

BBC Executive Fair Trading Bulletin

July 2010 to September 2010 inclusive

The complaints detailed below reflect investigation by the BBC Executive in line with the BBC's process for dealing with Fair Trading Complaints. Further details of this process can be found at: http://www.bbc.co.uk/info/policies/fairtrading_complaints/

Where complainants are dissatisfied with the BBC Executive's findings they have the right of appeal to the BBC Trust.

Summary of complaints

This is a summary of complaints made against the BBC on Fair Trading grounds between July to September 2010 including complaints that have been made to the Office of Fair Trading (OFT), Ofcom and European Commission (Section A) and those made directly to the BBC.

Updates are provided regarding complaints recorded in previous Fair Trading Bulletins. Where complaints have been rejected by external competition authorities, this will also be reported.

Complaints made to the Office of Fair Trading, Ofcom or the European Commission.

Although there is no reference to any submissions on its website, it is understood from media coverage that the following complaints regarding Project Canvas have been lodged with Ofcom:

- Virgin Media has complained to Ofcom claiming that the venture is an anti-competitive cartel that will adversely affect the nascent online TV market.
- Virgin Media is also calling on the Office of Fair Trading to intervene on the grounds that the venture breaches the Competition Act.
- Television group Six TV is understood to be alleging that the joint venture will pose a serious threat to local TV services.
- IP Vision has also lodged a complaint asking Ofcom to examine whether the Canvas proposals will "stifle industry creativity and innovation and slow down competition and ultimately block consumer choice".
- United for Local Television (ULTV) has asked Ofcom to investigate the venture, claiming that the proposals risk damaging the development of small scale TV services in the UK.
- OSC (Open Source Consortium) claims that the venture's proposal to create an open standard for set-top-box technology required to deliver Canvas to homes will have adverse consequences on the device and software sector by "limiting technology choice, setting arbitrary access conditions and enforcing mandated branding decisions".

It is not yet known if Ofcom will launch a full Competition Act inquiry.

Fair Trading Complaints to the BBC

During this period the BBC received no new Fair Trading complaints.

Update on previously reported complaints

There are no updates to report.