
General Conditions of Entitlement

Unofficial Consolidated Version

About this document

On 19 September 2017, Ofcom revoked the general conditions of entitlement (the 'general conditions') set out in the notification published by the Director General of Telecommunications on 22 July 2003 with effect from 1 October 2018 and set revised general conditions with effect from the same date.

This is an unofficial consolidated version of the revised general conditions which incorporates, for ease of reference, all the modifications made to these conditions since September 2017 in a single document.

While every reasonable effort is made to ensure that the information provided in this document is accurate, no guarantees of the accuracy of information are made, and this document has no legal effect. Therefore, in relation to each specific amendment, you are advised to consult the relevant notifications, listed on the final page of this document, as these contain an explanation of the reasons for the decision to amend and the specific modifications that have been made.

For the avoidance of doubt, in the case of any difference between texts, the text set out in the notification of 19 September 2017 and any subsequent notification published on Ofcom's website shall take precedence over this unofficial version of the revised general conditions.

Contents

Legal basis for the General Conditions	1
Part A: Network functioning conditions	2
A1 General network access and interconnection obligations	2
A2 Standards and specifications	3
A3 Availability of services and access to emergency services	4
A4 Emergency planning	7
A5 Must carry obligations	8
Part B: Numbering and technical conditions	9
B1 Allocation, adoption and use of telephone numbers	9
B2 Directory information	17
B3 Number portability	18
B4 Access to numbers and services	20
Part C: Consumer protection conditions.....	21
C1 Contract requirements	21
C2 Information publication and transparency requirements	27
C3 Billing requirements	33
C4 Complaints handling and dispute resolution	36
C5 Measures to meet the needs of vulnerable consumers and end-users with disabilities	45
C6 Calling line identification facilities	49
C7 Switching	51
C8 Sales and marketing of mobile communications services	66
Definitions.....	70
Version history	90

Legal basis for the General Conditions

Schedule to the notification under section 48(1) of the Communications Act 2003

Under the regulatory regime set out in the Communications Act 2003, communications providers do not require a licence to operate in the UK, but can be made subject to conditions of general application. This approach of authorisation subject to general conditions reflects the common European regulatory framework for electronic communications services and networks. This document sets out the general conditions which all communications providers (or all communications providers of a particular description) must comply with if they wish to provide services in the UK.

Broadly, the general conditions fall into three main categories: conditions relating to network functioning requirements (Part A); numbering and other technical conditions (Part B); and consumer protection conditions (Part C).

Definitions and interpretation relating to the conditions in this Schedule

The definitions set out at the end of this Schedule have effect except in so far as the context otherwise requires.

For the purpose of interpreting the Conditions in this Schedule:

- a) except in so far as the context otherwise requires, words or expressions shall have the meaning assigned to them in the Schedule and otherwise any word or expression shall have the same meaning as it has in the Act;
- b) headings and titles shall be disregarded;
- c) expressions cognate with those referred to in this Schedule shall be construed accordingly; and
- d) the Interpretation Act 1978 shall apply as if each of the Conditions in this Schedule were an Act of Parliament.

Part A: Network functioning conditions

A1 General network access and interconnection obligations

This condition requires all providers of public electronic communications networks to negotiate interconnection agreements with other network providers on request and requires all communications providers to respect the confidentiality of information obtained in connection with network access negotiations.

Scope

A1.1 The provisions of this **Condition** apply as follows:

(a) **Condition** A1.2 applies to any person who provides a **Public Electronic Communications Network**; and

(b) **Condition** A1.3 applies to any **Communications Provider**,

and each person to whom a provision applies is a '**Regulated Provider**' for the purposes of that provision.

Obligation to negotiate interconnection

A1.2 Any **Regulated Provider** shall, to the extent requested by any other provider of a **Public Electronic Communications Network** in any part of the European Union, negotiate with that provider with a view to concluding an agreement for **Interconnection** (or an amendment to an existing agreement for **Interconnection**) within a reasonable period.

Information obtained during negotiations for network access

A1.3 Where a **Regulated Provider** acquires information from another **Communications Provider** in confidence before, during or after the process of negotiating **Network Access**, the **Regulated Provider** shall use that information solely for the purpose for which it was supplied and respect at all times the confidentiality of information transmitted or stored. Such information shall not be passed on to any other party (in particular other departments, subsidiaries or partners) for whom such information could provide a competitive advantage.

A2 Standards and specifications

This condition ensures that all communications providers adopt common technical standards by requiring them to comply with any compulsory EU standards and specifications and take account of other European and international standards and specifications.

Scope

A2.1 This **Condition** applies to all **Communications Providers**.

European standards and specifications

A2.2 **Communications Providers** must comply with any relevant compulsory standards and/or specifications listed in the Official Journal of the European Union for the provision of services, technical interfaces and/or network functions pursuant to Article 17 of the **Framework Directive**.

A2.3 In addition, **Communications Providers** shall take full account of:

- (a) any relevant non-compulsory standards and/or specifications published in the Official Journal of the European Union; and
- (b) in the absence of such standards and/or specifications referred to in **Condition A2.3(a)**, any relevant standards and/or specifications adopted by the European Committee for Standardisation (CEN), the European Committee for Electrotechnical Standardisation (CENELEC) and the European Telecommunications Standards Institute (ETSI).

International standards and specifications

A2.4 In the absence of such standards and/or specifications referred to in **Conditions A2.2 and A2.3**, **Communications Providers** shall take full account of international standards or recommendations adopted by the International Telecommunication Union (ITU), the European Conference of Postal and Telecommunications Administrations (CEPT), the International Organisation for Standardisation (ISO) and the International Electrotechnical Committee (IEC).

A3 Availability of services and access to emergency services

This condition aims to ensure the fullest possible availability of public communications services at all times, including in the event of a disaster or catastrophic network failure, and uninterrupted access to emergency organisations. It requires providers of call services to ensure that calls can be made to emergency organisations free of charge and to make caller location information available to emergency organisations where technically feasible. It also includes specific rules relating to providers of VoIP outbound call services which aim to ensure that users of those services are aware of any potential limitations on making calls to emergency organisations and that accurate and up-to-date caller location information can be provided to the emergency organisations where possible.

Scope

A3.1 The provisions of this **Condition** apply as follows:

- (a) **Condition** A3.2 applies to any person who provides a **Publicly Available Telephone Service** and/or a **Public Electronic Communications Network** over which a **Publicly Available Telephone Service** is provided;
- (b) **Conditions** A3.3 and A3.6(c) apply to any provider of a **VoIP Outbound Call Service**; and
- (c) **Conditions** A3.4, A3.5 and A3.6(a) and (b) apply to any **Communications Provider** who provides **End-Users** with an **Electronic Communications Service**, or provides access to such a service by means of a **Pay Telephone**, for originating calls to a number or numbers in the **National Telephone Numbering Plan**, excluding any **Click to Call Service**,

and each person to whom a provision applies is a '**Regulated Provider**' for the purposes of that provision.

Availability of services, including access to emergency services¹

A3.2 **Regulated Providers** must take all necessary measures to ensure:

- (a) the fullest possible availability of the **Public Electronic Communications Network** and **Publicly Available Telephone Services** provided by them in the event of catastrophic network breakdown or in cases of force majeure; and
- (b) uninterrupted access to **Emergency Organisations** as part of any **Publicly Available Telephone Services** offered.

A3.3 **Regulated Providers** must inform their **Domestic and Small Business Customers** in plain English and in an easily accessible manner that access to **Emergency Organisations** using

¹ See also "Ofcom's Guidance on security requirements in sections 105A to D of the Communications Act 2003", which is available at https://www.ofcom.org.uk/__data/assets/pdf_file/0021/51474/ofcom-guidance.pdf

VoIP Outbound Call Services may cease if there is a power cut or power failure, or a failure of the internet connection on which the service relies. This information must be provided during the sales process, within the terms and conditions of use, and in any user guide issued by the **Regulated Provider**.

Emergency call numbers (“112” and “999”)²

A3.4 **Regulated Providers** must ensure that all **End-Users** can access **Emergency Organisations** by using the emergency call numbers “112” and “999” at no charge and, in the case of a **Pay Telephone**, without having to use coins or cards. In the case of **Regulated Providers** providing **Mobile Communications Services**, this obligation also applies to access by all **End-Users** to **Emergency Organisations** by using **eCalls**.

Caller location information

A3.5 **Regulated Providers** shall, to the extent technically feasible, make accurate and reliable **Caller Location Information** available for all calls to the emergency call numbers “112” and “999”, at no charge to the **Emergency Organisations** handling those calls, at the time the call is answered by those organisations.

A3.6 In order to make accurate and reliable **Caller Location Information** available to the **Emergency Organisations** handling the calls to “112” and “999”, a **Regulated Provider** must comply with the following requirements:

- (a) where it provides an **Electronic Communications Service** at a fixed location, the **Caller Location Information** must, at least, accurately reflect the fixed location of the **End-User’s** terminal equipment including the full postal address;
- (b) where it provides a **Mobile Communications Service**, the **Caller Location Information** must include, at least, the **Cell Identification** of the cell from which the call is being made and, where available, an indication of the radius of coverage of the cell. In exceptional circumstances, where the **Cell Identification** is temporarily unavailable for technical reasons, the **Caller Location Information** must include the **Zone Code**; and
- (c) where it provides a **VoIP Outbound Call Service**:
 - (i) it must, where its **VoIP Outbound Call Service** is to be used principally at a single fixed location, recommend its **Domestic and Small Business Customers** to register with it the address of the place where the **VoIP Outbound Call Service** is to be used prior to its activation and update that address information if there is any change; and

² See also Conditions C5.8 and C5.9 (“Relay service”) and Condition C5.10 (“Mobile SMS access to emergency organisations”), which aim to ensure that people with hearing or speech impairments can contact “112” and “999” by sending a text message, or by dialling “18000” from terminal equipment which is compatible with text relay (including textphones, Braille readers, personal computers and mobile telephones).

General Conditions

- (ii) where it has a reasonable expectation that, or has been informed that, its **VoIP Outbound Call Service** is to be accessed from multiple locations, it must recommend that its **Domestic and Small Business Customers** register and update the location information associated with it, whenever accessing the **VoIP Outbound Call Service** from a new location.

A4 Emergency planning

This condition requires all communications providers who provide publicly available telephone services or a public telephone network over which these services are provided, to agree arrangements with emergency organisations and other public authorities to ensure the provision or rapid restoration of networks and services in the event of a disaster.

Scope

A4.1 This **Condition** applies to any **Communications Provider** who provides a **Publicly Available Telephone Service** and/or a **Public Electronic Communications Network** over which a **Publicly Available Telephone Service** is provided, each of whom is a '**Regulated Provider**' for the purposes of this **Condition**.

Provision or restoration of services

A4.2 Subject to **Condition** A4.4, **Regulated Providers** shall, on the request of and in consultation with:

- (a) the authorities responsible for **Emergency Organisations**; and
- (b) such departments of central and local government as **Ofcom** may from time to time direct for the purposes of this **Condition**³,

make arrangements for the provision or rapid restoration of such communications services as are practicable and may reasonably be required in disasters (including in any major incident having a significant effect on the general public and in any incident of contamination involving radioactive substances or other toxic materials).

A4.3 Subject to **Condition** A4.4, **Regulated Providers** shall, on request by any person as is designated for the purpose in any such arrangements, implement those arrangements in so far as is reasonable and practicable to do so.

A4.4 Nothing in this **Condition** precludes **Regulated Providers** from:

- (a) recovering the costs incurred in making or implementing any such arrangements; or
- (b) making the implementation of any such arrangements conditional upon being indemnified by the person for whom the arrangements are to be implemented for all costs incurred as a consequence of the implementation.

³ See Ofcom's emergency planning direction, which is available at:
https://www.ofcom.org.uk/data/assets/pdf_file/0021/116364/Emergency-Planning-Direction.pdf

A5 Must carry obligations

This condition provides Ofcom with a power to direct that broadcasting network providers must carry certain public service broadcasting (PSB) television channels. This list of PSB channels is set out in the Communications Act 2003 and is subject to revision by order of the Secretary of State.

Scope

- A5.1 This **Condition** applies to any person who provides an **Appropriate Network**, each of whom is a '**Regulated Provider**' for the purposes of this **Condition**.

Must Carry Obligations

- A5.2 **Regulated Providers** shall, on a direction of **Ofcom** made from time to time for the purposes of this **Condition**, broadcast or otherwise transmit any service specified in that direction which is also set out in section 64(3) of the **Act** as modified from time to time by the Secretary of State pursuant to section 64 of the **Act**.
- A5.3 **Regulated Providers** shall comply with any order made by the Secretary of State from time to time under section 64(11) of the **Act** with respect to the terms on which such services must be broadcast or otherwise transmitted.

Part B: Numbering and technical conditions

B1 Allocation, adoption and use of telephone numbers

This condition sets out the terms under which communications providers may apply for, be allocated and adopt telephone numbers so as to ensure their effective and efficient use.

Scope

B1.1 This **Condition** applies to all **Communications Providers**.

General prohibitions on adoption and use

B1.2 A **Communications Provider** shall not **Adopt Telephone Numbers** from Part A of the **National Telephone Numbering Plan**⁴ unless:

- (a) the **Telephone Numbers** have been **Allocated** to the **Communications Provider**; or
- (b) the **Communications Provider** has been authorised (either directly or indirectly) to **Adopt** those **Telephone Numbers** by the person **Allocated** those **Telephone Numbers**.

B1.3 The **Communications Provider** may only use a **Telephone Number** from Part A of the **National Telephone Numbering Plan** where that **Telephone Number** has been **Allocated** to a person, unless the use in question is for the purposes of indicating that the **Telephone Number** has not been **Allocated**.

B1.4 The **Communications Provider** may only use (or, where specified, **Adopt**) a **Telephone Number** listed in Part C of the **National Telephone Numbering Plan** where such use or **Adoption** is in accordance with the designation attributed to that **Telephone Number**.

Requirements in connection with the adoption of telephone numbers

B1.5 In providing an **Electronic Communications Network** or an **Electronic Communications Service**, the **Communications Provider** shall comply with:

- (a) all applicable restrictions and requirements as are set out in the **National Telephone Numbering Plan**; and
- (b) any restrictions or requirements set out in a notification issued by **Ofcom** to that **Communications Provider** recording the **Allocation** of specific **Telephone Numbers** to it.

⁴ See the National Telephone Numbering Plan, which is available at https://www.ofcom.org.uk/data/assets/pdf_file/0013/102613/national-numbering-plan-june-2017.pdf

General Conditions

- B1.6 Where **Telephone Numbers** have been **Allocated** to the **Communications Provider**, that provider shall secure that such **Telephone Numbers** are **Adopted** or otherwise used effectively and efficiently.
- B1.7 The **Communications Provider** shall not unduly discriminate against another **Communications Provider** in relation to its **Adoption** or use of **Telephone Numbers** for purposes connected with the use by that other **Communications Provider**, or its **Customers**, of any **Electronic Communications Network** or **Electronic Communications Service**.
- B1.8 The **Communications Provider** shall take all reasonably practicable steps to secure that its **Customers**, in using **Telephone Numbers**, comply (where applicable) with the provisions of this **Condition**, the provisions of the **National Telephone Numbering Plan** and the **Non-provider Numbering Condition**.⁵

Requirements in connection with the transfer of use of allocated telephone numbers

- B1.9 The **Communications Provider** shall not transfer use of **Telephone Numbers** from the **National Telephone Numbering Plan** unless:
- (a) the **Telephone Numbers** have been **Allocated** to the **Communications Provider**; or the **Communications Provider** has been authorised (either directly or indirectly) to **Adopt** those **Telephone Numbers** by the person **Allocated** those **Telephone Numbers**;
 - (b) the **Telephone Numbers** are used in accordance with the **National Telephone Numbering Plan**; and
 - (c) the **Telephone Numbers** are **Adopted** or otherwise used effectively and efficiently.

Application for allocation or reservation of telephone numbers

- B1.10 When applying for an **Allocation** or reservation of **Telephone Numbers**, the **Communications Provider** shall:
- (a) use **Ofcom's** online number management system or, if that system is unavailable, the application form made available on the **Ofcom** website from time to time;
 - (b) provide such information as is required by such system or application form; and
 - (c) provide to **Ofcom**, on request, any other information considered by **Ofcom** to be relevant to the application, and the supply of which does not place an undue burden on the **Communications Provider**.
- B1.11 **Ofcom** will determine, taking into account the provisions of the **National Telephone Numbering Plan**, any application for **Telephone Numbers** by the end of the period of three

⁵ See Ofcom's non-provider numbering condition, which is available at:
https://www.ofcom.org.uk/data/assets/pdf_file/0018/116532/Non-Provider-Numbering-Condition.pdf

weeks after the date of the receipt by it of the completed application form. Where **Ofcom** has required any additional information under **Condition B1.10(c)** in relation to any application, **Ofcom** will determine the application by the end of the period of three weeks after the date of the receipt by it of that additional information.

Charging for specified geographic numbers

- B1.12 The **Communications Provider** shall pay to **Ofcom** any applicable **Annual Number Charge** within 14 days of receipt of an invoice from **Ofcom**.
- B1.13 The **Annual Number Charge** will be billed annually in arrears following the end of each **Charging Year**.
- B1.14 The **Annual Number Charge** for a **Communications Provider** shall be:
- (a) the charges applicable to that **Communications Provider** calculated in accordance with **Condition B1.15**; less
 - (b) any reduction applicable to that **Communications Provider** calculated in accordance with **Condition B1.16**.
- B1.15 In respect of each **Specified Geographic Number** the **Communications Provider** must pay £0.1/365 for every day within the **Charging Year** for which that **Specified Geographic Number** is **Allocated** to it. Such amounts are payable irrespective of whether or not a **Specified Geographic Number** has been **Adopted** or is in use.
- B1.16 If relevant, the amount of any reduction for a **Communications Provider** in respect of a **Charging Year** shall be:
- (a) (the total number of the **Communications Provider's Ported Specified Geographic Numbers**) x £0.1 ÷ (the **Average Industry Utilisation Rate**); plus
 - (b) (the total number of the **Communications Provider's WLR Specified Geographic Numbers**) x £0.1 ÷ (the **BT Average Utilisation Rate**); plus
 - (c) (the total number of the **Communications Provider's Public Payphone Specified Geographic Numbers**) x £0.1 ÷ (the **Communications Provider Average Utilisation Rate**).
- B1.17 If any reduction calculated pursuant to **Condition B1.16** exceeds the charges applicable to that **Communications Provider** calculated in accordance with **Condition B1.15**, the **Annual Number Charge** shall be zero.

Withdrawal of a number allocation

- B1.18 **Ofcom** may withdraw an **Allocation of Telephone Numbers** from a **Communications Provider** where:

General Conditions

- (a) the **Communications Provider** has not **Adopted** those **Telephone Numbers** within six months, or such other period as **Ofcom** may from time to time direct, from the date on which the **Telephone Numbers** were **Allocated**;
- (b) in relation to an **Allocation** of a series of **Telephone Numbers**, the **Communications Provider** has not **Adopted** those **Telephone Numbers** to any significant extent within six months, or such other period as **Ofcom** may from time to time direct, from the date on which the series of **Telephone Numbers** was **Allocated**;
- (c) the **Communications Provider** is unable to demonstrate to **Ofcom's** reasonable satisfaction either:
 - (i) that those **Telephone Numbers** are assigned to a **Subscriber** (or **Subscribers**); or
 - (ii) if those **Telephone Numbers** are not so assigned, that they were so assigned within the preceding twelve months, and

the withdrawal is made for the purpose of securing that what appears to **Ofcom** to be the best and most efficient use is made of the numbers and other data that are appropriate for use as **Telephone Numbers**;

- (d) the **Communications Provider** has used a significant proportion of those **Telephone Numbers**, or has used such **Allocation** to a significant extent, inconsistently with this **Condition**, or to engage in fraud or misuse; or
- (e) **Ofcom** has advised the **Communications Provider** in writing that a significant proportion of those **Telephone Numbers** has been used, or that such **Allocation** has been used to a significant extent, to cause harm or a nuisance, and the **Communications Provider** has failed to take adequate steps to prevent such harm or nuisance.

Requirements in connection with the use of telephone numbers

B1.19 When providing an **Electronic Communications Service** by means of an **Unbundled Tariff Number**, the **Communications Provider** must comply with the tariff principles set out in **Conditions B1.21 – B1.27** and any applicable maximum price specified in the **National Telephone Numbering Plan**.

