further notice and information to all licensees later in the year, to explain how this change and others will affect existing licences on the date of transfer and thereafter. —————

Move of the Agency's HQ staff to Riverside House

Most of our London staff will move from our current headquarters to Riverside House during the 13 and 17 November 2003. While there may be some further unavoidable disruption to the Agency's communications facilities during the move, we aim to maintain our normal services as far as possible.

Please continue to contact the Agency as normal during this migration period. If the individual you are trying to contact has moved to Riverside House, your email, phone call or letter will be **automatically** forwarded to them. _____

The Agency's local offices

The Agency currently delivers a range of local customer services through its national and regional offices. Ofcom will retain a presence in the Nations and Regions, but will make the following changes to the network of offices:

The Agency's administrative customer support units in **Leeds, Haydock** and **Birmingham** will be consolidated into a single unit, to be called **Ofcom's Spectrum Management Office – England (North)**, in November. This will be located in our existing Haydock office. Contact details can be found overleaf.

The Agency's administrative customer support units in **Bristol** and **Kenley** will be consolidated into a single unit, the **Spectrum Management Office – England (South)**, in November. This will be located in our existing Kenley office. Contact details can be found overleaf.

The Agency's local offices cont.

The administrative customer support units in **Scotland, Wales** and **Northern Ireland** will move to new premises in due course. You will be sent the contact details for these new offices at a future date.

All written correspondence and telephone calls to the old offices will be redirected to the new offices until at least the end of the year, to ensure that customer enquiries continue to receive prompt attention. _____

How to contact Ofcom

All telephone, fax and email enquires to Ofcom's HQ regarding the following will be managed by the Ofcom Contact Centre, which will be operational from 8 December 2003:

- complaints handling
- general enquiries on spectrum issues
- business radio licences dealt with by Head Office
- licence fee queries
- licensing and spectrum publications queries

However, if you wish to contact a named individual or Department, you should telephone the main **Ofcom telephone switchboard**

For certain types of enquiry, Ofcom will be offering a self-help feature on its website which can be found at **www.ofcom.org.uk**.

Please note that this notice is for information only. Further details will be made available on the Ofcom website. _____