



OPSI investigated a complaint made by Intelligent Addressing (the Complainant) against Ordnance Survey (the PSIH). The full report was published on 13 July 2006 <http://www.opsi.gov.uk/advice/psi-regulations/complaints/SO-42-8-4.pdf>. The table below shows the progress made.

OPSI is satisfied that the PSIH has made sufficient progress in the given timescales.

Recommendation	Para Ref	Summary of action	Outcome
OPSI recommends that the PSIH keep OPSI abreast of progress so that OPSI can ensure that the terms of this licence, as well as the procedures for applying for a licence, are fair and transparent	43.	<p>The PSIH has kept OPSI informed of progress through numerous meetings, letters and emails.</p> <p>OPSI concludes that the procedures for applying for a licence are fair and transparent. The PSIH publishes the procedures for applying for a licence and these are known to the Complainant.</p> <p>OPSI concludes that the restrictive terms and conditions which were in the original licence and formed the basis of the complaint have now been amended. The PSIH now allows the Complainant to create, market and sell products and services in direct competition with the PSIH.</p>	Met
OPSI recommends that the PSIH reconsider its policies on diminishing content/derived data in relation to the NLPG.	51.	<p>The PSIH has reconsidered its policies on derived data/diminishing content and has shared its findings with OPSI.</p>	Met



OPSI recommends that the PSIH should review its position in this regard (offering the same terms and conditions to any person or organisation wishing to create an address gazetteer) to ensure that it meets the obligations under the fairness principle.	57.	The PSIH has amended its terms and conditions so that the Complainant may license end users for the same period as the PSIH. In addition, the licence terms provide that in relation to any collective purchasing agreement tender process, the Complainant would be entitled to terms that would enable it to compete with the PSIH.	Met
OPSI would encourage the PSIH to review its charges to ensure that where partners compete with the PSIH's own products, they are offered access for re-use to products on terms that are fair when compared to the terms that are offered to the end users by the PSIH's own operations.	63.	The PSIH has reviewed its policies on internal charges and has sought expert advice on the matter.	Met
The PSIH should reword this licensing exception to ensure it meets the principles of openness, fairness and transparency.	72.	The PSIH has now removed this licensing exception from its website.	Met