B1.20 **Condition B1.19** does not apply in respect of:

- (a) calls to an **Unbundled Tariff Number** from a **Public Pay Telephone**; and
- (b) calls originating outside of the United Kingdom to an **Unbundled Tariff Number**.

B1.21 The retail price for a call to an **Unbundled Tariff Number** which is charged to a **Consumer** is the sum of:

- (a) the **Access Charge Element**; and

General Conditions

- (b) the **Service Charge Element**, subject to any special offers, discounts or call bundling arrangements which the **Communications Provider** offers to that **Consumer**.

B1.22 The **Access Charge** must:

- (a) not vary within a **Consumer's** tariff package by reference to:
 - (i) the **Unbundled Tariff Number** that is called; or
 - (ii) the time or day of the call; and
- (b) be set at a pence per minute rate.

B1.23 The **Service Charge**:

- (a) must not vary according to the **Communications Provider** that retails or originates the call;
- (b) must not vary by the time or day of the call;
- (c) must be no greater than any applicable maximum price specified in the **National Telephone Numbering Plan**;
- (d) may be set at a pence per minute, a pence per call rate, or a rate which combines a pence per minute rate and a pence per call rate; and
- (e) must not require another **Communications Provider** to have systems able to accommodate more **Price Points** than are required under **Condition B1.28**, unless that **Communications Provider** agrees otherwise.

B1.24 For the purpose of calculating an **Access Charge Element**, the **Communications Provider**:

- (a) may round up the length of the call to 1 minute for a call lasting less than 1 minute; and
- (b) for a call lasting more than 1 minute but less than a whole number of minutes, must treat that call in accordance with the rounding principles it would apply to a geographic call of an equivalent length for the purpose of billing a **Consumer**.

B1.25 For the purpose of calculating the **Service Charge Element** where the **Service Charge** comprises or includes a pence per minute rate, the **Communications Provider** must round up the length of the call to the next nearest whole second for a call lasting less than a whole number of seconds (so that, for example, a call lasting 3 minutes 14.5 seconds would be charged in respect of the **Service Charge Element**, at the applicable **Service Charge** multiplied by 3.25).

B1.26 **Condition B1.27** applies if both the following conditions in respect of a call to an **Unbundled Tariff Number** are satisfied:

General Conditions

- (a) the **Consumer** has purchased a bundle of inclusive call minutes or inclusive calls from the **Communications Provider**, which includes call minutes (or calls) to one or more **Unbundled Tariff Numbers**; and
- (b) the call is to an **Unbundled Tariff Number** which counts towards remaining minutes (or calls) in the bundle of inclusive minutes (or calls) purchased by the **Consumer**.

B1.27 Where this **Condition** applies, the **Access Charge Element** shall be deemed to be zero.

B1.28 For the purpose of calculating and billing the **Service Charge Element** of the retail price for calls to **Unbundled Tariff Numbers**, the **Communications Provider** must ensure that it has systems able to accommodate up to one hundred (100) different **Price Points**.

B1.29 In relation to the obligation under **Condition** B1.28, the **Price Points** accommodated by the systems of the **Communications Provider** must:

- (a) reflect on a fair and reasonable basis the rates proposed to the **Communications Provider** by other providers in respect of their **Service Charges**, taking account of the volume and range of such proposals; and
- (b) be set in increments of no less than £0.01.

Annex to Condition B1

[See Condition B1.15]

Geographic Numbers which are **Specified Geographic Numbers** for the purposes of **Condition B1**.

Specified Geographic Numbers identified by Geographic Area Code	
Geographic Area Code	Area
01202	Bournemouth
01274	Bradford
01642	Middlesbrough
01273	Brighton
01224	Aberdeen
01793	Swindon
01908	Milton Keynes
01782	Stoke-on-Trent
01865	Oxford
01792	Swansea
01206	Colchester
01582	Luton
01604	Northampton
01603	Norwich
01223	Cambridge
01752	Plymouth
01332	Derby
01384	Dudley
01925	Warrington
01253	Blackpool
01382	Dundee
01482	Hull
01702	Southend-on-Sea
01902	Wolverhampton
01753	Slough

General Conditions

01483	Guildford
01452	Gloucester
01924	Wakefield
01276	Camberley
01772	Preston

B2 Directory information

This condition requires all communications providers to whom telephone numbers are allocated to pass on the directory information of their subscribers to other persons so as to ensure that a comprehensive directory database can be compiled from which directory products and services can be provided. It also requires directories to be updated at least once a year and provided to subscribers on request.

Scope

B2.1 This **Condition** applies to all providers of **Publicly Available Telephone Services** which assign **Telephone Numbers** to **Subscribers**, each of whom is a '**Regulated Provider**' for the purposes of this **Condition**.

Provision of directory information

B2.2 In order to facilitate the provision of publicly available **Directories** and **Directory Enquiry Facilities**, **Regulated Providers** must meet all reasonable requests to make **Directory Information** available on terms which are fair, objective, cost-oriented and non-discriminatory, and in a format which is agreed between the **Regulated Provider** and the person requesting the information.

B2.3 **Regulated Providers** must supply each of their **Subscribers**, on request, with a **Directory** or **Directories** containing **Directory Information** on all **Subscribers** who have been assigned **Telephone Numbers** by any **Regulated Provider** for any specified area in the United Kingdom. Any **Directories** supplied shall not contain **Directory Information** for any **Subscribers** who have exercised their right to have their **Directory Information** excluded from **Directories**.

B2.4 **Regulated Providers** must ensure that any **Directories** they produce are updated at least once a year.

B2.5 **Ofcom** may from time to time direct that a **Directory** is available in a particular form.

Charges

B2.6 **Regulated Providers** may charge:

- (a) **End-Users** a fee for making **Directories** available to them; and
- (b) their **Subscribers** a fee for the inclusion of their **Directory Information** in a **Directory** or **Directory Enquiry Facility**.

Any such fees (of either type) must be reasonable.

Data protection

B2.7 This **Condition** applies subject to the requirements of **Relevant Data Protection Legislation**.

B3 Number portability

This condition sets out the rules which communications providers must follow when customers request to take their landline and/or mobile number(s) with them when changing provider.

Scope

- B3.1 This **Condition** applies to any person who provides:
- (a) an **Electronic Communications Network**; or
 - (b) an **Electronic Communications Service** to a **Subscriber** with a number or numbers from the **National Telephone Numbering Plan**.
- B3.2 For the purposes of this **Condition**:
- (a) any such person referred to in **Condition** B3.1 is a '**Regulated Provider**'; and
 - (b) any such **Subscriber** referred to in **Condition** B3.1(b) is a '**Relevant Subscriber**'.

Number Portability

- B3.3 The **Regulated Provider** shall provide **Number Portability** within the shortest possible time, including subsequent activation, on reasonable terms and conditions, including charges, to any of its **Relevant Subscribers** who so request.
- B3.4 The **Regulated Provider** shall ensure in all cases, other than **Mobile Number Portability** (as to which see **Conditions** C7.38 and C7.39), porting of these numbers and their subsequent activation shall be completed within one business day once all necessary validation processes have been completed, the network connection is ready for use by the **Relevant Subscriber**, and the **Donor Provider** has received a request to activate the porting of these numbers from the **Recipient Provider**.
- B3.5 The **Recipient Provider** shall request porting from the **Donor Provider** as soon as it is reasonably practicable after receiving the **Relevant Subscriber Request to Port** from its new **Subscriber**.
- B3.6 The **Regulated Provider** shall, pursuant to a request from another **Regulated Provider**, provide **Portability** as soon as is reasonably practicable in relation to that request on reasonable terms. Any charges for the provision of such **Portability** shall be made in accordance with the following principles:
- (a) subject always to the requirement of reasonableness, charges shall be cost oriented and based on the incremental costs of providing **Portability** unless:
 - (i) the **Donor Provider** and the **Recipient Provider** have agreed another basis for the charges, or
 - (ii) **Ofcom** has directed that another basis for charges should be used;

General Conditions

- (b) the **Donor Provider** shall make no charge in relation to **Porting System Set-Up Costs** or **Additional Conveyance Costs**;
- (c) in respect of **Mobile Portability**, the **Donor Provider** shall make no charge or annual fee for ongoing costs relating to registration of a ported **Telephone Number** or a **Relevant Subscriber**;
- (d) charges levied by the **Donor Provider** shall be based on the reasonable costs incurred by it in providing **Portability** with respect to each **Telephone Number**;
- (e) any direct charges to **Relevant Subscribers** for providing **Number Portability** do not act as a disincentive to **Subscribers** against changing their **Regulated Provider**.

B3.7 Where the **Regulated Provider** provides **Portability** in accordance with **Condition B3.6**:

- (a) the **Recipient Provider**; and
- (b) the **Portability Transit Provider**,

shall, as appropriate, provide **Portability** on reasonable terms.

B3.8 The **Regulated Provider** shall, on written request, provide **Ofcom** with a record of each **Telephone Number** in relation to which it is providing **Portability**, specifying the relevant **Recipient Provider** in each case.

B3.9 The **Regulated Provider** shall inform the **Relevant Subscriber** of the date when **Number Portability** will be provided to that **Subscriber**.

B3.10 Where **Regulated Providers** delay the porting of a **Telephone Number** that is not a **Mobile Number** for more than one business day or where there is an abuse of porting by them or on their behalf, they shall provide reasonable compensation as soon as is reasonably practicable to the **Relevant Subscriber** for such delay and/or abuse.

B3.11 The **Regulated Provider** shall set out in plain English and in an accessible manner for each **Relevant Subscriber** how **Relevant Subscribers** can access the compensation provided for in **Condition B3.10** above, and how any compensation will be paid to the **Subscriber**.

B4 Access to numbers and services

This condition aims to ensure that end-users can access all telephone numbers (and the services provided on those numbers) and that communications providers only block access to telephone numbers where instructed to do so by Ofcom for reasons of fraud or misuse.

Scope

B4.1 The provisions of this **Condition** apply as follows:

- (a) **Conditions** B4.2 to B4.4 apply to all **Communications Providers**; and
- (b) **Condition** B4.5 applies to any **Communications Provider** who provides **End-Users** with an **Electronic Communications Service**, or provides access to such a service by means of a **Pay Telephone**, for originating calls to a number or numbers in the **National Telephone Numbering Plan**, excluding any **Click to Call Service**,

and each person to whom a provision applies is a '**Regulated Provider**' for the purposes of that provision.

Granting, limiting and blocking access to numbers and services

B4.2 **Regulated Providers** shall ensure, where technically and economically feasible and subject to **Condition** C6.6, that **End-Users** in any part of the European Union are able to:

- (a) access and use those **Non-Geographic Numbers** which the **Regulated Provider Adopts**; and
- (b) access all **Telephone Numbers** provided in the European Union, regardless of the technological devices used by the operator, including those in the **National Telephone Numbering Plan** and Universal International Freephone Numbers (UIFN).

B4.3 **Regulated Providers** shall limit access for calling **End-Users** located in specific geographical areas to **Telephone Numbers** assigned to a **Subscriber** where that **Subscriber** has chosen for commercial reasons to limit such access.

B4.4 **Regulated Providers** shall, where requested by or on behalf of **Ofcom** on the basis of fraud or misuse, block access to **Telephone Numbers** and/or **Public Electronic Communications Services** and in such cases withhold revenue associated with such **Telephone Numbers** and/or **Public Electronic Communications Services**.

Missing children hotline number

B4.5 **Regulated Providers** shall ensure that any **End-User** can access a hotline for missing children by using the number "116000".

Part C: Consumer protection conditions

C1 Contract requirements

This condition aims to protect consumers and end-users by ensuring that contracts for a connection to a public electronic communications network or for public electronic communications services include minimum terms and information. It also sets out requirements about contract duration, end-of-contract notifications, annual best tariff information, facilitating changes of communications provider and end-users' rights to terminate a contract, which are designed to ensure that end users are treated fairly and able to switch to a different provider in appropriate cases.

Scope

C1.1 The provisions of this **Condition** apply as follows:

- (a) **Conditions** C1.2 to C1.9 apply to all providers of **Public Electronic Communications Networks** and/or **Public Electronic Communications Services**; and
- (b) **Conditions** C1.10 to C1.21 apply to all providers of **Public Electronic Communications Services**,

and each person to whom a provision applies is a '**Regulated Provider**' for the purposes of that provision.

Contract requirements⁶

C1.2 **Regulated Providers**, when offering to provide, or providing, connection to a **Public Electronic Communications Network** and/or **Public Electronic Communications Services** to a **Consumer** or other **End-User** on request, must offer to enter into a contract or vary an existing contract with that **Consumer**, or other **End-User**, which specifies at least the following minimum requirements in a clear, comprehensive and easily accessible form:

- (a) the name and registered address of the **Regulated Provider**;
- (b) a description of the services provided, including in particular whether or not access to **Emergency Organisations** and **Caller Location Information** is being provided, and any limitations on the provision of access to **Emergency Organisations**;
- (c) information on any other conditions limiting access to and/or use of services and applications (where such conditions are permitted under national law);

⁶ See also Ofcom's guidance, which is available at: https://www.ofcom.org.uk/_data/assets/pdf_file/0016/112282/Guidance-under-General-Condition-C1-contract-requirements.pdf

General Conditions

- (d) details of the minimum service quality levels offered, including the time for initial connection and any other quality of service parameters as directed by **Ofcom**;
- (e) information on any procedures put in place by the **Regulated Provider** to measure and shape traffic so as to avoid filling or overfilling a network link, and information on how those procedures could impact on service quality;
- (f) the types of maintenance services and **Customer** support services offered, as well as the means of contacting these services;
- (g) any restrictions imposed by the provider on the use of terminal equipment supplied;
- (h) the **Subscriber's** options as to whether or not to include his or her personal data in a directory, and the data concerned;
- (i) details of prices and tariffs, indicating the services provided and the content of each tariff element (with regard to charges for access, usage and/or maintenance), including details of any standard discounts applied, any special and targeted tariff schemes and any additional charges, the means by which up-to-date information on all applicable tariffs and maintenance charges may be obtained;
- (j) payment methods offered and any difference in costs due to payment method;
- (k) the duration of the contract, and the conditions for renewal and termination of services and of the contract, including:
 - (i) any minimum usage or duration required to benefit from promotional terms;
 - (ii) any charges related to **Portability** of numbers and other identifiers; and
 - (iii) any charges due on termination of the contract, including any cost recovery with respect to terminal equipment;
- (l) any applicable compensation and/or refund arrangements which will apply if contracted quality service levels are not met;
- (m) the means of initiating procedures for the settlement of disputes in respect of the contract; and
- (n) the type of action that might be taken by the **Regulated Provider** in reaction to security or integrity incidents or threats and vulnerabilities.

C1.3 Without prejudice to any **Fixed Commitment Period**, **Regulated Providers** shall ensure that conditions or procedures for contract termination do not act as disincentives for **End-Users** against changing their **Communications Provider**. In particular, but without limiting the extent of this paragraph, a **Regulated Provider** who is providing **Public Electronic Communications Services** to **Domestic and Small Business Customers** must not, at the end of any **Fixed Commitment Period**, renew those **Domestic or Small Business Customers'** contracts for a further **Fixed Commitment Period** unless that **Regulated Provider** has first obtained **Express Consent** from each **Customer** concerned.

General Conditions

- C1.4 **Regulated Providers** shall not include a term in any contract with a **Consumer** for the provision of **Electronic Communications Services** that stipulates a **Fixed Commitment Period** of more than 24 months in duration.
- C1.5 **Regulated Providers** shall ensure that **Subscribers** are able to subscribe to a contract with a maximum duration of 12 months.
- C1.6 **Regulated Providers** shall:
- (a) give their **Subscribers** adequate notice not shorter than one month of any contractual modifications likely to be of material detriment to that **Subscriber**;
 - (b) allow their **Subscribers** to withdraw from their contract without penalty upon such notice; and
 - (c) at the same time as giving the notice in **Condition C1.6(a)**, inform the **Subscriber** of its ability to terminate the contract without penalty if the proposed modification is not acceptable to the **Subscriber**.
- C1.7 Without limiting the extent of **Condition C1.6**, an increase in the **Core Subscription Price** payable at any point in the **Fixed Commitment Period** is a contractual modification likely to be of material detriment to a **Consumer** or **Small Business Customer** for the purposes of **Condition C1.6(a)** unless it falls within **Condition C1.9**.
- C1.8 For the purposes of **Condition C1.7**, an increase in the **Core Subscription Price** includes:
- (a) any modification of any contractual term or condition providing for the **Subscriber** to pay the **Regulated Provider** which results in an increase to the **Core Subscription Price**;
 - (b) the exercise at the discretion of the **Regulated Provider** of any contractual term or condition which would have the effect of increasing the **Core Subscription Price**;
 - (c) any reduction in the extent of the services the **Regulated Provider** is bound to provide in return for the **Core Subscription Price**; and/or
 - (d) any failure by a **Regulated Provider** to pass on to the **Subscriber** an amount equal to any reduction in the rate of Value Added Tax or any other directly and specifically applicable taxation charge or regulatory levy imposed by mandatory provisions laid down by Government or regulatory authorities, payment of which is compulsory.
- C1.9 The application of contract terms with the following effects does not fall within **Condition C1.7**:
- (a) the effect of binding the **Subscriber** to pay a different **Core Subscription Price** at different times during their **Fixed Commitment Period**, where those terms were sufficiently prominent and transparent that the **Subscriber** can be said, at the time they agreed the **Core Subscription Price**, to have agreed to the different amounts they would have to pay at different times; and

- (b) increases in the **Core Subscription Price** which are limited to the **Regulated Provider** passing on to the **Subscriber** an amount equal to any increase in the rate of Value Added Tax or any other directly and specifically applicable taxation charge or regulatory levy imposed by mandatory provisions laid down by Government or regulatory authorities, payment of which is compulsory.

End-of-Contract Notification

- C1.10 **Regulated Providers** must send an **End-of-Contract Notification** to a **Subscriber**, in the manner and form specified by **Conditions** C1.11 to C1.14, if each of the following requirements are met:
- (a) the **Subscriber** has a contract with the **Regulated Provider** for **Public Electronic Communications Services**, other than machine-to-machine transmission services;
 - (b) the contract has a **Fixed Commitment Period**; and
 - (c) the terms of the contract provide (or governing law provides) for the contract to be automatically prolonged after the expiry of the **Fixed Commitment Period**.
- C1.11 If the **Subscriber** is a **Consumer**, the **End-of-Contract Notification** shall include the following information in respect of the **Subscriber's** contract, in a clear and comprehensible form:
- (a) the date on which the **Fixed Commitment Period** for that contract ends;
 - (b) details of the services provided by the **Regulated Provider** to the **Subscriber** under that contract;
 - (c) the notice period (if any) which applies to the **Subscriber** under that contract (where the contract is for a **Mobile Communications Service**, the **Regulated Provider** may instead include a message that a notice period may apply);
 - (d) a message that the **Subscriber** may terminate that contract without paying an **Early Termination Charge** after the **Fixed Commitment Period** ends;
 - (e) details of other contracts for **Public Electronic Communications Services** between the **Regulated Provider** and the **Subscriber**;
 - (f) how the **Subscriber** may terminate that contract;
 - (g) the current **Core Subscription Price** payable by the **Subscriber** under that contract;
 - (h) the **Core Subscription Price** that will be payable by the **Subscriber** for the services referred to in (b) (and, where relevant, any changes referred to in (i)) after the **Fixed Commitment Period** for that contract ends;
 - (i) details of any changes to the services referred to in (b) that will come into effect because the **Fixed Commitment Period** for that contract is ending;

General Conditions

- (j) the dates on which the **Fixed Commitment Periods** end for the other contracts referred to in (e);
 - (k) details of the options available to the **Subscriber** at the end of the **Fixed Commitment Period** for that contract; and
 - (l) the **Regulated Provider's** best tariffs.
- C1.12 If the **Subscriber** is not a **Consumer**, the **End-of-Contract Notification** shall inform the **Subscriber** of the end of the **Fixed Commitment Period** and how the **Subscriber** may terminate the contract. At the same time, the **Regulated Provider** must give the **Subscriber** best tariff advice relating to their services.
- C1.13 **Regulated Providers** must send an **End-of-Contract Notification** in a timely manner, before the end of the **Subscriber's Fixed Commitment Period**.
- C1.14 **Regulated Providers** must send an **End-of-Contract Notification** via a **Durable Medium** and in a prominent manner. If the **Subscriber** is a **Consumer**, the **End-of-Contract Notification** must also be separate and distinct from any other communication.
- C1.15 **Regulated Providers** must retain a record of each **End-of-Contract Notification** it sends to a **Consumer**, and the date on which it was sent, for a period of at least 12 months.

