

Regulatory Compliance Matrix

The following matrix contains an overview of the regulatory environment affecting ISPs broken down by different category areas. This is further broken down into regulations and laws which are mandatory though not all ISPs will be in scope and voluntary measures such as codes of practice. Certain regulations are implemented in a proportionate manner and so therefore may not apply to all ISPs.

The list is not exhaustive and is a live document that will be updated periodically. Please contact admin@ispa.org.uk if you have any questions, comments or additions.

Category	Mandatory	Voluntary
General / overarching legal and regulatory frameworks / general network rules	<ul style="list-style-type: none"> • Communications Act 2003 • Ofcom General Conditions (current version) (revised version, not yet in force) • Digital Economy Act 2017 • Regulation (EU) 2015/2120 – Open Internet Regulation (Net neutrality and transparency) • Electronic Communications Code • Ofcom Conditions/Statements on Ethernet and leased lines • Ofcom Conditions/Statements on residential and business narrowband and broadband access, and fixed telephony 	
Data Protection / information security management / breach notification	<ul style="list-style-type: none"> • Data Protection Act 1998 • General Data Protection Regulation • Privacy and Electronic Communications (EC Directive) Regulations 2003 • Directive on Security of Network and Information Systems (NIS Directive) (implementing legislation to follow) • Ofcom Guidance on Security Requirements in sections 105A to D of the Communications Act 2003 • Regulation of Investigatory Powers Act 2000 • Computer Misuse Act 1990 	<ul style="list-style-type: none"> • ISO/IEC 27000 family of standards for information security systems • Cyber Essentials • NCSC Cloud Security Principles • 10 Steps to Cyber Security • Active Cyber Defence

	<ul style="list-style-type: none"> • E-Privacy Regulation (not yet passed) 	
Customer relationship	<ul style="list-style-type: none"> • Ofcom Approved Code of Practice for Complaints Handling • Consumer Rights Act 	<ul style="list-style-type: none"> • Broadband Speeds Code of Practice • Automatic Compensation (VICOP) • Advertising Standards Authority Guidance • Guidance on unfair terms in consumer contracts • ISO 9000 family of standards for Quality management
Law enforcement	<ul style="list-style-type: none"> • Investigatory Powers Act 2016 • Regulation of Investigatory Powers Act 2000 	<ul style="list-style-type: none"> • Counter Terrorism Internet Referral Unit (CTIRU)
Content and internet safety	<ul style="list-style-type: none"> • Electronic Commerce (EC Directive) Regulations 2002 • Defamation Act 2013 • Contempt of Court Act 1981 • Age Verification – BBFC (yet to be implemented) • Copyright Designs and Patents Act (Section 97a notices) 	<ul style="list-style-type: none"> • Internet Watch Foundation – Block List • Parental controls (network level) • CPS Guidelines on prosecuting cases involving communications sent via social media
Network Rollout	<ul style="list-style-type: none"> • Electronic Communications Code • New Roads and Street Works Act (1991) • Street Works (Registers, Notices, Directions and Designations) (England) Regulations 2007 • Communications (Access to Infrastructure) Regulations 2016 • Building (Amendment) Regulation 2016 (Scotland) (Wales) 	<ul style="list-style-type: none"> • City of London Standardised Wayleave Agreement