Annual Best Tariff Information

- C1.16 **Regulated Providers** must provide best tariff information to a **Subscriber** at least annually, if each of the following requirements are met:
- (a) the **Subscriber** has a contract with the **Regulated Provider** for **Public Electronic Communications Services**, other than machine-to-machine transmission services; and
 - (b) the contract was previously subject to a **Fixed Commitment Period** which has now expired.
- C1.17 If a **Subscriber** is a **Consumer**, the **Regulated Provider** must comply with **Condition** C1.16 by sending an **Annual Best Tariff Notification** to that **Subscriber**, in the manner and form specified by **Conditions** C1.18 to C1.20.
- C1.18 An **Annual Best Tariff Notification** shall include the following information in respect of a **Subscriber's** contract, in a clear and comprehensible form:
- (a) a message that the contract is not currently subject to a **Fixed Commitment Period**;
 - (b) the notice period (if any) which applies to the **Subscriber** under that contract (where the contract is for a **Mobile Communications Service**, the **Regulated Provider** may instead include a message that a notice period may apply);
 - (c) details of the services provided by the **Regulated Provider** to the **Subscriber** under that contract;

General Conditions

- (d) the current **Core Subscription Price** payable by the **Subscriber** under that contract;
 - (e) details of other contracts for **Public Electronic Communications Services** between the **Regulated Provider** and the **Subscriber**;
 - (f) the dates on which the **Fixed Commitment Periods** end for the other contracts referred to in (e);
 - (g) details of the options available to the **Subscriber**; and
 - (h) the **Regulated Provider's** best tariffs.
- C1.19 **Regulated Providers** must send an **Annual Best Tariff Notification** at least once in every 12-month period.
- C1.20 **Regulated Providers** must send an **Annual Best Tariff Notification** via a **Durable Medium** that is separate and distinct from any other communication, and otherwise in a prominent manner.
- C1.21 **Regulated Providers** must retain a record of each **Annual Best Tariff Notification** it sends to a **Consumer**, and the date on which it was sent, for a period of at least 12 months.

C2 Information publication and transparency requirements

This condition aims to ensure the availability of adequate, up-to-date, comparable information for consumers on the prices, tariffs, terms and conditions of communications services, and any charges applicable on termination of their contract so as to enable consumers to compare easily the offers and services available in the market. In addition, it aims to ensure that pricing and charges relating to premium rate services, non-geographic numbers and personal numbers are clear.

The condition also requires information to be made available to small and medium-sized business customers about the levels of service offered to them and the payment of compensation for certain failures in service quality.

Scope

C2.1 The provisions of this **Condition** apply as follows:

- (a) **Conditions** C2.2 to C2.15 apply to all providers of **Public Electronic Communications Networks** and/or **Public Electronic Communications Services**; and
- (b) **Conditions** C2.16 to C2.19 apply to any **Communications Provider** who provides **Fixed Voice or Other Fixed-Line Services** and/or **Broadband Services** to **SME Customers**,

and each person to whom a provision applies is a '**Regulated Provider**' for the purposes of that provision.

General information publication requirements

C2.2 **Regulated Providers** shall ensure that clear and up-to-date information on the applicable prices and tariffs and standard terms and conditions in respect of access to and use of the services provided by them to **End-Users** and/or **Consumers** is published in accordance with **Conditions** C2.3 and C2.12. For the avoidance of doubt, this **Condition** does not require **Regulated Providers** to publish any bespoke or individual prices, tariffs or terms and conditions.

C2.3 The information published shall include at least the following:

- (a) the name and registered office address of the **Regulated Provider**;
- (b) a description of the services offered;
- (c) the standard tariffs of the **Regulated Provider** indicating the services provided and the content of each tariff element (with regard to charges for access, usage and/or maintenance), including details of any standard discounts applied, any special and targeted tariff schemes and any additional charges;
- (d) any compensation and/or refund policies, including specific details of any compensation and/or refund schemes offered;

- (e) any types of maintenance service offered;
- (f) the standard contract conditions offered, including any relevant **Fixed Commitment Period**, termination of the contract, and procedures and direct charges related to **Number Portability**; and
- (g) any available dispute resolution mechanisms, including those developed by the **Regulated Provider**.

Unbundled tariff and personal numbers information publication requirements

- C2.4 In respect of **Unbundled Tariff Numbers**, **Regulated Providers** shall publish the **Access Charges** that are payable for tariffs that they make available to **Consumers** and give those charges the same prominence in terms of location and format as is given to charges for geographic calls, calls to mobiles and call packages (including bundles) on the **Regulated Provider's** website, in its published price lists and in advertising and promotional material which refer to call pricing.
- C2.5 Without prejudice to **Condition C2.4**, in respect of **Unbundled Tariff Numbers**, **Regulated Providers** shall give particular prominence to:
- (a) the **Access Charge** that is payable for each package of tariffs that they make available to **Consumers**; and
 - (b) whether calls to **Unbundled Tariff Numbers** are included within bundles of inclusive calls or inclusive call minutes purchased by **Consumers** from the **Regulated Provider**, specifying in particular:
 - (i) the **Unbundled Tariff Numbers** to which the terms of the bundle apply;
 - (ii) if relevant, the number of call minutes to **Unbundled Tariff Numbers** that are so included;
 - (iii) if relevant, whether the inclusion of calls to **Unbundled Tariff Numbers** is conditional upon the time or day of the call; and
 - (iv) whether any special offers, discount schemes or call bundling arrangements apply to the **Service Charges** payable in respect of the call minutes or calls to **Unbundled Tariff Numbers** that are so included.
- C2.6 In respect of **Personal Numbers**, for tariffs that **Regulated Providers** make available to **Consumers**, they shall:
- (a) publish usage charges, including any variations by time of day, and give those charges the same prominence in terms of location and format as is given to charges for geographic calls, calls to mobiles and call packages (including bundles) on the **Regulated Provider's** website and in its published price lists; and

- (b) in advertising and promotional material which refer to call pricing, publish the maximum charges applying to **Personal Numbers**.
- C2.7 Without prejudice to **Condition C2.6**, in respect of **Personal Numbers**, **Regulated Providers** shall give particular prominence to whether calls to **Personal Numbers** are included within bundles of inclusive calls or inclusive call minutes purchased by **Consumers** from the **Regulated Provider**, specifying in particular, if relevant:
- (a) the number of call minutes to **Personal Numbers** that are so included; and
 - (b) whether the inclusion of calls to **Personal Numbers** is conditional upon the time or day of the call.
- C2.8 Where a **Regulated Provider** advertises, promotes or procures the advertisement or promotion of any **Unbundled Tariff Number** in connection with the provision by the **Regulated Provider** of a service to **Consumers** by means of that **Unbundled Tariff Number**, it shall:
- (a) include or procure the inclusion in any advertising and promotion of the **Unbundled Tariff Number**, the **Service Charge** which applies in respect of a call by a **Consumer** to that number; and
 - (b) ensure that the **Service Charge** is displayed in a prominent position and in close proximity to the **Unbundled Tariff Number** in any such advertising or promotion of the **Unbundled Tariff Number**.
- C2.9 Where a **Regulated Provider** applies different tariffs for **Small Business Customers** to those it applies to **Consumers**, it must ensure that its pricing for **Small Business Customers** is transparent and inform such **Small Business Customers** where the tariff is a business tariff.

Premium Rate Service information publication requirements

- C2.10 In relation to **Controlled Premium Rate Services ('CPRS')**, **Regulated Providers** shall provide on request and free of charge the following information and advice to **Domestic and Small Business Customers**:
- (a) information about the **CPRS** mechanisms in the UK market, such as operator billing, premium rate **Short Message Service (PSMS)** payments, **Service Charges** for **CPRS** numbers, and voice shortcode charges, and how they are applied to the **Customer's** phone bill; and
 - (b) information about the role of **Regulated Providers** in relation to:
 - (i) general **CPRS** enquiries and requests for number checks via the number-checker facilities provided by the **Phone-paid Services Authority** on its website;⁷ and

⁷ See <http://psauthority.org.uk/>

- (ii) dealing with formal complaints about abuses of service content, non-compliance with the **Phone-paid Services Authority's** code of practice and other alleged unlawful operation of services and numbers.

C2.11 In providing information and advice in accordance with **Condition C2.10, Regulated Providers** shall provide:

- (a) basic information about how **CPRS** work including whether the service(s) in question were routed to service providers hosted on the **Regulated Provider's** own network or on the network of a different **Communications Provider**, together with a basic explanation of how revenue sharing with service providers operates;
- (b) information about the tariffs that apply on their network for calls to any **CPRS** number range, including, where appropriate, the **Regulated Provider's Access Charge**;
- (c) contact details of individual service providers or the **Communications Providers** which host them, and where that information is available⁸;
- (d) service providers' customer service contact details where **Consumers** can obtain further information about services provided on the **CPRS** numbers found on their **Bills**;
- (e) information about the role and remit of the **Phone-paid Services Authority** in dealing with complaints and how to go about making a formal complaint to the **Phone-paid Services Authority** via the website, helpline or in writing;
- (f) information on the role of **Alternative Dispute Resolution Schemes** in resolving disputes concerning **CPRS**;
- (g) information about how **Consumers** can bar access from their telephone to all or specific **CPRS** number ranges for reasons of cost and/or content; and
- (h) information on any other options available to **Consumers** for seeking refunds in cases of abuse or scams involving **CPRS**.

Method of publication

C2.12 Other than information to which **Condition C2.16 to C2.19** applies, where this **Condition** requires information to be published, it shall be effected by:

- (a) sending a copy of the information or any appropriate parts of it to any **End-User** who reasonably requests it, free of charge; and
- (b) placing a copy of the information in plain English, in an easily accessible and reasonably prominent manner on their website or, where there is no such website, in such manner and form as directed by **Ofcom**.

⁸ For example, the information may be available via the Phone-paid Services Authority's website.

Processes and procedures

- C2.13 **Regulated Providers** must have procedures in place to ensure that enquiry and helpdesk staff are aware of the requirements of **Conditions** C2.2 – C2.12 and C2.14 in order for them to be able to respond to complaints and enquiries and to monitor their compliance with the requirements.
- C2.14 **Regulated Providers** must have fully documented procedures in place to ensure that **Customers** and advice agencies are made aware of the existence of the requirements in this **Condition** including, for example, by referring to the requirements in sales and marketing literature.

Information required to be displayed in Public Pay Telephones

- C2.15 **Regulated Providers** that provide **Public Pay Telephones** shall display and take all reasonable steps to keep displayed prominently on or around all **Public Pay Telephones** a notice specifying:
- (a) the minimum charge payable for connection of a call;
 - (b) the location of the **Public Pay Telephone** sufficient to enable it to be located as swiftly as possible by **Emergency Organisations**;
 - (c) that calls to **Emergency Organisations** using the numbers “112” and “999” may be made from the **Public Pay Telephone** free of charge and without having to use coins or cards; and
 - (d) whether or not the **Public Pay Telephone** is available to receive a call, and if so, the **Telephone Number** of the **Public Pay Telephone**.

Transparency requirements in relation to SME customers

- C2.16 In addition to any information required under **Condition** C2.3, a **Regulated Provider** must publish the following information in respect of any standard form contract it offers to **SME Customers** (whether exclusively or amongst others) for **Fixed Voice or Other Fixed-Line Services** and/or **Broadband Services**:
- (a) the **Service Level Agreements** (if any) that apply:
 - (i) in relation to the **Regulated Provider** activating the service(s) on the date confirmed to a **SME Customer** and in the event of the **Regulated Provider** failing to do so;
 - (ii) in the event of a **Loss of Service**; and
 - (iii) in relation to the **Regulated Provider** (or its supplier) keeping a pre-agreed appointment to attend the **SME Customer’s** premises and in the event of the **Regulated Provider** (or its supplier) failing to do so;

General Conditions

- (b) the **Service Level Guarantee** (if any) that applies for each of the events listed in **Condition C2.16(a)**;
 - (c) if applicable, the fact that no **Service Level Agreement** and/or **Service Level Guarantee** applies in relation to an event listed in **Condition C2.16(a)**; and
 - (d) if applicable, the fact that a **Service Level Agreement** and/or **Service Level Guarantee** may be available in relation to an event listed in **Condition C2.16(a)**, but that the exact terms are subject to individual negotiation between the **Regulated Provider** and a **SME Customer**.
- C2.17 The **Regulated Provider** must publish the information referred to in **Condition C2.16** in plain English, in an easily accessible and reasonably prominent manner on its website (or, where there is no such website, in such manner and form as directed by **Ofcom**).
- C2.18 When a **SME Customer** enters into a contract of a kind offered by the **Regulated Provider** to **SME Customers** (whether exclusively or amongst others) for a **Fixed Voice or Other Fixed-Line Services** and/or **Broadband Service** (whether on the basis of a standard form or a bespoke contract), the **Regulated Provider** must provide the **SME Customer**, free of charge, with the information described in **Condition C2.16(a)** to (c) (or the applicable information about each of those matters in relation to a bespoke contract) in respect of that contract.
- C2.19 The **Regulated Provider** must provide the information referred to in **Condition C2.18** in a **Durable Medium** that is separate and distinct from the **SME Customer's** contract.

C3 Billing requirements

This condition aims to ensure that customers of communications providers are not overcharged and that they receive the services they are charged and pay for, that they can adequately control how much they spend on the usage of voice call and data services, and that they are treated fairly where they have not paid their bills.

Scope

C3.1 The provisions of this **Condition** apply as follows:

- (a) **Conditions** C3.2 and C3.3 apply to any person who provides a **Public Electronic Communications Service**;
- (b) **Conditions** C3.4 to C3.6 apply to any provider of **Publicly Available Telephone Services** and/or **Publicly Available Internet Access Services** (including any wholesale provider) in respect of:
 - (i) the billing of **End-Users**; and
 - (ii) the provision of information to be used by another **Communications Provider** for billing **End-Users**,

except that **Conditions** C3.4 to C3.6 do not apply to any such provider if its **Relevant Turnover** in its most recent complete financial year is less than £55 million; and

- (c) **Conditions** C3.7 to C3.12 apply to any person who provides **Publicly Available Telephone Services** and/or **Publicly Available Internet Access Services** to a **Subscriber**,

and each person to whom a provision applies is a '**Regulated Provider**' for the purposes of that provision.

Accurate billing

C3.2 **Regulated Providers** shall not charge an **End-User**, or render or make available any **Bill** to an **End-User**, in respect of the provision of any **Public Electronic Communications Services**, unless every amount charged and/or stated in the **Bill** represents and does not exceed the true extent of any such service actually provided to the **End-User** in question.

C3.3 **Regulated Providers** shall retain such **Records** as may be necessary for the purpose of establishing compliance with **Condition** C3.2 for at least 12 months from the date on which they were created. This **Condition** applies subject to the requirements of **Relevant Data Protection Legislation**.

Total metering and billing systems

- C3.4 **Ofcom** may from time to time issue a direction⁹ under this **Condition** setting out the process, standards and other requirements that **Regulated Providers** must comply with to obtain **Approval** of their **Total Metering and Billing Systems**.
- C3.5 **Regulated Providers** shall:
- (a) apply to an **Approval Body** for **Approval** of any **Total Metering and Billing System** they use in respect of the **Publicly Available Telephone Services** and/or **Publicly Available Internet Access Services** they provide, in accordance with the process specified by **Ofcom** in a direction issued under **Condition C3.4**;
 - (b) obtain **Approval** for these services as soon as is practicable; and
 - (c) comply with any directions made by the **Approval Body** in respect of such **Approval**.
- C3.6 Where an **Approval Body** does not grant or withdraws **Approval** from all or part of a **Regulated Provider's Total Metering and Billing System**, that **Regulated Provider** shall, as soon as is reasonably practicable, either take the action recommended by the **Approval Body** to obtain **Approval** or cease use of that **Total Metering and Billing System** (or that part of it), and, in either case, inform **Ofcom** of the date by which it shall do so.

Access to billing information

- C3.7 Subject to **Condition C3.9**, **Regulated Providers** shall provide to each of their **Subscribers**, on request, and at no extra charge, access to adequate billing information to allow the **Subscriber** to:
- (a) verify and control the charges incurred by the **Subscriber**; and
 - (b) adequately monitor the **Subscriber's** usage and expenditure and thereby exercise a reasonable degree of control over their **Bills**.
- C3.8 In relation to any **Subscriber** who is a **Consumer**, the billing information referred to in **Condition C3.7** must include any **Access Charge** applied by the **Regulated Provider** for the purpose of calculating the amounts payable by that **Subscriber** for calls to **Unbundled Tariff Numbers** in accordance with **Condition B1**.
- C3.9 If its **Subscriber** requests the billing information mentioned in **Condition C3.7** by means of a printed **Bill**, the **Regulated Provider** may charge a reasonable fee for providing it.
- C3.10 **Regulated Providers** shall ensure that calls and **SMS** to the emergency call numbers "999" and "112", or any of the numbers which are designated as "free to caller" in the **National Telephone Numbering Plan**, including calls and **SMS** to helplines on such numbers, are not

⁹ See Ofcom's metering and billing direction, which is available at:
https://www.ofcom.org.uk/data/assets/pdf_file/0022/116365/Metering-and-Billing-Direction.pdf

identified in the **Subscriber's** itemised **Bills** or any other **Records** that **Regulated Providers** make available to the **Subscriber**.

Debt collection and disconnection

C3.11 Where a **Subscriber** has not paid a **Regulated Provider** all or part of a **Bill** for **Publicly Available Telephone Services** and/or **Publicly Available Internet Access Services** provided by the **Regulated Provider**, the **Regulated Provider** shall ensure that any measures it takes to effect payment or disconnection:

- (a) are proportionate and not unduly discriminatory;
- (b) include giving due warning to the **Subscriber** beforehand of any consequent service interruption or disconnection; and
- (c) except in cases of fraud, persistent late payment or non-payment, confine any service interruption to the service concerned, as far as technically feasible.

C3.12 **Regulated Providers** shall publish details of the measures they may take to effect payment or disconnection in accordance with **Condition** C3.11 by:

- (a) sending a copy of such information or any appropriate parts of it to any **Subscriber** who reasonably requests such a copy, free of charge; and
- (b) placing a copy of such information in plain English, in an easily accessible and reasonably prominent manner on their website or, where there is no such website, in such manner and form as directed by **Ofcom**.

C4 Complaints handling and dispute resolution

This condition ensures that all communications providers handle complaints they receive from their customers in accordance with certain minimum procedural standards. This condition requires communications providers to ensure that their complaints handling procedures are accessible to customers, including those who are disabled and those who are in circumstances that may make them vulnerable, and to set out their complaints handling procedures in a code of practice. This condition also requires communications providers to be members of an independent alternative dispute scheme and to comply with the decisions of that scheme.

Scope

- C4.1 This **Condition** applies to any **Communications Provider** who provides **Public Electronic Communications Services** to **Domestic and Small Business Customers**. For the purposes of this **Condition**:
- (a) any such **Communications Provider** is a '**Regulated Provider**'; and
 - (b) **Domestic and Small Business Customers** are '**Relevant Customers**'.

Code of practice for customer service and complaints handling

- C4.2 **Regulated Providers** must:
- (a) have and comply with procedures for the handling of **Complaints** made by **Relevant Customers** in connection with the provision of **Public Electronic Communications Services**, that conform with Section 1 of the **Ofcom Approved Complaints Code**;
 - (b) have and comply with a **Customer Complaints Code** that conforms with Section 2 of the **Ofcom Approved Complaints Code**;
 - (c) retain written records of **Complaints** in conformity with Section 3 of the **Ofcom Approved Complaints Code**.

Dispute resolution

- C4.3 **Regulated Providers** must:
- (a) be a member of an approved **Alternative Dispute Resolution ('ADR') Scheme**;
 - (b) comply with the **ADR Scheme**, including abiding by any final decision of the body which administers the **ADR Scheme**, within the time period specified in that final decision;
 - (c) ensure that **Relevant Customers** have the right to use the **ADR Scheme** free of charge; and
 - (d) provide information in **Bills** about the **ADR Scheme** in conformity with Section 4 of the **Ofcom Approved Complaints Code**.

Monitoring compliance

- C4.4 **Regulated Providers** must monitor their compliance with the obligations imposed by this **Condition** and the **Ofcom Approved Complaints Code**, including compliance by all staff who interact with **Relevant Customers** and/or handle **Complaints**, and take appropriate steps to prevent the recurrence of any problems identified.

Annex to Condition C4

[See Condition C4.2]

Ofcom approved complaints code of practice for customer service and complaints handling

Section 1 – Complaints handling procedures

- 1 The **Complaints Handling Procedures** of **Regulated Providers** should ensure any **Complaint** from a **Relevant Customer** is resolved to the **Complainant's** satisfaction in a timely manner or where the **Regulated Provider** is unable to do so, that the **Complainant** is informed of their right to go to the **ADR Scheme** as soon as it is appropriate to do so.

Receiving, handling and resolving complaints by relevant customers with disabilities or who are in circumstances that may make them vulnerable

- 2 The **Complaints Handling Procedures** of **Regulated Providers** must be sufficiently accessible to enable the following to make, and progress, a **Complaint**:
 - (a) **Relevant Customers** with disabilities;
 - (b) **Relevant Customers** who the **Regulated Provider** has been informed or should otherwise reasonably be aware may be vulnerable due to circumstances such as age, physical or learning disability, physical or mental illness, low literacy, communications difficulties or changes in circumstances such as bereavement; and
 - (c) third parties acting on behalf of such **Relevant Customers**.

Identifying and receiving complaints

- 3 **Regulated Providers** must ensure that all staff who communicate with **Relevant Customers** receive training on how to identify a **Complaint**.
- 4 A **Regulated Provider** must allow **Relevant Customers** to make **Complaints** by at least the following three means:
 - (a) a **Telephone Number** which is either a 'free to call' number or a number charged at the equivalent of a geographic call rate;
 - (b) a UK postal address; and
 - (c) either an email address or an internet web page form dedicated to allowing **Relevant Customers** to lodge **Complaints**.
- 5 The means by which a **Regulated Provider** accepts **Complaints**:
 - (a) must be well publicised and readily available; and

- (b) should not unduly deter **Relevant Customers** from making a **Complaint**.

Information to the complainant about process and timeframe

- 6 After having received a **Complaint**, the **Regulated Provider** must promptly inform the **Complainant** of:
 - (a) the process it will follow to investigate the **Complaint** with a view to resolving it to the **Complainant's** satisfaction; and
 - (b) the timeframes in which the **Regulated Provider** will endeavour to carry out its investigation of the **Complaint**.

Taking steps to resolve complaints

- 7 A **Regulated Provider** must promptly take, and continue to promptly take, active steps to resolve the **Complaint** to the **Complainant's** satisfaction until the **Complaint** has been resolved or otherwise closed.

Telling the complainant of the outcome of the investigation into the complaint

- 8 The **Regulated Provider** must promptly tell the **Complainant** of the outcome of its investigation into the **Complaint**.
- 9 When telling the **Complainant** of the outcome of its investigation into the **Complaint** in accordance with paragraph 8, the **Regulated Provider** must also tell the **Complainant**:
 - (a) that the **Regulated Provider** may consider it reasonable to conclude that the **Complaint** has been resolved to the **Complainant's** satisfaction if the **Regulated Provider** promptly tells the **Complainant** of the outcome of its investigation into the **Complaint** and the **Complainant** does not let the **Regulated Provider** know within 28 days that they consider the **Complaint** remains unresolved; and
 - (b) where a copy of the **Customer Complaints Code** can be found on the **Regulated Provider's** website and the contact details for the **ADR Scheme** of which the **Regulated Provider** is a member.
- 10 Where requested by the **Complainant**, **Regulated Providers** must ensure that the information referred to in paragraphs 8 and 9 is issued in a **Durable Medium**.

Unresolved complaints and access to ADR

Issuing ADR letters

- 11 The **Regulated Provider** must immediately issue an **ADR Letter** to the **Complainant** at any time, where the following three cumulative criteria are met:

General Conditions

- (a) the **Regulated Provider** has told the **Complainant** of the outcome of its investigation into the **Complaint**;
 - (b) the **Complainant** has told the **Regulated Provider** that they consider the proposed outcome does not resolve the **Complaint** to their satisfaction; and
 - (c) the **Regulated Provider** does not intend to take additional steps to resolve the **Complaint** to the **Complainant's** satisfaction that would produce a different outcome.
- 12 The **Regulated Provider** must immediately issue an **ADR Letter** to the **Complainant** if the **Complaint** remains unresolved after 8 weeks have passed since the date on which the **Complaint** was first received, unless the **Regulated Provider** has already sent an **ADR Letter** in accordance with paragraph 11 above.
- 13 Any time a **Regulated Provider** is required to issue an **ADR Letter** under this **Condition**, the **ADR Letter** must comply with the following requirements:
- (a) it must be written in plain English;
 - (b) it must provide information solely about the relevant **Complaint**;
 - (c) it must inform the **Complainant** that because the **Complaint** cannot be resolved to their satisfaction, they may exercise their right to take their **Complaint** to the **ADR Scheme** at no cost to the **Complainant**;
 - (d) it must provide the name and contact details of the body which administers the **ADR Scheme** of which the **Regulated Provider** is a member and state that the **ADR Scheme** is independent of the **Regulated Provider**; and
 - (e) it must be issued in a **Durable Medium**.

Closing complaints

- 14 The **Regulated Provider** must not close a **Complaint** unless:
- (a) the **Complaint** has been resolved in accordance with the circumstances set out in paragraph 15 below;
 - (b) an **ADR Letter** has been issued to the **Complainant** in accordance with paragraphs 11 or 12 above; or
 - (c) it is reasonable for the **Regulated Provider** to consider the **Complaint** to be frivolous or vexatious.
- 15 A **Complaint** has been resolved where:
- (a) the **Complainant** has expressly agreed that the **Complaint** has been resolved to the **Complainant's** satisfaction;
 - (b) it is reasonable for the **Regulated Provider** to conclude that the **Complaint** has been resolved to the **Complainant's** satisfaction because:

- (i) the **Regulated Provider** has informed the **Complainant** of the outcome of its investigation in accordance with paragraph 8 and complied with its obligations under paragraph 9; and
- (ii) the **Complainant** has not come back to the **Regulated Provider** within 28 days to say that they consider the **Complaint** remains unresolved (see paragraph 9(a)).

Section 2 – Customer complaints code

- 16 The **Customer Complaints Code** that **Regulated Providers** are required to have pursuant to **Condition C4.2(b)** must:
- (a) be concise and easy to understand;
 - (b) only contain relevant information about how **Complaints** from **Relevant Customers** are handled and how, and when, **Complainants** can take their unresolved **Complaints** to the **ADR Scheme**.
- 17 The **Customer Complaints Code** must be kept up to date and include information about:
- (a) the contact details for making a **Complaint** to the **Regulated Provider**, including providing details about the means of lodging a **Complaint** required in paragraph 4 above;
 - (b) the steps the **Regulated Provider** will take to investigate with a view to resolving a **Complaint**;
 - (c) the timeframes in which the **Regulated Provider** will endeavour to resolve the **Complaint**;
 - (d) the right for a **Complainant** to take their unresolved **Complaint** to the **ADR Scheme** after eight weeks have passed since the date on which the **Complaint** was received, and the circumstance (under paragraph 11 above) where the **Complainant** can do so at any time;
 - (e) the name and contact details for the body which administers the **ADR Scheme** of which the **Regulated Provider** is a member.
- 18 The **Customer Complaints Code** must be well publicised and readily available, including ensuring that it is:
- (a) easily accessible on a webpage, with either:
 - (i) a weblink to the **Customer Complaints Code** being clearly visible on a **Regulated Provider's** primary webpage for existing **Relevant Customers** (i.e. '1 click' access); or
 - (ii) a weblink to the **Customer Complaints Code** being clearly visible on a 'how to complain' or 'contact us' page, which is directly accessible from a primary webpage for existing **Relevant Customers** (i.e. '2 click' access);
 - (b) referred to in the terms and conditions for all relevant products and services, which should signpost **Consumers** to how they can access a copy of the **Customer Complaints Code**;
 - (c) provided free of charge to **Complainants** upon reasonable request in hard copy or other format as agreed with the **Complainant**; and

- (d) made available on request, free of charge and in a format reasonably acceptable to any **Relevant Customer** who is blind or whose vision is impaired. An acceptable format would, for these purposes, consist of print large enough for those **Relevant Customers** to read, Braille or electronic format appropriate to the reasonable needs of the **Relevant Customer**.

Staff awareness of the regulated provider's customer complaints code

- 19 **Regulated Providers** must ensure that all staff who deal with **Complaints** (for example, front-line staff who are the first point of contact for **Complainants** and/or responsible for dealing with **Complaints**, and those staff to whom **Complaints** are escalated):
- (a) are fully informed of, and understand, the **Customer Complaints Code**; and
 - (b) know where, and how, to access the **Customer Complaints Code** on the **Regulated Provider's** website.

Section 3 – Record keeping

Record keeping for each complaint

- 20 For each **Complaint** received, the **Regulated Provider** must keep a record in writing of:
- (a) the date on which the **Complaint** was received;
 - (b) how the **Complaint** was made (for example, by email or by phone);
 - (c) the identity and contact details of the **Complainant**;
 - (d) a description of what the **Complaint** is about;
 - (e) all communications made or received between the **Regulated Provider** and the **Complainant** regarding the **Complaint**, including, as a minimum:
 - (i) the date on which the communication was made or received;
 - (ii) how the communication was made or received (for example, by email or by phone);
 - (iii) a description of what was contained in the communication (for example, advice given and/or action proposed to be taken and/or action agreed with the **Complainant** to be taken, to resolve the **Complaint**);
 - (iv) copies of any written communication; and
 - (f) the date on which the **Complaint** was resolved or otherwise closed.
- 21 Where the **Complaint** is resolved because:
- (a) the **Complainant** expressly agrees that the **Complaint** has been resolved to the **Complainant's** satisfaction, the **Regulated Provider** must keep a record in writing of that express agreement;
 - (b) the conditions set out in paragraph 9(a) and (b) have been satisfied as a result of which the **Regulated Provider** can conclude that the **Complaint** has been resolved to the

Complainant's satisfaction, the **Regulated Provider** must keep a record showing that those **Conditions** were met.

- 22 Where the **Regulated Provider** closes a **Complaint** on the basis of:
- (a) paragraph 14(b), a record must be retained of the **ADR Letter** and why it was issued;
 - (b) paragraph 14(c), a record must be retained of why the **Regulated Provider** considered it reasonable to consider the **Complaint** to be frivolous or vexatious.

Monthly records

- 23 For each month, **Regulated Providers** must retain a record of the following:
- (a) the number of **Complaints** received in that month;
 - (b) the number of **ADR Letters** sent in that month for unresolved **Complaints** in accordance with paragraph 12 (i.e. after eight weeks have passed);
 - (c) the number of **ADR Letters** sent in that month for unresolved **Complaints** in accordance with paragraph 11 (i.e. at any time);
 - (d) the number of **Complaints** resolved because the **Complainant** expressly agreed that the **Complaint** has been resolved to the **Complainant's** satisfaction;
 - (e) the number of **Complaints** resolved because the conditions set out in paragraph 9(a) and (b) have been satisfied as a result of which the **Regulated Provider** can conclude that the **Complaint** has been resolved to the **Complainant's** satisfaction;
 - (f) the number of **Complaints** closed on the basis of paragraph 14(c).

Retaining records

- 24 **Regulated Providers** must retain the written records referred to in paragraphs 20 to 23 for a period of at least twelve months after the **Complaint** was resolved or otherwise closed.
- 25 **Regulated Providers** must retain the written records referred to in paragraphs 20 to 23 in an appropriate format such that the records are:
- (a) clear in how they meet the requirements in those paragraphs; and
 - (b) readily accessible in order to assist in effective compliance monitoring.

Section 4 – Information in bills on ADR

- 26 Every **Bill** provided to **Relevant Customers** who are **Consumers**, excluding **Bills** provided by **SMS**, must also include, in a reasonably prominent manner, relevant text regarding the right of **Relevant Customers** to take unresolved **Complaints** to the **ADR Scheme**. That text must:

General Conditions

- (a) provide the name and contact details of the body which administers the **ADR Scheme** of which the **Regulated Provider** is a member and state that the **ADR Scheme** is independent of the **Regulated Provider**;
- (b) state that the **ADR Scheme** offers dispute resolution for **Complaints** at no cost to the **Complainant**;
- (c) inform **Relevant Customers** that the **ADR Scheme** can normally only be accessed after eight weeks have passed since the **Complaint** was first made to the **Regulated Provider**; and
- (d) refer to the **Customer Complaints Code**, and where it can be found on the **Regulated Provider's** website, for further information and, where possible, provide a web address for the **Customer Complaints Code**.

C5 Measures to meet the needs of vulnerable consumers and end-users with disabilities

This condition aims to ensure that communications providers give sufficient consideration to the particular needs of people with disabilities and people whose circumstances may make them vulnerable. It also aims to ensure that people with disabilities can obtain comparable access to public electronic communications services to that of non-disabled people and that their access to these services when they have a genuine need is protected.

Scope

C5.1 This **Condition** applies to all providers of **Public Electronic Communications Services**, each of whom is a '**Regulated Provider**' for the purposes of this **Condition**.

Policy for consumers whose circumstances may make them vulnerable

C5.2 **Regulated Providers** must establish, publish and comply with clear and effective policies and procedures for the fair and appropriate treatment of **Consumers** whose circumstances may make them vulnerable.

C5.3 Such policies and procedures must include, as a minimum:

- (a) practices for ensuring the fair and appropriate treatment of **Consumers** who the **Regulated Provider** has been informed or should otherwise reasonably be aware may be vulnerable due to circumstances such as age, physical or learning disability, physical or mental illness, low literacy, communications difficulties or changes in circumstances such as bereavement;
- (b) how information about the needs of **Consumers** who the **Regulated Provider** has been informed or should otherwise reasonably be aware may be vulnerable will be recorded and the different channels by which these **Consumers** will be able to make contact with, and receive information from, the **Regulated Provider**; and
- (c) how the impact and effectiveness of the policies and procedures are monitored and evaluated.

C5.4 **Regulated Providers** must provide to **Ofcom**, on request, any information considered by **Ofcom** to be necessary to demonstrate compliance with this **Condition**.

C5.5 **Regulated Providers** must ensure that all staff are made aware of the policies and procedures and appropriately trained, including (if applicable) on how to refer **Consumers** to specialist teams or members of staff who have received additional training.

Measures for end-users with disabilities

C5.6 **Regulated Providers** must take the measures needed to meet the needs of **End-Users** with disabilities set out in **Conditions** C5.7 – C5.13 and take all reasonable steps to ensure that

such measures are widely publicised, taking into consideration the need to disseminate information in appropriate formats through appropriate channels for **End-Users** with disabilities.¹⁰

Access to directory information

C5.7 **Regulated Providers** must ensure that any **End-User** of the **Publicly Available Telephone Services** it provides who is unable to easily use a printed **Directory** due to visual impairment or other disabilities, can access, free of charge, **Directory Information** and **Directory Enquiry Facilities** in a form which is appropriate to meet their needs. **Regulated Providers** must ensure that such **Directory Enquiry Facilities** are capable of connecting such an **End-User** to a requested **Telephone Number** at the request of that **End-User**.

Relay service

C5.8 **Regulated Providers** must ensure that any **End-User** of the **Publicly Available Telephone Services** it provides who, because of his or her disabilities, needs to make or receive calls in which some or all of the call is made or received in text format, can access and use a **Relay Service** which has been approved by **Ofcom**.

C5.9 In providing access to **Relay Services** under **Condition C5.8**, **Regulated Providers** must comply with the following requirements:

- (a) any charge for the conveyance of messages to which a **Relay Service** applies must not exceed the equivalent price as if that conveyance had been made directly between the caller and the called person without use of a **Relay Service**;
- (b) in making the charges set out in **Condition C5.9(a)**, **Regulated Providers** must apply a special tariff scheme designed to compensate **Subscribers** for the additional time taken by **End-Users** with disabilities to make telephone calls using a **Relay Service** where, because of their disabilities, those **End-Users** need to make calls using a **Relay Service**;
- (c) **Regulated Providers** must ensure measures are taken to protect the confidentiality of communications between **End-Users** of the **Relay Service**;
- (d) subject to **Condition C3.11**, **Regulated Providers** must ensure that the **Relay Service** is available for lawful use by **End-Users** at all times;
- (e) **Regulated Providers** must ensure **End-Users** are not prevented from communicating with other **End-Users** of other approved **Relay Services**; and
- (f) **Regulated Providers** must comply with any directions in respect of the **Relay Services** which **Ofcom** may make from time to time.

¹⁰ See Ofcom's guidance, which is available at https://www.ofcom.org.uk/data/assets/pdf_file/0015/81132/guidance.pdf

Mobile SMS access to emergency organisations

C5.10 **Regulated Providers** who are **Mobile Service Providers** must provide any **End-User** of their **Mobile Communications Services** who has hearing or speech impairments with **Mobile SMS Access to Emergency Organisations** by using the emergency call numbers “112” and “999” at no charge.

Priority fault repair

C5.11 **Regulated Providers** must provide a priority **Fault Repair Service** as swiftly as practicable to any **End-User** of their **Fixed-line Telecommunications Service** with a disability who has a genuine need for an urgent repair. Charges for a priority **Fault Repair Service** must not exceed the **Regulated Provider’s** standard charge for a **Fault Repair Service**.

Third party bill management¹¹

C5.12 **Regulated Providers** must make the following special measures available to any of their **Subscribers** with a disability who needs assistance in managing his or her **Bills** for any **Public Electronic Communications Service**, at no cost to such a **Subscriber**:

- (a) enable such **Subscriber** to give prior notification to the **Regulated Provider** of a nominee to whom:
 - (i) that **Subscriber's Bill** shall initially be sent; or
 - (ii) any enquiry to establish why a **Bill** has not been paid shall be made;
- (b) permit the nominee to pay that **Subscriber's Bill** on their behalf;
- (c) require the nominee to give prior consent to the **Regulated Provider** to act in such capacity; and
- (d) not require the nominee to accept liability to pay the **Bills** of that **Subscriber**.

Bills and contracts in accessible format

C5.13 **Regulated Providers** must make available, free of charge, and in a format reasonably acceptable to any **Subscriber** who is blind or whose vision is impaired, upon their request:

- (a) any contract (or any subsequent variation) with that **Subscriber** for the provision of **Public Electronic Communications Services**, including any publicly available terms or conditions referred to in that contract or variation;
- (b) any **End-of-Contract Notification**;

¹¹ See also Ofcom’s guide setting out the difference between third party bill management and power of attorney, which is available at <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/problems/power-of-attorney>

General Conditions

- (c) any **Annual Best Tariff Notification**; and
- (b) any **Bill** rendered or made available in respect of those services.

An acceptable format would, for these purposes, consist of print large enough for such **Subscriber** to read, Braille or an electronic format appropriate to the reasonable needs of the **Subscriber**.

Consultation with the Consumer Panel

C5.14 **Regulated Providers** must consult the **Consumer Panel** on request to ensure that the requirements and interests of **End-Users** with disabilities and **Consumers** whose circumstances may make them vulnerable are fully taken into account in the development and provision of their services.

Data protection

C5.15 This **Condition** applies subject to the requirements of **Relevant Data Protection Legislation**.

C6 Calling line identification facilities

This condition requires communications providers to provide calling line identification facilities by default wherever technically feasible and economically viable, so that call recipients can identify the person calling them and choose whether or not to accept the call.

To assist with the identification of callers and reduce the incidence of nuisance calls, all communications providers should ensure that any telephone number associated with a call at the network level and/or presented to a call recipient is a valid, diallable number which enables the calling party to be identified, so that the call recipient can make a return call to that person.

Scope

C6.1 This **Condition** applies to all providers of **Publicly Available Telephone Services** and **Public Electronic Communications Networks** over which **Publicly Available Telephone Services** are provided, each of whom is a '**Regulated Provider**' for the purposes of this **Condition**.

Provision of calling line identification facilities¹²

C6.2 **Regulated Providers** must provide **Calling Line Identification Facilities**, and enable them by default, unless they can demonstrate that it is not technically feasible or economically viable to do so.

C6.3 **Regulated Providers** must inform **Subscribers** if **Calling Line Identification Facilities** are not available on the service they are providing to those **Subscribers**.

C6.4 When providing **Calling Line Identification Facilities**, **Regulated Providers** must:

- (a) ensure, so far as technically feasible, that any **CLI Data** provided with and/or associated with a call includes a valid, diallable **Telephone Number** which uniquely identifies the caller; and
- (b) respect the privacy choices of **End-Users**.

C6.5 **Regulated Providers** must not charge **Subscribers** any additional or separate fee for access to or use of standard **Calling Line Identification Facilities**.

Invalid and non-diallable CLI

C6.6 Where technically feasible, **Regulated Providers** must:

- (a) take all reasonable steps to identify calls, other than calls to **Emergency Organisations**, in relation to which invalid or non-diallable **CLI Data** is provided; and

¹² See also Ofcom's guidelines, which are available at: <https://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-industry-guidance/calling-line-identification>

General Conditions

- (b) prevent those calls from being connected to the called party, where such calls are identified.

Data protection

C6.7 This **Condition** applies subject to the requirements of **Relevant Data Protection Legislation**.

C7 Switching

This condition aims to protect domestic and small business customers during the process of switching their landline and/or broadband services, either when moving from one communications provider to another, or staying with the same communications provider when moving location, or changing services with the same communications provider. It also aims to protect domestic and small business customers when switching mobile provider, whether or not they bring their mobile number with them when they switch.

Scope

C7.1 The provisions of this **Condition** apply as follows:

- (a) **Conditions C7.3 – C7.15** apply to any **Communications Provider** which provides **Fixed-line Telecommunications Services** and/or **DSL Broadband Services** to **Switching Customers** when a **Communications Provider Migration** is taking place within **Openreach’s** or **KCOM’s Access Network**;
- (b) **Conditions C7.16 – C7.20** apply to any **Communications Provider** which provides **Fixed-line Telecommunications Services** and/or **Broadband Services** to **Switching Customers** when a **Migration** is taking place within **Openreach’s** or **KCOM’s Access Network**;
- (c) **Conditions C7.21 to C7.44** apply to the following persons in respect of any **Mobile Switching** involving fewer than 25 **Mobile Numbers**:
 - (i) **Conditions C7.21 to C7.25** and **Conditions C7.33 to C7.36** apply to any **Communications Provider** which provides a **Mobile Communications Service**, from whom a **Mobile Switching Customer** is, or is considering, transferring;
 - (ii) **Conditions C7.26 to C7.28** apply to any **Communications Provider** which provides a **Mobile Communications Service**, from whom a **Mobile Switching Customer** on a **Residential Mobile Tariff** is, or is considering, transferring;
 - (iii) **Conditions C7.29 to C7.32** apply to any **Communications Provider** which provides a **Mobile Communications Service**, from whom a **Mobile Switching Customer** on a **Business Mobile Tariff** is, or is considering, transferring;
 - (iii) **Condition C7.37** applies to any **Communications Provider** which provides a **Mobile Communications Service**, to whom a **Mobile Switching Customer** is, or is considering, transferring; and
 - (iii) **Conditions C7.38 to C7.44** apply to any **Communications Provider** which provides a **Mobile Communications Service**.

Each person to whom a provision applies is a ‘Regulated Provider’ for the purposes of that provision.

C7.2 For the purposes of **Conditions C7.3 to C7.20**: any **Fixed-line Telecommunications Services** and/or **Broadband Services** are '**Relevant Communications Services**'.

Obligations to prevent mis-selling

- C7.3 When selling or marketing **Relevant Communications Services**, the **Regulated Provider** that is the **Gaining Provider** must ensure that:
- (a) it does not engage in **Slamming**;
 - (b) any information it provides to the **Switching Customer** is accurate and not misleading, including information about:
 - (i) its **Relevant Communications Services**;
 - (ii) the impact on other **Relevant Communications Services** which the **Switching Customer** is currently receiving, as a result of buying the **Relevant Communications Services** being sold or marketed by the **Gaining Provider**; and
 - (iii) the impact on the **Switching Customer's** existing contractual obligations with other **Regulated Providers**, as a result of buying the **Relevant Communications Services** being sold or marketed by the **Gaining Provider**; and
 - (c) it asks **Switching Customers** if they also want the information provided in a **Durable Medium** and, if they do, the **Regulated Provider** must provide the information in that form.

Information at point of sale

- C7.4 The **Regulated Provider** that is the **Gaining Provider** must take all reasonable steps to ensure that before entering into a contract for the provision of **Relevant Communications Services**, the **Switching Customer** who is requesting a **Communications Provider Migration**:
- (a) is authorised to do so;
 - (b) intends to enter into the contract; and
 - (c) is provided with the information set out below in a clear, comprehensible, prominent and accurate manner, in paper or another **Durable Medium** which is available or accessible to the **Switching Customer** or, where the **Switching Customer** enters into the contract during a sales call, by telephone:
 - (i) the identity of the legal entity the **Switching Customer** is contracting with and its telephone, website and/or e-mail contact details; and
 - (ii) a description of the **Relevant Communications Services** requested; the key charges; payment terms; the existence of any termination right, termination procedures and the **Switching Customer's** right to cancel at no cost from the point of sale to the completion of the **Transfer Period**; the arrangements for provision of

the service, including the order process and, as accurately as possible, the likely date of provision of the service and any **Fixed Commitment Period**. For the purposes of this provision, key charges include minimum contract charges, any **Early Termination Charges** and, if the **Switching Customer** is a **Consumer**, the **Access Charge** to be applied by the **Regulated Provider** for the purpose of calculating the amounts payable by that **Switching Customer** for calls to **Unbundled Tariff Numbers** in accordance with **Condition B1**.

Switching customer's termination rights

C7.5 Where the **Regulated Provider** is the **Gaining Provider**:

- (a) when the **Switching Customer** enters into a contract for the provision of **Relevant Communications Services**, the **Regulated Provider** must allow the **Switching Customer** to terminate the contract from the point of sale to the completion of the **Transfer Period** without charge or any other form of compensation being required to be given by the **Switching Customer** to the **Regulated Provider**; and
- (b) the **Regulated Provider** must have procedures in place to enable the **Switching Customer** to exercise their right to terminate their contract pursuant to **Condition C7.5** without unreasonable effort. These procedures must include the ability to contact the **Regulated Provider** to terminate the contract by any of the following contact methods:
 - (i) telephone;
 - (ii) e-mail;
 - (iii) post.

Records retention

C7.6 Without prejudice to **Condition C7.7**, the **Regulated Provider** that is the **Gaining Provider** must use reasonable endeavours to create and keep all records regarding the sale of its **Relevant Communications Services**, for a period of not less than six months. Such records must include the date and approximate time of the contact with the **Switching Customer**, the means through which the contract was entered into, the place where the contract was entered into, where relevant, and be such as to allow subsequent identification of the salesperson(s) involved and to assist in dealing with any complaint or query.

Record of consent

C7.7 For each contract entered into with a **Switching Customer** for the provision of **Relevant Communications Services**, the **Regulated Provider** that is the **Gaining Provider** must create and keep individually retrievable records of the following, for a period of not less than twelve months:

- (a) a direct record of consent, as provided by the **Switching Customer**, to:

General Conditions

- (i) migrate from the **Relevant Communications Services** supplied by the **Regulated Provider** that is the **Losing Provider** to the **Relevant Communications Services** supplied by the **Gaining Provider**; or, as relevant,
 - (ii) begin acquiring **Relevant Communications Services** over the **Target Line**;
- (b) a record of the explanation from the **Regulated Provider** that they are required to create a record of the **Switching Customer's** consent;
 - (c) the name and address of the **Switching Customer**;
 - (d) the time, date and means by which the consent in sub-section (a) above was given;
 - (e) where appropriate, the place where the consent in sub-section (a) above was given and the salesperson(s) involved;
 - (f) the **Target Address**; and
 - (g) where appropriate, the **Calling Line Identification** of the **Target Line**.
- C7.8 The **Regulated Provider** that is the **Gaining Provider** shall keep the records in accordance with **Condition C7.7** irrespective of whether the contract for the provision of the **Relevant Communications Services** is cancelled or terminated within the minimum twelve-month period specified in **Condition C7.7**.

Notification letters

- C7.9 When a **Switching Customer** enters into a contract for the provision of **Relevant Communications Services**, the **Regulated Provider** that is the **Gaining Provider** must send that **Switching Customer** a letter. The letter shall set out in clear and intelligible terms:
- (a) the date of the letter;
 - (b) that the **Switching Customer** is transferring their **Relevant Communications Services**;
 - (c) all **Relevant Communications Services** that will be transferred;
 - (d) where relevant, the **Calling Line Identification** of all **Relevant Communications Services** that will be transferred;
 - (e) a reasonable estimate of the **Migration Date**;
 - (f) the right of the **Switching Customer** to terminate the contract as set out in **Condition C7.5**, the means by which the right to terminate can be exercised and the date by which the right to terminate must be exercised; and
 - (g) relevant contact details.
- C7.10 The **Regulated Provider** that is the **Losing Provider** must, in accordance with the industry agreed process, send the **Switching Customer** a letter. The letter shall set out in clear, intelligible and neutral terms:

General Conditions

- (a) the date of the letter;
- (b) that the **Switching Customer** is transferring their **Relevant Communications Services**;
- (c) all **Relevant Communications Services** that will be transferred;
- (d) where relevant, the **Calling Line Identification** of all **Relevant Communications Services** that will be transferred;
- (e) all **Relevant Communications Services** or other types of services provided by the **Losing Provider** that the **Losing Provider** reasonably expects to be directly or indirectly affected by the transfer;
- (f) all **Relevant Communications Services** provided by the **Losing Provider** that the **Losing Provider** reasonably expects to remain unaffected by the transfer;
- (g) a reasonable estimate of the **Migration Date**; and
- (h) relevant contact details.

C7.11 Where a contract is entered into with a **Switching Customer** for the provision of **Relevant Communications Services**, the letter sent by the **Regulated Provider** that is the **Losing Provider** in accordance with **Condition** C7.10 shall, in addition to the information listed therein, set out in clear, intelligible and neutral terms:

- (a) an explanation that the transfer will automatically take effect on the **Migration Date** and that no contact is required with the **Regulated Provider** that is the **Losing Provider** to cancel their existing service;
- (b) an explanation that after the transfer, the **Switching Customer** will receive a final **Bill** including any **Early Termination Charge** that is due;
- (c) an explanation of the applicable **Early Termination Charge** as set out in the contract;
- (d) the means by which the **Early Termination Charge** must be paid;
- (e) the amount of the **Early Termination Charge** due at the estimated **Migration Date**; and
- (f) where applicable, the impact of the transfer on the prices of all continuing **Relevant Communications Services**.

C7.12 The letters under **Conditions** C7.9 to C7.11 must be sent in paper or another **Durable Medium**. Such letters must be sent by normal post, unless the **Switching Customer** has explicitly agreed to receive correspondence electronically, such as through verbal consent in a call or through electronic confirmation when ordering online.

Simultaneous transfers

C7.13 Where the **Regulated Provider** is a **Gaining Provider** which elects to co-ordinate a **Communications Provider Migration** on behalf of a **Switching Customer** who has requested

General Conditions

a transfer of **Broadband** and **Fixed-line Telecommunications Services** to be provided by it over the same line, it shall ensure that, as applicable, an order is submitted to **Openreach** or to **KCOM**, where available, for the simultaneous transfer with minimal loss of service of both **Relevant Communications Services**.

C7.14 Where the **Regulated Provider** is a **Gaining Provider** which elects to co-ordinate a **Communications Provider Migration**, on behalf of a **Switching Customer**, and which does not involve a change of the location where the **Relevant Communications Services** are supplied:

- (a) both the **Gaining Provider** and the **Regulated Provider** that is the **Losing Provider** shall comply with the provisions of Annex 1 to this **Condition**;
- (b) both the **Gaining Provider** and the **Regulated Provider** that is the **Losing Provider** shall ensure that the **Switching Customer** is not required to make contact with the **Losing Provider** in order for a **Communications Provider Migration** to be put into effect;
- (c) the **Regulated Provider** that is the **Losing Provider** shall not require, in particular, the granting of consent by it, nor the provision of any information by it to the **Switching Customer**, in order for a **Communications Provider Migration** to be put into effect.

C7.15 Where the **Regulated Provider** is a **Gaining Provider** which elects to carry out a **Working Line Takeover** within **Openreach's** or **KCOM's Access Network** (as applicable) pursuant to a **Home-Move Request**, it shall comply with the provisions of Annex 2 to this **Condition**.

Other migrations of broadband services

C7.16 In relation to **Migrations of Broadband Services** not falling within the scope of **Condition C7.14**, **Regulated Providers** shall:

- (a) facilitate the **Migration** (or where applicable, connection) of the **Broadband Service** in a manner that is fair and reasonable;
- (b) ensure that the **Migration** (or where applicable, connection) of the **Broadband Service** is carried out within a reasonable period; and
- (c) ensure that the **Migration** (or where applicable, connection) of the **Broadband Service** is carried out with minimal loss of the **Broadband Service**.

General requirements

Responsibility

C7.17 Where **Regulated Providers** engage representatives or agents, they shall procure that such representatives or agents comply with the requirements of this **Condition**.

Training

General Conditions

C7.18 **Regulated Providers** must ensure that their staff or any representatives of any agency engaged by them, are appropriately trained to comply with this **Condition**.

Monitoring

C7.19 **Regulated Providers** must monitor, including conducting regular audits, their compliance with this **Condition**, including compliance on their behalf by any representatives or agency engaged by them, and take appropriate steps to prevent the recurrence of any problem(s) identified.

Publication of information

C7.20 **Regulated Providers** must:

- (a) publish a copy of **Condition C7**, or a link to a copy of **Condition C7**, published on **Ofcom's** website, in an easily accessible and reasonably prominent manner on their website or, where there is no such website, in such manner and form as directed by **Ofcom**; and
- (b) provide a copy of **Condition C7** to the **Switching Customer** free of charge upon reasonable request.

Mobile switching

Providing the PAC or the N-PAC, and Switching Information on request

C7.21 **Regulated Providers** must provide a **PAC** or an **N-PAC** and/or (as applicable) **Switching Information** to their **Mobile Switching Customers** on request.

C7.22 **Regulated Providers** must ensure that the **Switching Information** provided in accordance with **Condition C7.21** complies with the following requirements:

- (a) it must be accurate as at the day on which it is sent by the **Regulated Provider**;
- (b) it must set out the total charge payable by the **Mobile Switching Customer**, and where the request is for more than one **Mobile Number**, any charges payable must be aggregated across all **Mobile Numbers** for which the request was made;
- (c) it must set out any outstanding credit balances in respect of **Prepaid Mobile Services**;
- (c) when the **Switching Information** is provided online or by **SMS** it must contain a web link to the log-in page for the **Mobile Switching Customer's** account with the **Regulated Provider**;
- (d) it must be provided in clear, intelligible and neutral terms.

How the PAC, N-PAC or Switching Information can be requested and received

- C7.23 **Regulated Providers** must ensure their **Mobile Switching Customers** can request free of charge, a **PAC**, or an **N-PAC** and/or (as applicable) **Switching Information** via, at least, the following three means:
- (a) **SMS**, but only where the request for a **PAC** or **N-PAC** is in respect of no more than one **Mobile Number**;
 - (b) online, via an account which must be provided by the **Regulated Provider** to its **Subscribers**; and
 - (c) by phone.
- C7.24 In respect of the obligation under **Condition C7.23(a)**, **Regulated Providers** must ensure that all their **Mobile Switching Customers** can request a **PAC**, or an **N-PAC** and/or (as applicable) **Switching Information** by using the respective unique numbers for each type of request as agreed by the relevant industry forum and approved by **Ofcom**.

When the PAC, N-PAC or Switching Information can be requested

- C7.25 **Regulated Providers** must ensure that **Mobile Switching Customers** are able to request a **PAC**, an **N-PAC**, and/or (as applicable) **Switching Information**:
- (a) by **SMS** and/or online in accordance with **Condition C7.23(a)** and (b) at all times; or
 - (b) by phone in accordance with **Condition C7.23(c)** during at least any **Working Day**.

How and when the PAC, N-PAC and/or Switching Information must be provided to residential tariff customers

- C7.26 **Regulated Providers** must ensure that they always provide, free of charge, the **PAC**, **N-PAC** and/or **Switching Information** (as applicable) to a **Mobile Switching Customer** who has requested it:
- (a) via the same means through which the request was made; and
 - (b) if the request was not made by **SMS** and does not relate to more than one **Mobile Number**, in addition via **SMS**.
- C7.27 When **Regulated Providers** provide a **PAC** or **N-PAC**, to a **Mobile Switching Customer** they must at the same time also provide **Switching Information**.
- C7.28 **Regulated Providers** must ensure that when they provide the **PAC** or **N-PAC** and/or (as applicable) the **Switching Information** in accordance with **Condition C7.26 (a)** and (b) to a **Mobile Switching Customer**, they do so no later than one minute from receipt of the request, save that, in the case of a request made by phone, the **SMS** required under **Condition C7.26(b)** may be sent at the latest up to one minute from the end of the phone call.

How and when the PAC, N-PAC, and/or Switching Information must be provided to business tariff customers

- C7.29 **Regulated Providers** must ensure that they always provide, free of charge, a **PAC** or **N-PAC**, to a **Mobile Switching Customer** who has requested it in relation to a single mobile number:
- (a) where the request was made by phone, immediately over the phone, or if this is not possible by **SMS** within two hours from the end of the phone call;
 - (b) where the request was made by **SMS**, by **SMS** within no more than two **Working Days** from the request;
 - (c) where the request was made online, via the account online and in addition via **SMS** within no more than two **Working Days** from the request.
- C7.30 **Regulated Providers** must ensure that they always provide, free of charge, a **PAC** or **N-PAC**, to a **Mobile Switching Customer** whose request relates to more than one mobile number:
- (a) where the request was made by phone, over the phone within two hours from the end of the phone call; or
 - (b) where the request was made online, via the account online within no more than two **Working Days** from the request.
- C7.31 When **Regulated Providers** provide a **PAC** or **N-PAC**, in response to a request made by **SMS** or online from a **Mobile Switching Customer** they must at the same time also provide **Switching Information**.
- C7.32 **Regulated Providers** must ensure that they always provide, free of charge, **Switching Information** to a **Mobile Switching Customer** who has requested it (whether the request is made by phone, **SMS** or online) by **SMS** (unless the request relates to more than one mobile number), or via the account online, within no more than two **Working Days** from the request.

Duration of validity of PAC and N-PAC

- C7.33 A **PAC** and an **N-PAC** shall be valid from the day it is provided for a period of thirty calendar days.

Obligation to ensure Regulated Providers provide information where request for PAC or N-PAC or Switching Information is rejected

- C7.34 Where a **Regulated Provider** receives a request for a **PAC**, an **N-PAC** and/or (as applicable) **Switching Information**, the **Regulated Provider** is only entitled to reject the request in accordance with the circumstances as agreed by the relevant industry forum and approved by **Ofcom**.

C7.35 Where the **Regulated Provider** rejects a request, it must immediately send confirmation of the rejection via **SMS** to the **Mobile Number** of the **Mobile Switching Customer**.

Obligation to ensure Mobile Switching Customers are not charged for Mobile Communications Service after the switching process has been completed

C7.36 On the **Working Day** on which the **Porting Process** or the **Non-Porting Switching Process** has been completed, any **Regulated Provider** must, after that process has been completed:

- (a) cease providing the **Mobile Communications Services** it was providing to the relevant **Mobile Switching Customer** before the relevant **Mobile Switching Customer** switched using the **Porting Process** or the **Non-Porting Switching Process**; and
- (b) ensure that any charges which the relevant **Mobile Switching Customer** may be required to pay, other than any **Early Termination Charge**, are charges incurred only as a result of the provision of the **Mobile Communications Services** up to and including the **Working Day** referred to in this paragraph, and do not include any charges in respect of any part of any period of notice that the relevant **Mobile Switching Customer** is required to provide in order to exit the contract with the **Regulated Provider**, that would otherwise extend beyond the **Working Day** referred to in this paragraph.

Submission of PAC or N-PAC at point of sale

C7.37 Before entering into a contract for a **Mobile Communications Service** with a **Mobile Switching Customer**, a **Regulated Provider** must ensure that the relevant **Mobile Switching Customer** is provided with the option of submitting the **PAC** or **N-PAC** that they have received or will receive from their current provider of **Mobile Communications Service** at the same time that they enter into the contract.

Obligation to ensure switching process is completed within one Working Day

C7.38 **Regulated Providers** must ensure that the **Porting Process** shall, unless the relevant **Mobile Switching Customer** agrees to defer the process, be completed within one **Working Day** from either:

- (a) **SIM Activation**, where the relevant **Mobile Switching Customer** has already submitted the **PAC** to the **Communications Provider** to whom the relevant **Mobile Switching Customer** wants to switch at the time when they entered into the contract; or
- (b) where **SIM Activation** has already taken place, submission of the **PAC** to the **Communications Provider** to whom the relevant **Mobile Switching Customer** wants to switch.

C7.39 **Regulated Providers** must ensure that the **Non-Porting Switching Process** shall, unless the relevant **Mobile Switching Customer** agrees to defer the process, be completed within one **Working Day** from either:

- (a) **SIM Activation**, where the relevant **Mobile Switching Customer** has already submitted the **N-PAC** to the **Communications Provider** to whom the relevant **Mobile Switching Customer** wants to switch at the time when they entered into the contract; or
- (b) where **SIM Activation** has already taken place, submission of the **N-PAC** to the **Communications Provider** to whom the relevant **Mobile Switching Customer** wants to switch.

Obligation to advertise means by which PAC or N-PAC or Switching Information can be requested

C7.40 Regulated **Providers** must ensure that the three means by which a **Mobile Switching Customer** must be able to request and receive a **PAC** or **N-PAC** and/or (as applicable) **Switching Information**, as set out in **Condition C7.23**, are well publicised and readily available, including ensuring that they are all easily accessible on **Regulated Providers'** websites, with either:

- (a) a weblink being clearly visible on a **Regulated Provider's** primary webpage for all **Subscribers** (i.e. '1 click' access); or
- (b) a weblink being clearly visible on a webpage that is directly accessible from a primary webpage for all **Subscribers** (i.e. '2 click' access).

Obligation to provide guidance on the switching process

C7.41 Regulated **Providers** must provide guidance for **Subscribers** on the **Porting Process** and **Non-Porting Switching Process** that is:

- (a) concise and easy to understand; and
- (b) only contains relevant information about the **Porting Process** and **Non-Porting Switching Process**.

C7.42 **Regulated Providers** must ensure that the guidance to be provided in accordance with **Condition C7.41** is well publicised and readily available on their websites.

Obligation to provide compensation

C7.43 Where a **Regulated Provider**, delays the completion of the **Porting Process** or the **Non-Porting Switching Process** beyond the one **Working Day** time limit set out in **Condition C7.38** or **Condition C7.39**, or where there is an abuse of the **Porting Process** or the **Non-Porting Switching Process** by them or on their behalf, the **Regulated Provider**, shall provide reasonable compensation as soon as is reasonably practicable to the relevant **Mobile Switching Customer** for such failure.

C7.44 **Regulated Providers** shall set out in plain English and in an accessible manner for each relevant **Mobile Switching Customer** guidance on how they can access the compensation provided for in **Condition C7.43**, and how any compensation will be paid to them.

Annex 1 to Condition C7

[See Condition C7.14(a)]

Notification of transfer

- 1 Where a **Gaining Provider** elects to co-ordinate a **Communications Provider Migration** on behalf of a **Switching Customer** who has requested to transfer to a **Relevant Communications Service** supplied by it, that **Gaining Provider** shall, within a reasonable time, ensure a **Transfer Order** is placed.

Cancel other

- 2 The **Losing Provider** shall only be permitted to use **Cancel Other** in the following circumstances:
 - (a) where **Slamming** has occurred;
 - (b) at the **Switching Customer's** request, where the **Gaining Provider** has failed to cancel the **Transfer Order** after being directed by the **Customer** to do so ('**Failure to Cancel**');
 - (c) where the telephone line is or will be, ceased during the **Transfer Period** ('Line Cease');
 - (d) for other specified reasons not related to a **Switching Customer's** request to cancel a transfer, as agreed by the relevant industry forum and approved by **Ofcom**; and
 - (e) in such other circumstances as directed by **Ofcom**.
- 3 Before using **Cancel Other** in cases of **Slamming** and/or **Failure to Cancel**, the **Losing Provider** shall take reasonable steps to establish that **Slamming** and/or **Failure to Cancel** has actually taken place.
- 4 After using **Cancel Other**, the **Losing Provider** shall confirm the cancellation of the order by **Durable Medium** to the **Switching Customer**, unless this is not possible or appropriate, including where the **Switching Customer** is deceased.
- 5 The **Losing Provider** shall record its reasons for using **Cancel Other** in each case, selecting the appropriate reason code from a list corresponding to permitted use of **Cancel Other** and consistent with one of the circumstances (a) to (d) set out below, as agreed by the industry and approved by **Ofcom**:
 - (a) where the **Switching Customer** has never contacted, or has never been contacted by, the **Gaining Provider**;
 - (b) where the **Switching Customer** has contacted, or has been contacted by, the **Gaining Provider**, but has not given the **Gaining Provider** authorisation to transfer some or all of their **Relevant Communications Services**;

General Conditions

- (c) where the **Switching Customer** has agreed to purchase a product or service from the **Gaining Provider** and the **Gaining Provider** has submitted an order for a different product or service which the **Switching Customer** has not agreed to purchase; or
- (d) where the **Switching Customer** has agreed to transfer some or all of their **Relevant Communications Services** to the **Gaining Provider** having understood as a result of a deliberate attempt by the **Gaining Provider** to mislead, that they are making an agreement with a different **Regulated Provider**.

Annex 2 to Condition C7

[See Condition C7.15]

Working line takeovers

- 1 Subject to paragraphs 2 and 3 of this Annex, where a **Regulated Provider** that is a **Gaining Provider** elects to carry out a **Working Line Takeover** pursuant to a **Home-Move Request** that **Gaining Provider** shall ensure a **Working Line Takeover Order** is placed.

Asset identification

- 2 Before a **Working Line Takeover Order** is placed, a **Gaining Provider** shall take reasonable steps, having regard to industry best practice, to identify the **Target Line**.
- 3 A **Gaining Provider** may only place a **Working Line Takeover Order** if it has identified an exact match for the **Target Line**.

Notification letter

- 4 After being notified of the **Working Line Takeover Order**, the **Incumbent Communications Provider** shall send the **Incumbent Switching Customer** a letter, in accordance with the industry agreed process, in paper or another **Durable Medium**, which clearly sets out:
 - (a) the date of the letter;
 - (b) a notification that an **Inbound Switching Customer** wants to take over the **Target Line**;
 - (c) all **Relevant Communications Services** directly affected by the **Working Line Takeover**;
 - (d) where relevant, the **Calling Line Identification** of all **Relevant Communications Services** that are directly affected;
 - (e) the expected **Migration Date**;
 - (f) that the **Incumbent Switching Customer** should notify the **Incumbent Communications Provider** if that **Incumbent Switching Customer** is not moving out of the **Target Address** or expects to move at a later date than the expected **Migration Date**; and
 - (g) the relevant contact details.
- 5 The letter must be sent by post, unless the **Switching Customer** has explicitly agreed to receive correspondence electronically, such as through verbal consent in a call or through electronic confirmation when ordering online.

C8 Sales and marketing of mobile communications services

This condition aims to protect domestic and small business customers by ensuring communications providers observe certain obligations when selling and marketing their mobile call and text services. It also requires communications providers to put in place certain minimum standard provisions in respect of the sales and marketing behaviour of their retailers.

Scope

- C8.1 This **Condition** applies to any **Communications Provider** which provides a **Mobile Communications Service** to **Domestic and Small Business Customers**, including any **SMS** service sold as part of the package, except that **Conditions** C8.4(b)(iii), C8.5 and C8.7 to C8.11 do not apply to **Prepaid Mobile Services** and **SIM Only Contracts**. For the purposes of this **Condition**:
- (a) each of these **Communications Providers** is a '**Regulated Provider**';
 - (b) any such **Mobile Communications Services** are '**Relevant Mobile Services**'; and
 - (c) any such **Domestic and Small Business Customers** are '**Relevant Customers**'.

Obligations to prevent mis-selling

- C8.2 When selling or marketing **Relevant Mobile Services**, **Regulated Providers** must ensure that:
- (a) any information they provide to **Relevant Customers** is accurate and not misleading; and
 - (b) they ask **Relevant Customers** if they also want the information to be provided in a **Durable Medium** and, if they do, **Regulated Providers** must provide the information in that form.

Publication of relevant obligations

- C8.3 **Regulated Providers** must:
- (a) publish a comprehensive summary of their obligations under **Condition** C8 in an easily accessible and reasonably prominent manner on their website or, where there is no such website, in such manner and form as directed by **Ofcom**; and
 - (b) provide a copy of **Condition** C8 to a **Relevant Customer** free of charge upon reasonable request.

Obligation with regards to mobile service retailers

- C8.4 Where the **Regulated Provider** contracts with or appoints a **Mobile Service Retailer** directly in order to sell or market the **Regulated Provider's Relevant Mobile Services** it must ensure, and where a third party acting on behalf of the **Regulated Provider** contracts with or

appoints a **Mobile Service Retailer** in order to sell or market the **Regulated Provider's Relevant Mobile Services**, the **Regulated Provider** must use reasonable endeavours to ensure, that:

- (a) the **Mobile Service Retailer** is aware of **Condition C8**;
- (b) provisions are in place which require the **Mobile Service Retailer** to ensure that:
 - (i) any information it provides to **Relevant Customers** is accurate and not misleading;
 - (ii) it asks **Relevant Customers** if they also want the information to be provided in a **Durable Medium** and, if they do, the **Mobile Service Retailer** must provide the information in that form; and
 - (iii) it creates and keeps records about the sale of the **Regulated Provider's Relevant Mobile Services** for a period of not less than six months and, where applicable, about a related sales incentive as referred to in **Condition C8.11**, for a period of not less than ninety days after the date by which this sales incentive has to be fully redeemed, but not less than six months;
- (c) the **Regulated Provider** monitors the **Mobile Service Retailer's** compliance with the provisions referred to in **Condition C8.4(b)**; and
- (d) non-compliance by the **Mobile Service Retailer** with the provisions referred to in **Condition C8.4(b)** is appropriately sanctioned by the **Regulated Provider**.

Relevant mobile service – information at point of sale

C8.5 **Regulated Providers** must use reasonable endeavours to ensure that before entering into or amending a contract for a **Relevant Mobile Service**, a **Relevant Customer**:

- (a) is authorised to do so;
- (b) intends to enter into this contract; and
- (c) is provided with the information set out below in a clear, comprehensible and accurate manner in a **Durable Medium** which is available or accessible to the **Relevant Customer** or, where the **Relevant Customer** enters into or amends the contract during a sales call, by telephone:
 - (i) the identity of the legal entity the **Relevant Customer** is contracting with; its address and telephone, fax and/or e-mail contact details; and
 - (ii) a description of the **Relevant Mobile Service**; the key charges; payment terms; the existence of any termination right, including termination procedures; the likely date the **Relevant Mobile Service** will be provided, in case the provision of the **Relevant Mobile Service** is not immediate; and any **Fixed Commitment Period**. For the purposes of this provision, key charges include minimum contract charges, any **Early Termination Charges** and, if the **Relevant Customer** is a **Consumer**, the

Access Charge to be applied by the **Regulated Provider** for the purpose of calculating the amounts payable by that **Relevant Customer** for calls to **Unbundled Tariff Numbers** in accordance with **Condition B1**.

Where the **Relevant Customer** enters into a contract during a sales call, in addition to the oral provision of this information the **Regulated Provider** must use reasonable endeavours to ensure that this information is sent to the **Relevant Customer** in good time following the call in a **Durable Medium**.

Provision of relevant mobile services

C8.6 **Regulated Providers** must ensure that the **Relevant Mobile Services** that they have contracted with each **Relevant Customer** to provide are available to each **Relevant Customer** to receive.

Records retention

C8.7 Where the **Regulated Provider** acts as a **Mobile Service Retailer**, it must create and keep records about the sale of its **Relevant Mobile Services** for a period of not less than six months and, where applicable, about a related sales incentive as referred to in **Condition C8.11**, for a period of not less than ninety days after the date by which this sales incentive has to be fully redeemed, but not less than six months. Such records must include the date of the sale, the means through which the contract was entered into and the place where the contract was entered into, where applicable.

Training

C8.8 **Regulated Providers** must use reasonable endeavours to ensure that processes are in place which ensure that a **Mobile Service Retailer** is appropriately trained to comply with **Condition C8**.

Due diligence

C8.9 Where the **Regulated Provider** contracts with or appoints a **Mobile Service Retailer** directly in order to sell or market the **Regulated Provider's Relevant Mobile Services** it must ensure that, and where a third party acting on behalf of the **Regulated Provider** contracts with or appoints a **Mobile Service Retailer** in order to sell or market the **Regulated Provider's Relevant Mobile Services** the **Regulated Provider** must use reasonable endeavours to ensure that, it, or a person acting on its behalf, carries out and retains a record of the following minimum procedures with regards to any **Mobile Service Retailer**, contracted or appointed to sell or market the **Regulated Provider's Relevant Mobile Services**:

- (a) a credit reference search and check that the **Mobile Service Retailer** does not have a history of failing to meet its financial undertakings to creditors;

- (b) a check that any director of a **Mobile Service Retailer** concerned has not been subject to a period of disqualification from acting as a director, or has not been a director of a third party that has filed for bankruptcy or gone into administration; and
- (c) appropriate checks to ensure that any due diligence information referred to in **Condition C8.9** remains up-to-date and relevant.

These procedures must be carried out before contracting with or appointing the **Mobile Service Retailer**.

Use of information for the purpose of monitoring compliance

C8.10 Where a **Regulated Provider** acquires information from a **Mobile Service Retailer** for the purpose of monitoring compliance with this **Condition**, the **Regulated Provider** shall use that information solely for the purpose for which it was supplied and keep the information confidential. For the avoidance of doubt, the **Regulated Provider** shall not pass the information on to any other party (including its subsidiaries or partners) for whom such information could provide a competitive advantage.

Sales incentives – information at point of sale

C8.11 **Regulated Providers** must use reasonable endeavours to ensure that where a **Mobile Service Retailer** offers to a **Relevant Customer** a sales incentive, from which the **Relevant Customer** does not benefit immediately and which the **Relevant Customer** is entitled to receive after entering into the contract for the **Relevant Mobile Service**, the terms and conditions of such an offer are not unduly restrictive and that a **Relevant Customer** is provided with the following information in a clear, comprehensible and accurate manner in a **Durable Medium** or, where the sales incentive offer is made during a sales call, by telephone:

- (a) the identity of the legal entity which makes the sales incentive offer and undertakes to meet the obligation(s) tied to this offer; its address; and telephone, fax and/or e-mail contact details;
- (b) a description of the sales incentive itself; and
- (c) the terms and conditions of the sales incentive, including a detailed and clear explanation as to the process the **Relevant Customer** has to follow to obtain the sales incentive.

C8.12 Where the sales incentive offer is made during a sales call, in addition to the oral provision of this information, the **Regulated Provider** must use reasonable endeavours to ensure that this information is sent to the **Relevant Customer** in good time following the call in a **Durable Medium**.

Definitions

'**Access Charge**' means a rate set by a **Communications Provider** in accordance with **Condition B1.22** in respect of the retail and origination of a call to an **Unbundled Tariff Number** and its conveyance up to and including the **Assumed Handover Point** for the purpose of calculating the amount payable by a **Consumer** for making such a call;

'**Access Charge Element**' means, in respect of a call to an **Unbundled Tariff Number** retailed to a **Consumer**:

- (a) the amount produced by multiplying the **Access Charge** applicable to that **Consumer** by the length of the call, in accordance with **Condition B1.24**; or
- (b) where **Condition B1.27** applies, zero;

'**Access Network**' means the **Electronic Communications Network** which runs from a local access node to a **Network Termination Point** on an **End-User's** premises and which supports the provision of copper-based access services and fibre-based access services to **End-Users**. In the case of **KCOM**, this means the **Access Network** in the **Hull Area**;

'**Act**' means the Communications Act 2003;

'**Additional Conveyance Costs**' means any costs incurred by the **Donor Provider** associated with resources used in:

- (a) effecting the switch-processing required to set up each ported call; and
- (b) providing the switch and transmission capacity for any part of the duration of each ported call,

additional to the costs of conveyance of non-ported calls from the **Donor Provider's** network to the **Recipient Provider's** network;

'**Adopt**' and '**Adoption**' (and cognate expressions) mean doing any of the following by a **Communications Provider** in relation to an **Allocated Telephone Number** (whether or not such **Allocation** is to that **Communications Provider**):

- (a) assigning or transferring that number to a particular **Customer** or piece of **Apparatus**;
- (b) using that **Telephone Number** for identifying a service or route used by that **Communications Provider** or by any of its **Customers**;
- (c) using that **Telephone Number** for identifying a communication as one to be transmitted by that **Communications Provider**;
- (d) designating that **Telephone Number** for use in selecting a service or the required elements or characteristics of a service; or
- (e) authorising the use of that **Telephone Number** by others for any of the following purposes:
 - (i) identifying the destination for, or recipient of, an **Electronic Communication**;

General Conditions

- (ii) identifying the origin, or sender, of an **Electronic Communication**;
- (iii) identifying the route for an **Electronic Communication**;
- (iv) identifying the source from which an **Electronic Communication** or **Electronic Communications Service** may be obtained or accessed;
- (v) selecting the service that is to be obtained or accessed, or required elements or characteristics of that service; or
- (vi) identifying the **Communications Provider** by means of whose network or service an **Electronic Communication** is to be transmitted, or treated as transmitted;

'**ADR Letter**' means a notification issued from a **Communication Provider** to a **Complainant** concerning the **Complainant's** right to take their **Complaint** to an **ADR Scheme**;

'**ADR Scheme**' has the same meaning as '**Alternative Dispute Resolution (ADR) Scheme**';

'**Affiliated Company**' means any subsidiary or holding company of the **Communications Provider**, or any subsidiary of a holding company of the **Communications Provider**, all as defined in section 1159 of the Companies Act 2006;

'**Allocate**' and '**Allocation**' (and cognate expressions), in relation to a **Telephone Number**, mean allocation by **Ofcom**;

'**Alternative Dispute Resolution (ADR) Scheme**' means any dispute procedures approved by **Ofcom** under section 54 of the **Act** for the resolution of disputes in relation to any **Complaints** between a **Communications Provider** and its **Domestic and Small Business Customers**;

'**Annual Best Tariff Notification**' means a communication sent by a **Regulated Provider** to their **Subscriber** (if the **Subscriber** is a **Consumer**), and which comprises the information described in **Condition C1.18**;

'**Annual Number Charge**' means a charge invoiced by **Ofcom** to a **Communications Provider** in respect of a **Charging Year**, which is calculated in accordance with **Condition B1.14**;

'**Apparatus**' includes any equipment, machinery or device and any wire or cable and the casing or coating for any wire or cable;

'**Appropriate Network**' means an **Electronic Communications Network** by means of which **Public Electronic Communications Services** are provided that are used by a significant number of **End-Users** as their principal means of receiving television programmes. For the purposes of this definition an **Electronic Communications Network** is not an **Appropriate Network** in relation to so much of a channel or other service as is provided only for a particular area or locality of the United Kingdom unless it is a network by means of which **Electronic Communications Services** are provided to persons in that area or locality;

'**Approval**' means an approval granted by an **Approval Body** confirming that a **Communications Provider's Total Metering and Billing System** is compliant with the standards specified by **Ofcom** in a direction issued under **Condition C3.4**;

'Approval Body' means each of Tüv Süd Babt Unlimited, the British Standards Institution (BSI) and Enigma QPM Limited;

'Approved Apparatus' means, in relation to any network, **Apparatus** which meets the appropriate essential requirements of regulation 4 of the Radio Equipment and Telecommunications Terminal Equipment Regulations 2000 (S.I. 2000/730);

'Assumed Handover Point' means the point of interconnection nearest to the origination of a call to an **Unbundled Tariff Number** at which the call may be handed over to the **Electronic Communications Network** of another **Communications Provider** for conveyance. For these purposes, where the call is routed via a **Transit Network**, the **Assumed Handover Point** is deemed to be the nearest point of ingress from the **Electronic Communications Network** on which the call originates to that **Transit Network**;

'Average Industry Utilisation Rate' means the weighted average utilisation rate of **Specified Geographic Numbers** for the industry as calculated by **Ofcom** and notified to **Communications Providers** prior to the first **Charging Year**;

'Bill' means the information issued, or made available, by a **Communications Provider** to an **End-User** about the charges levied and due for payment or the debits and credits applied to an **End-User's** account;

'Broadband Service' means any service which is capable of supporting an always-on connection at a fixed location that provides data at speeds greater than a dial-up connection, including all **DSL** (including **FTTC**) services, **FTTP** services and services provided over a **Cable Network**, but excluding any **Leased Lines Service**;

'BT' means BT Group plc;

'BT Average Utilisation Rate' means the average utilisation rate of **Specified Geographic Numbers Allocated** to **BT** as calculated by **Ofcom** and notified to **BT** prior to the first **Charging Year**;

'Business Mobile Tariff' means a business tariff as provided for in a contract for the supply of **Mobile Communications Services**;

'Cable Network' means a hybrid fibre-coax **Electronic Communications Network** that uses a combination of optical fibres and coaxial cable;

'Caller Location Information' means any data or information processed in an **Electronic Communications Network** indicating the geographic position of the terminal equipment of a person initiating a call;

'Calling Line Identification' means data that enables identification of the number from which a call could be made or to which a return call could be made;

'Calling Line Identification Facilities' means facilities which enable the **Telephone Number** of a calling party to be presented to the called party prior to a call being established;

'**Cancel Other**' means the industry term for a functionality that enables the **Losing Provider** to cancel, during the **Transfer Period**, wholesale orders placed by the **Gaining Provider**;

'**Carrier Pre-Selection**' or '**CPS**' means a facility which allows a **Customer** of a **Publicly Available Telephone Service** to select a provider designated in advance to apply on every occasion where no other providers have been pre-selected for the use of a **Telephone Number**;

'**Cell Identification**' means the geographic coordinates of the cell which is hosting the call;

'**Charging Year**' means the 12 month period beginning on 1 April and ending on 31 March (excluding 29 February in any leap year), and the first **Charging Year** shall be 1 April 2013 to 31 March 2014;

'**CLI Data**' means the contents of all signalling messages which can be used between **Communications Providers** and/or between **Communications Providers** and **End-Users** to signal the origin of the call and/or the identity of the calling party, including any associated privacy markings;

'**Click to Call Service**' means a service which may be selected on a web-site or other application by an **End-User** and which connects the **End-User** only to a number or a limited set of numbers pre-selected by the **Communications Provider** or an **End-User**;

'**Communications Provider**' means a person who (within the meaning of section 32(4) of the **Act**) provides an **Electronic Communications Network** or an **Electronic Communications Service**;

'**Communications Provider Average Utilisation Rate**' means the average utilisation rate of **Specified Geographic Numbers Allocated** to the relevant **Communications Provider** as calculated by **Ofcom** and notified to the **Communications Provider** prior to the first **Charging Year**;

'**Communications Provider Migration**' means a process by which a **Switching Customer** transfers from a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service** supplied by one **Communications Provider** operating on **Openreach's** or **KCOM's Access Network** to a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service** provided by another **Communications Provider** operating on **Openreach's** or **KCOM's Access Network**;

'**Complainant**' means a **Domestic or Small Business Customer** who makes a **Complaint** to a **Communications Provider**;

'**Complaint**' means:

- (a) an expression of dissatisfaction made by a **Domestic or Small Business Customer** to a **Communications Provider** related to either:
 - (i) the **Communications Provider's** provision of **Public Electronic Communications Services** to that **Domestic or Small Business Customer**;
 - (ii) the complaint-handling process itself; or
 - (iii) the level of customer service experienced by the **Domestic or Small Business Customer**; and
- (b) where a response or resolution is explicitly or implicitly expected;

‘Complaints Handling Procedures’ means procedures for the handling of **Complaints** that **Communications Providers** must have and comply with pursuant to **Condition C4.2(a)**;

‘Condition’ means a **Condition** in this Schedule;

‘Consumer’ means any natural person who uses or requests a **Public Electronic Communications Service** for purposes which are outside his or her trade, business or profession;

‘Consumer Panel’ means the panel established under section 16(2) of the Act;

‘Controlled Premium Rate Service’ or **‘CPRS’** has the meaning set out in the condition¹³ issued by **Ofcom** under section 120 of the Act;

‘Core Subscription Price’ means the sum (however expressed in the contract) that the **Subscriber** is bound to pay to a **Communications Provider** at regular intervals for services and/or facilities the **Communications Provider** is bound to provide in return for that sum. It does not include sums payable for additional services or facilities (or the additional use of services or facilities) that the **Subscriber** is only liable to pay for if the additional service or facility is used;

‘Customer’, in relation to a **Communications Provider**, means the following (including any of them whose use or potential use of the network or service is for the purposes of, or in connection with, a business):

- (a) the persons to whom the network or service is provided in the course of any business carried on as such by the **Communications Provider**;
- (b) the persons to whom the **Communications Provider** is seeking to secure that the network or service is so provided;
- (c) the persons who wish to be so provided with the network or service, or who are likely to seek to become persons to whom the network or service is so provided;

‘Customer Complaints Code’ means a code of practice containing relevant information about how **Complaints** from **Domestic and Small Business Customers** are handled and how, and when, **Complainants** can take their unresolved **Complaints** to an **ADR Scheme**;

‘Digital Subscriber Line’ or **‘DSL’** means a family of technologies generically referred to as DSL, or xDSL, capable of transforming ordinary phone lines (also known as ‘twisted copper pairs’) into high speed digital lines;

‘Directory’ means a printed document containing **Directory Information** on **Subscribers** of **Publicly Available Telephone Services** in the United Kingdom which is made available to members of the public;

¹³ See Ofcom’s PRS Condition, which is available at: https://www.ofcom.org.uk/data/assets/pdf_file/0017/116531/PRS-Condition.pdf

‘Directory Enquiry Facility’ means **Directory Information** provided by means of a **Public Electronic Communications Network**;

‘Directory Information’ means, in the case of a **Directory**, the name and address of the **Subscriber** and the **Telephone Number** assigned to the **Subscriber** for their use of **Publicly Available Telephone Services** and, in the case of a **Directory Enquiry Facility**, shall be either such a **Telephone Number** of the **Subscriber** or information that such a **Telephone Number** of the **Subscriber** may not be supplied;

‘Domestic and Small Business Customer’ and **‘Domestic or Small Business Customers’** mean, in relation to a **Communications Provider**, a **Customer** of that **Provider** who is neither:

- (a) himself a **Communications Provider**; nor
- (b) a person who is such a **Customer** in respect of an undertaking carried on by him for which more than ten individuals work (whether as employees or volunteers or otherwise);

‘Donor Provider’ means a **Communications Provider** whose **Subscriber Numbers** are in the process of being, or have been passed or ported to a **Recipient Provider**;

‘DSL Broadband Service’ means any **DSL** (including **FTTC**) service which is capable of supporting an always-on connection at a fixed location that provides data at speeds greater than a dial-up connection, excluding services provided over a **Cable Network**;

‘Durable Medium’ means paper or email, or any other medium that:

- (a) allows information to be addressed personally to the recipient;
- (b) enables the recipient to store the information in a way accessible for future reference for a period that is long enough for the purposes of the information; and
- (c) allows the unchanged reproduction of the information to be stored;

‘eCall’ has the meaning set out in Article 2(h) of the Commission Delegated Regulation (EU) 305/2013 of 26 November 2012 supplementing Directive 2010/40/EU of the European Parliament and of the Council with regard to harmonised provision for an interoperable EU-wide eCall;

“Early Termination Charge” means any charge payable by a **Subscriber** for the termination of a contract before the end of a **Fixed Commitment Period**;

‘Electronic Communication’ means a communication for transmission by means of an **Electronic Communications Network**;

‘Electronic Communications Network’ means:

- (a) a transmission system for the conveyance, by the use of electrical, magnetic or electro-magnetic energy, of signals of any description; and
- (b) such of the following as are used, by the person providing the system and in association with it, for the conveyance of the signals:
 - (i) **Apparatus** comprised in the system;

General Conditions

- (ii) **Apparatus** used for the switching or routing of the signals; and
- (iii) software and stored data;

‘Electronic Communications Service’ means a service consisting in, or having as its principal feature, the conveyance by means of an **Electronic Communications Network** of signals, except in so far as it is a content service;

‘Emergency Organisation’ means in respect of any locality:

- (a) the relevant public police, fire, ambulance and coastguard services for that locality; and
- (b) any other organisation, as directed from time to time by **Ofcom** as providing a vital service relating to the safety of life in emergencies;

‘End-of-Contract Notification’ means a communication sent by a **Regulated Provider** to their **Subscriber** that comprises the information described in **Condition C1.11** (if the **Subscriber** is a **Consumer**) or **Condition C1.12** (if the **Subscriber** is not a **Consumer**);

‘End-User’, in relation to a **Public Electronic Communications Service**, means:

- (a) a person who, otherwise than as a **Communications Provider**, is a **Customer** of the provider of that service;
- (b) a person who makes use of the service otherwise than as a **Communications Provider**; or
- (c) a person who may be authorised, by a person falling within paragraph (a), so to make use of the service;

‘Express Consent’ means the express agreement of a **Customer** to contract with a **Communications Provider** in relation to each **Fixed Commitment Period**, where the **Communications Provider** has obtained such consent separately for each **Fixed Commitment Period** in a manner which has enabled the **Customer** to make an informed choice;

‘Failure to Cancel’ means failure by the **Gaining Provider** to cancel a transfer, after a request from the **Switching Customer** during the **Transfer Period**;

‘Fault Repair Service’ means a service consisting of such repair, maintenance, adjustment or replacement of any part of the **Communications Provider’s Electronic Communications Network**, or such repair or adjustment of any connected or connectable network, or such repair or replacement for any **Apparatus** for which the **Communications Provider** has undertaken the responsibility for repair and maintenance, as is necessary to restore and maintain a sufficient service;

‘Fibre-To-The-Cabinet’ or **‘FTTC’** means an **Access Network** consisting of optical fibre extending from the local access node to the street cabinet;

‘Fibre-To-The-Premises’ or **‘FTTP’** means an **Access Network** consisting of optical fibre extending from the local access node to a **Network Termination Point**;

‘Fixed Commitment Period’ means a period beginning on the date that contract terms agreed by a **Communications Provider** and a **Subscriber** take effect and ending on a date specified in that

contract, and during which the **Subscriber** is required to pay for services and facilities provided under the contract and the **Communications Provider** is bound to provide them and in respect of which the **Subscriber** may be required to pay a charge to terminate the contract;

'**Fixed-line Telecommunications Service**' means **Narrowband** calls and lines services that allow for the transfer of speech communications, and other forms of communications such as facsimile and data;

'**Fixed Voice or Other Fixed-Line Service**' is a service provided at a fixed location that allows for:

- (i) the transfer of speech communications; and/or
- (ii) other forms of communications such as facsimile and data, up to a speed of 64 kbit/s,

including a service provided over a **Cable Network**, but excluding any **Leased Lines Service**;

'**Framework Directive**' means Directive 2002/21/EC of the European Parliament and of the Council on a common regulatory framework for electronic communications networks and services;

'**Gaining Provider**' means:

- (a) the **Communications Provider** to whom a **Switching Customer** is transferring; or
- (b) the **Communications Provider** to whom an **Inbound Switching Customer** makes a **Home-Move Request**;

'**Geographic Area Code**' has the meaning set out in the **National Telephone Numbering Plan**;

'**Geographic Number**' has the meaning set out in the **National Telephone Numbering Plan**;

'**Home-Move Request**' means a request by an **Inbound Switching Customer** to begin acquiring a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service** supplied by a **Communications Provider** operating on **Openreach's** or **KCOM's Access Network** over the **Target Line**;

'**Hull Area**' means the area defined as the "Licensed Area" in the licence granted on 30 November 1987 by the Secretary of State under section 7 of the Telecommunications Act 1984 to Kingston upon Hull City Council and Kingston Communications (Hull) plc (which became KCOM Group PLC in 2007);

'**Inbound Switching Customer**' means a **Switching Customer** who is moving into a **Target Address**;

'**Incumbent Communications Provider**' means the **Communications Provider** who supplies a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service** on **Openreach's** or **KCOM's Access Network** to the **Incumbent Switching Customer** over the **Target Line**;

'**Incumbent Switching Customer**' means the **Switching Customer** who is residing in the **Target Address**;

'**Interconnection**' means the linking (whether directly or indirectly by physical or logical means, or by a combination of physical and logical means) of one **Public Electronic Communications Network** to another for the purpose of enabling the persons using one of them to be able:

General Conditions

- (a) to communicate with users of the other one; or
- (b) to make use of services provided by means of the other one (whether by the provider of that network or by another person);

'KCOM' means KCOM Group plc;

'Leased Line Service' means the provision of dedicated point-to-point transmission capacity;

'Losing Provider' means the **Communications Provider** from whom a **Switching Customer** is transferring;

'Loss of Service' means:

- (a) in relation to a **Fixed Voice or Other Fixed-Line Service**, where:
 - (i) the **Customer** is unable to make an outgoing call or to receive an incoming call; or
 - (ii) where the service only allows for one-way transmission;
- (b) in relation to a **Broadband Service**, where the **Customer** is unable to access the public internet,

in each case as a result of a planned or unplanned change in the operation of the **Electronic Communications Network(s)** (and/or elements of that network or networks) provided by the **Customer's Communications Provider** or used by it to provide its services, including any failure of equipment;

'Metallic Path Facility' or **'MPF'** means a circuit comprising a pair of twisted metal wires between a **Customer's** premises and a main distribution frame in a local access node that employs electric, magnetic, electro-magnetic, electro-chemical or electro-mechanical energy to convey **Signals** when connected to an **Electronic Communications Network**;

'Migration' means:

- (a) the process by which a **Switching Customer** transfers from a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service** to another **Fixed-line Telecommunications Service** and/or **DSL Broadband Service**;
- (b) a **Communications Provider Migration**;
- (c) the process by which a **Switching Customer** transfers from a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service** supplied by a **Communications Provider** operating on **Openreach's** or **KCOM's Access Network** at one location to a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service** supplied by the same **Communications Provider** at a different location;

'Migration Date' means the date on which the transfer of a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service** or takeover of the **Target Line** will be effected, at which point the **Switching Customer's Fixed-line Telecommunications Service** and/or **DSL Broadband Service** will commence being provided to the **Switching Customer** by a different **Communications Provider** operating on **Openreach's** or **KCOM's Access Network** or at a different location;

‘Mobile Communications Service’ means a **Public Electronic Communications Service** consisting in the conveyance of **Signals** by means of a **Public Electronic Communications Network** through the agency of **Wireless Telegraphy** to or from **Apparatus** which is designed or adapted to be capable of being used in motion;

‘Mobile Number’ means a **Telephone Number**, from a range of numbers in the **National Telephone Numbering Plan**, that is **Adopted** or otherwise used to identify **Apparatus** designed or adapted to be capable of being used while in motion;

‘Mobile Number Portability’ means **Number Portability** relating to **Mobile Numbers**;

‘Mobile Portability’ means **Portability** relating to **Telephone Numbers Allocated** for use with **Mobile Communications Services**;

‘Mobile Service Provider’ means a **Communications Provider** that provides a **Mobile Communications Service**;

‘Mobile Service Retailer’ means any person who sells or markets a **Mobile Communications Service** directly to a **Domestic or Small Business Customer**;

‘Mobile SMS Access’ means the ability to send and receive **Short Messages** using an **SMS** defined by the European Telecommunications Standards Institute in the GSM (Global System for Mobile communications) or UMTS (Universal Mobile Telecommunications System) standards, or any other standard for mobile communications that is, or may be, adopted in the UK;

‘Mobile Switching’ means where a **Subscriber** transfers or requests to transfer or considers transferring the provision of **Mobile Communications Services** from one **Communications Provider** to another **Communications Provider**, with or without **Mobile Number Portability**;

‘Mobile Switching Customer’ means a **Subscriber** who is engaged in **Mobile Switching**;

‘N-PAC’ means a unique code used to signify the **Donor Provider’s** consent to a **Subscriber** being entitled to switch to another **Communications Provider** without the **Subscriber** porting their **Mobile Number**;

‘Narrowband’ means the services provided over a traditional **Public Electronic Communications Network**, excluding services provided over a **Cable Network**;

‘National Telephone Numbering Plan’ means the document¹⁴ published by **Ofcom** (known as “the **National Telephone Numbering Plan**”) setting out:

- (a) the numbers that they have determined to be available for allocation by them as **Telephone Numbers**;

¹⁴ See the National Telephone Numbering Plan, which is available at https://www.ofcom.org.uk/data/assets/pdf_file/0013/102613/national-numbering-plan-june-2017.pdf

General Conditions

- (b) such restrictions as they consider appropriate on the **Adoption** of numbers available for **Allocation** in accordance with the plan; and
- (c) such restrictions as they consider appropriate on the other uses to which numbers available for **Allocation** in accordance with the plan may be put;

'Network Access' means:

- (a) **Interconnection of Public Electronic Communications Networks**; or
- (b) any services, facilities or arrangements which:
 - (i) are not comprised in **Interconnection**; but
 - (ii) are services, facilities or arrangements by means of which a **Communications Provider** or person making available associated facilities is able, for the purposes of the provision of an **Electronic Communications Service** (whether by him or by another), to make use of any of the following:
 - a. any **Electronic Communications Network** or **Electronic Communications Service** provided by another **Communications Provider**;
 - b. any **Apparatus** comprised in such a network or used for the purposes of such a network or service;
 - c. any facilities made available by another that are associated facilities by reference to any network or service (whether one provided by that provider or by another);
 - d. any other services or facilities which are provided or made available by another person and are capable of being used for the provision of an **Electronic Communications Service**;

and references to providing **Network Access** include references to providing any such services, making available any such facilities or entering into any such arrangements;

'Network Termination and Testing Apparatus' means an item of **Apparatus** comprised in an **Electronic Communications Network** installed in a fixed position on **Served Premises** which enables:

- (a) **Approved Apparatus** to be readily connected to, and disconnected from, the network;
- (b) the conveyance of **Signals** between such **Approved Apparatus** and the network; and
- (c) the due functioning of the network to be tested, but the only other functions of which, if any, are:
 - (i) to supply energy between such **Approved Apparatus** and the network;
 - (ii) to protect the safety or security of the operation of the network; or
 - (iii) to enable other operations exclusively related to the running of the network to be performed or the due functioning of any system to which the network is or is to be connected to be tested (separately or together with the network);

‘Network Termination Point’ means the physical point at which a **Subscriber** is provided with access to a **Public Electronic Communications Network** and, where it concerns **Electronic Communications Networks** involving switching or routing, that physical point is identified by means of a specific network address, which may be linked to the **Telephone Number** or name of a **Subscriber**. A **Network Termination Point** provided at a fixed position on **Served Premises** shall be within an item of **Network Termination and Testing Apparatus**;

‘Non-Geographic Number’ has the meaning set out in the **National Telephone Numbering Plan**;

‘Non-Porting Switching Process’ means the process set out in **Condition C7.21 to C7.44** enabling a **Subscriber** to switch from one **Communications Provider** which provides **Mobile Communications Services** to another such **Communications Provider**, but not to retain their **Mobile Number**;

‘Non-provider Numbering Condition’ means the condition¹⁵ that applies to persons other than **Communications Providers** relating to the use of **Unbundled Tariff Numbers** made under section 59 of the **Act**;

‘Number Portability’ means a facility whereby **Subscribers** who so request can retain their **Telephone Number** on a **Public Electronic Communications Network**, independently of the person providing the service at the **Network Termination Point** of a **Subscriber** provided that such retention of a **Telephone Number** is in accordance with the **National Telephone Numbering Plan**;

‘Ofcom’ means the Office of Communications as established under section 1 of the Office of Communications Act 2002;

‘Ofcom Approved Complaints Code’ means the code of practice annexed to **Condition C4** and entitled ‘Ofcom approved complaints code of practice for customer service and complaints handling’;

‘Openreach’ means the **BT** group business offering **Communications Providers** products and services that are linked to **BT’s** nationwide **Electronic Communications Network**;

‘Pay Telephone’ means a telephone for the use of which the means of payment may include coins and/or credit/debit cards and/or pre-payment cards, including cards for use with dialling codes;

‘Personal Number’ has the meaning given to that term in the **National Telephone Numbering Plan**;

‘Phone-paid Services Authority’ means the UK regulator with responsibility for content, goods and services charged to a phone bill;

‘Portability’ means any facility which may be provided by a **Communications Provider** to another **Communications Provider** enabling any **Subscriber** who requests **Number Portability** to continue to

¹⁵ See condition made on 12 December 2013, which is available at https://www.ofcom.org.uk/data/assets/pdf_file/0027/57753/annexes.pdf

be provided with any **Public Electronic Communications Service** by reference to the same **Telephone Number** irrespective of the identity of the person providing such a service;

'Portability Transit Provider' means a **Communications Provider** providing, by agreement, **Interconnection** between a **Donor Provider** and **Recipient Provider** via one or more points at which the **Communications Provider** connects with both the **Donor Provider** and **Recipient Provider**;

'Ported Specified Geographic Number' means a **Specified Geographic Number Allocated** to the **Communications Provider** which **Ofcom** is satisfied (pursuant to information received from the **Communications Provider** by 1 December of the **Charging Year** (or such other date as **Ofcom** notifies prior to the start of the **Charging Year**)) was on a particular day (as specified by the **Communications Provider**) between 1 September and 31 October of the **Charging Year** (or such other time period as **Ofcom** notifies prior to the start of the **Charging Year**) subject to an arrangement under which that **Communications Provider** had ported, in accordance with **Condition B3**, that **Specified Geographic Number** to a person who was not an **Affiliated Company**;

'Porting Authorisation Code' or **'PAC'** means a unique code used to signify the **Donor Provider's** consent to the **Subscriber** being entitled to request and have their **Mobile Number** ported to another **Communications Provider**;

'Porting Process' means the process set out in **Condition C7.21** to **C7.44** enabling a **Subscriber** to switch from one **Communications Provider** which provides **Mobile Communications Services** to another such **Communications Provider**, and to retain their **Mobile Number(s)**. This process includes activation by the **Communications Provider** to whom the **Subscriber** has switched, of the **Mobile Number(s)** that has(have) been ported;

'Porting System Set-Up Costs' means costs of the **Donor Provider** incurred:

- (a) in the course of making network and system modifications, configuration and reconfiguration, including adapting or replacing software;
- (b) in the course of testing functionality within that provider's network and in conjunction with any **Recipient Provider's** network; and
- (c) thereby establishing the technical and administrative capability to provide **Portability**;

'Prepaid Mobile Service' means a **Mobile Communications Service** for which the **Customer** pays charges in advance of the service being provided;

'Price Point' means a rate which may be set as a **Service Charge** and is used for calculating or billing the **Service Charge Element** of the retail price for a call to an **Unbundled Tariff Number** which is charged to a **Consumer**;

'Public Electronic Communications Network' means an **Electronic Communications Network** provided wholly or mainly for the purpose of making **Electronic Communications Services** available to members of the public;

'Public Electronic Communications Service' means any **Electronic Communications Service** that is provided so as to be available for use by members of the public;

‘**Public Pay Telephone**’ means a **Pay Telephone** which is available to the general public;

‘**Public Payphone Specified Geographic Number**’ means a **Specified Geographic Number Allocated** to the **Communications Provider** which **Ofcom** is satisfied (pursuant to information received from the **Communications Provider** by 1 December of the **Charging Year** (or such other date as **Ofcom** notifies prior to the start of the **Charging Year**)) was on a particular day (as specified by the **Communications Provider**) between 1 September and 31 October of the **Charging Year** (or such other time period as **Ofcom** notifies prior to the start of the **Charging Year**) in use in respect of a **Public Pay Telephone** service provided under a **Universal Service Condition**;

‘**Publicly Available Internet Access Service**’ means a service made available to the public that provides access to the internet, excluding connectivity services that directly link to a private network;

‘**Publicly Available Telephone Service**’ means a service made available to the public for originating and receiving, directly or indirectly, national or national and international calls through a number or numbers in a national or international telephone numbering plan;

‘**Recipient Provider**’ means a **Communications Provider** to whom **Subscriber Number(s)** are in the process of being, or have been passed or ported from a **Donor Provider**;

‘**Records**’ means data or information showing the extent of any network or service actually provided to an **End-User** and any data or information used in the creation of a **Bill** for an **End-User**;

‘**Regulated Provider**’ has the meaning given to it in the “Scope” section of each **Condition** in which it is used;

‘**Relay Service**’ means any service which:

- (a) provides facilities for the receipt and translation of voice communications into text and the conveyance of that text to the terminal of **End-Users** of any provider of **Publicly Available Telephone Services** and vice versa;
- (b) provides facilities for the receipt and transmission of voice communications in parallel with text communications, allowing both channels to work in tandem to deliver near synchronous voice and text;
- (c) is capable of being accessed by **End-Users** of the service from readily available compatible terminal equipment, including textphones, Braille readers, personal computers and mobile telephones;
- (d) provides facilities to allow **End-Users**, who because of their disabilities need to make calls using a **Relay Service**, to receive incoming calls via the **Relay Service**, without the calling party needing to dial a prefix;
- (e) insofar as reasonably practicable, allows for communication between **End-Users** of the service at speeds equivalent to voice communications;
- (f) provides call progress voice announcements in a suitable form;

General Conditions

- (g) provides facilities for access to **Emergency Organisations**; and
- (h) provides access to operator assistance services and a **Directory Enquiry Facility** using short code numbers;

'**Relevant Data Protection Legislation**' means the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003;

'**Relevant Turnover**' means annual turnover attributable to the provision (including any wholesale provision) of **Publicly Available Telephone Services** and/or **Publicly Available Internet Access Services** after the deduction of sales rebates, value added tax and other taxes directly related to turnover;

'**Residential Mobile Tariff**' means a residential tariff as provided for in a contract for the supply of **Mobile Communications Services**;

'**Served Premises**' means a single set of premises in single occupation where **Apparatus** has been installed for the purpose of the provision of **Electronic Communications Services** by means of an **Electronic Communications Network** at those premises;

'**Service Charge**' means the rate set by a **Communications Provider** in accordance with **Condition B1.23** in respect of the conveyance of a call to an **Unbundled Tariff Number** from the **Assumed Handover Point** to the point of termination and the enabling of a **Consumer** to use an **Unbundled Tariff Number** to access any service provided by means of that number;

'**Service Charge Element**' means, in respect of a call to an **Unbundled Tariff Number** retailed to a **Consumer**:

- (a) the amount produced by multiplying the **Service Charge** for that **Unbundled Tariff Number** by the length of the call in accordance with **Condition B1.25**, where the **Service Charge** is charged at a pence per minute rate;
- (b) an amount equal to the **Service Charge** for that **Unbundled Tariff Number**, where the **Service Charge** is charged at a pence per call rate;
- (c) an amount equal to sum of the amounts calculated under paragraphs (a) and (b) of this definition, where the **Service Charge** is charged at a rate which combines a pence per minute rate and a pence per call rate;

'**Service Level Agreement**' means the service quality levels offered by a **Communications Provider** under a contract;

'**Service Level Guarantee**' means the compensation payable under a contract if the **Communications Provider** fails to meet a **Service Level Agreement**;

'**Shared Metallic Path Facility**' or '**SMPF**' means access to the non-voiceband frequencies of the **MPF**;

'**Short Message**' means information that may be conveyed by means of the **Short Message Service**;

General Conditions

'Short Message Service' or **'SMS'** means a text message delivered to a **Subscriber's** handset or, if **SMS** is superseded or withdrawn, an equivalent text communication sent directly to the **Subscriber's** handset;

'Signal' includes:

- (a) anything comprising speech, music, sounds, visual images or communications or data of any description; and
- (b) signals serving for the impartation of anything between persons, between a person and a thing or between things, or for the actuation or control of apparatus;

'SIM Activation' means the process allowing a **Communications Provider**, to whom a **Subscriber** is moving for the supply of **Mobile Communications Services**, to verify the identity of that **Subscriber**. This process is carried out by the **Subscriber** with the use of their Subscriber Identity Module (SIM) card which they will have obtained from the **Communications Provider** to whom they are moving. Under the **Non-Porting Switching Process**, **SIM Activation** also includes activation of the **Mobile Number(s)** that a **Subscriber** is taking from a **Communications Provider** to whom they have switched;

'SIM Only Contract' means a contract for a **Mobile Communications Service** where the only physical equipment the **Customer** obtains from the **Mobile Service Provider** is a Subscriber Identity Module (SIM) card and the notice period for cancelling this contract does not exceed one calendar month;

'Slamming' means where:

- (a) a request for a **CPS, WLR, SMPF** and/or **MPF** has been made;
- (b) in the case of **KCOM** a request to transfer a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service** to another **Communications Provider** operating on **KCOM's Access Network** has been made; or
- (c) a **Transfer Order** or a **Working Line Takeover Order** has been placed on **Openreach** or on **KCOM** (as applicable), without the **Switching Customer's** express knowledge and/or consent,

that is in the following circumstances:

- (i) where the **Switching Customer** has never contacted, or has never been contacted by, the **Gaining Provider**;
- (ii) where the **Switching Customer** has contacted, or has been contacted by, the **Gaining Provider**, but has not given the **Gaining Provider** authorisation to transfer some or all of their **Fixed-line Telecommunications Services** and/or **DSL Broadband Services**;
- (iii) where the **Switching Customer** has agreed to purchase a product or service from the **Gaining Provider** and the **Gaining Provider** has submitted an order for a different product or service which the **Switching Customer** has not agreed to purchase; or

- (iv) where the **Switching Customer** has agreed to transfer some or all of their **Fixed-line Telecommunications Service** and/or **DSL Broadband Service** to the **Gaining Provider** having understood as a result of a deliberate attempt by the **Gaining Provider** to mislead, that they are making an agreement with a different **Communications Provider**;

'**Small Business Customer**', in relation to a **Communications Provider** which provides services to the public, means a **Customer** of that provider who carries on an undertaking for which no more than ten individuals work (whether as employees or volunteers or otherwise), but who is not himself a **Communications Provider**;

'**SME Customer**' means, in relation to a **Communications Provider**, a **Customer** of that provider which is an undertaking for which fewer than two hundred and fifty (250) individuals work (whether as employees or volunteers or otherwise);

'**Specified Geographic Number**' means any **Geographic Number** which starts with any of the **Geographic Area Codes** set out in the Annex to **Condition B1**;

'**Subscriber**' means any **End-User** who is party to a contract with a provider of **Public Electronic Communications Services** for the supply of such services;

'**Subscriber Number**' means the **Telephone Number** (or **Telephone Numbers**) which any **Communications Provider's Public Electronic Communications Network** recognises as relating to a particular **Subscriber** of that **Communications Provider**;

'**Subscriber Request to Port**' means the request by a **Subscriber** to transfer their **Mobile Number** which occurs when the **Subscriber** submits their **PAC** to the **Recipient Provider**;

'**Switching Customer**' means a **Customer** that is a **Domestic or Small Business Customer** in relation to a **Communications Provider** which provides **Fixed-Line Telecommunications Services** and/or **DSL Broadband Services** using **Openreach's** or **KCOM's Access Network**;

'**Switching Information**' means information about any of the following that are applicable to a **Subscriber** to whom the information is provided:

- (a) any **Early Termination Charge(s)** that is/are payable, presented as a single (where applicable, aggregated) charge;
- (b) any credit balance in respect of any **Prepaid Mobile Service**;
- (c) the web link to the log-in page for the **Mobile Switching Customer's** account with the **Regulated Provider**;
- (d) whether the handset is provided to the **Subscriber** on a separate contractual basis to the **SIM**, and if it is, the amount still payable under that contract after transfer to another **Communications Provider** and/or the date on which the **Mobile Switching Customer** will cease to pay for the handset;

General Conditions

- (e) whether transferring to another **Communications Provider** for **Mobile Communications Services** will have an impact on any other service provided to the **Mobile Switching Customer**; and
- (f) any other factual information the **Regulated Provider** considers **the Mobile Switching Customer** should know about prior to transferring to another **Communications Provider** for **Mobile Communications Services**;

'**Target Address**' means the UK postal address where the **Target Line** is situated;

'**Target Line**' means the working **WLR, MPF** or **SMPF** line to which a **Switching Customer's** request for a **Migration**, or a **Home-Move Request**, refers;

'**Telephone Number**' means, subject to any order of the Secretary of State pursuant to section 56(7) of the **Act**, any number, including data of any description, that is used (whether or not in connection with telephony) for any one or more of the purposes listed in section 56(5) of the **Act**;

'**Total Metering and Billing System**' means the totality of all equipment, data, procedures and activities used to determine the charges to be sought for provision and usage of **Electronic Communications Services**, and/or to present these charges on **End-User's Bills**. For purposes of clarity, a **Total Metering and Billing System** incorporates all processing steps from the original recording of a chargeable event to its readiness for presentation on a **Bill** to the **End-User** whether performed by one or more **Communications Providers**;

'**Transfer Order**' means an order submitted by, or on behalf of, a **Gaining Provider** to **Openreach**, or **KCOM**, or other applicable wholesaler, requesting for the **Target Line** to be transferred from the **Losing Provider** to the **Gaining Provider**;

'**Transfer Period**' means:

- (a) on **Openreach's Access Network**, a period of 10 **Working Days** which starts after the **Working Day** on which **Openreach** notify the **Gaining Provider** and the **Losing Provider** that the **Switching Customer's** order will be activated; or
- (b) on **KCOM's Access Network**, a period of 10 **Working Days** which starts on the **Working Day** on which **KCOM** notify the **Losing Provider** that the **Switching Customer's** order will be activated;

'**Transit Network**' means the **Electronic Communications Network** of a **Communications Provider** used to convey a call from the **Electronic Communications Network** of another **Communications Provider** to the **Electronic Communications Network** of a third **Communications Provider**;

'**Unbundled Tariff Number**' means a **Non-Geographic Number** starting 084, 087, 090, 091, 098 or 118;

'**Universal Service Condition**' means a **Condition** set as a universal service condition under section 45 of the **Act**;

'**VoIP Outbound Call Service**' means a service that allows **End-Users** to make (but not receive) a voice call to a number included in the **National Telephone Numbering Plan** using an internet

connection where the service is provided independently of the provision of the internet connection, excluding any **Click to Call Service**;

'Wireless Telegraphy' means the emitting or receiving, over paths that are not provided by any material substance constructed or arranged for the purpose, of electromagnetic energy of a frequency not exceeding 3,000 gigahertz that:

- (a) serves for conveying messages, sound or visual images (whether or not the messages, sound or images are actually received by anyone), or for operating or controlling machinery or apparatus; or
- (b) is used in connection with determining position, bearing or distance, or for gaining information as to the presence, absence, position or motion of an object or of a class of objects;

'Wholesale Line Rental' or **'WLR'** means a regulated wholesale service sold by a **Communications Provider**, which is used by the **Communications Provider** to provide retail **Customers** with exchange lines and, in turn, access to other narrowband telephony services (for example, telephone calls, facsimile and dial-up internet access);

'WLR Specified Geographic Number' means a **Specified Geographic Number Allocated** to the **Communications Provider** which **Ofcom** is satisfied (pursuant to information received from the **Communications Provider** by 1 December of the **Charging Year** (or such other date as **Ofcom** notifies prior to the start of the **Charging Year**)) was on a particular day (as specified by the **Communications Provider**) between 1 September and 31 October of the **Charging Year** (or such other time period as **Ofcom** notifies prior to the start of the **Charging Year**) subject to an arrangement under which that **Communications Provider** was providing **WLR** to a person who was not an **Affiliated Company**;

'Working Day' means the hours between 09.00 – 17.00 on Monday to Friday, with the exception of Bank Holidays and public holidays;

'Working Line Takeover' means a process by which:

- (a) a **Communications Provider** takes over a **WLR** or **MPF** line in order to provide a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service**; or
- (b) in the case of **KCOM** a process by which a **Communications Provider** takes over the provision of a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service** to the **Inbound Switching Customer**,

where that line is being used by that same or a different **Communications Provider** to supply a **Fixed-line Telecommunications Service** and/or a **DSL Broadband Service** to the **Incumbent Switching Customer**;

'Working Line Takeover Order' means an order submitted by, or on behalf of, a **Gaining Provider** to **Openreach** or to **KCOM** (as applicable), requesting for the **Working Line Takeover** of the **Target Line**; and

General Conditions

'Zone Code' means a code which identifies the geographic region in which the call was originated.

Version history

The table below sets out the date and effect of changes that have been made to the General Conditions, in order to assist users in accessing the most up-to-date version of the General Conditions.

Date	Condition(s) affected	Summary of change	Relevant Ofcom document(s)
19 September 2017	All	Revoking the former general conditions and setting new general conditions	Review of the General Conditions of Entitlement, Statement and Consultation ¹⁶
10 November 2017	C2 and Definitions	Setting a new general condition on transparency and information requirements to help small and medium sized businesses customers	Automatic compensation – Protecting consumers from service quality problems ¹⁷
19 December 2017		Reforming the process for switching mobile provider by amending conditions C7 and B3, with effect from 1 July 2019 <i>[These changes were shown in the consolidated version of the GCs after 1 July 2019]</i>	Consumer Switching. Decision on reforming the switching of mobile communication services ¹⁸
26 March 2018	B1	Updating the emergency planning direction, extending Ofcom’s power to withdraw telephone numbers and providing guidance under condition C1	Review of the General Conditions of Entitlement. Statement on emergency planning direction, number withdrawal and guidance on contract termination ¹⁹

¹⁶ https://www.ofcom.org.uk/_data/assets/pdf_file/0026/106397/Statement-and-Consultation-Review-of-the-General-Conditions-of-Entitlement.pdf

¹⁷ <https://www.ofcom.org.uk/consultations-and-statements/category-1/automatic-compensation>

¹⁸ <https://www.ofcom.org.uk/consultations-and-statements/category-2/consumer-switching-proposals-to-reform-switching-of-mobile-communications-services>

¹⁹ <https://www.ofcom.org.uk/consultations-and-statements/category-1/review-general-conditions>

Date	Condition(s) affected	Summary of change	Relevant Ofcom document(s)
30 July 2018	A4, B1, C1, C4, C6, C8 and Definitions	Drafting changes and changes to prevent calls to the emergency services being blocked under GC C6.6	Statement on changes to the General Conditions of Entitlement: Changes to General Condition C6, other minor drafting changes and changes to the guidance on the Calling Line Identification facilities ²⁰
15 May 2019		Introducing end-of-contract notifications and annual best tariff information, by amending conditions C1, C5 and the Definitions. These changes will take effect from 15 February 2020. <i>[These changes were shown in the consolidated version of the GCs after 15 February 2020]</i>	Helping consumers get better deals, Statement on end-of-contract notifications and annual best tariff information ²¹
1 July 2019	C7, B3 and Definitions	Reforming the process for switching mobile provider by amending conditions C7 and B3, with effect from 1 July 2019.	Consumer Switching. Decision on reforming the switching of mobile communication services ²²
15 February 2020	C1, C5 and Definitions ²³	Introducing end-of-contract notifications and annual best tariff information, by amending conditions C1, C5 and the Definitions, with effect from 15 February 2020.	Helping consumers get better deals, Statement on end-of-contract notifications and annual best tariff information ²⁴

²⁰ https://www.ofcom.org.uk/data/assets/pdf_file/0023/116348/Statement-changes-General-Conditions.pdf

²¹ https://www.ofcom.org.uk/data/assets/pdf_file/0018/148140/statement-helping-consumers-get-better-deals.pdf

²² https://www.ofcom.org.uk/data/assets/pdf_file/0023/108941/Consumer-switching-statement.pdf

²³ The unofficial consolidated version of the General Conditions published on 17 February 2020 also reinstated the definition of “Early Termination Charge”, which had been mistakenly omitted from the 1 July 2019 consolidated version.

²⁴ https://www.ofcom.org.uk/data/assets/pdf_file/0018/148140/statement-helping-consumers-get-better-deals.pdf

General Conditions

Date	Condition(s) affected	Summary of change	Relevant Ofcom document(s)
27 October 2020	C1	Change to the scope of annual best tariff information requirements	Fair treatment and easier switching for broadband and mobile customers: Implementation of the new European Electronic Communications Code ²⁵

²⁵ https://www.ofcom.org.uk/data/assets/pdf_file/0023/204980/statement-eecc-revised-proposals.pdf