

# Amendment to the Notification to Patientline under Section 94 of the Communications Act 2003 of Contravention of General Condition 17

**Amendment to the notice served on Patientline plc by the Office of  
Communications (“Ofcom”)**

**This is the non-confidential version. Confidential information and data  
has been redacted. Redactions are indicated by [X]**

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**AMENDMENT TO THE NOTIFICATION TO PATIENTLINE PLC  
("PATIENTLINE") UNDER SECTION 94 OF THE COMMUNICATIONS ACT  
2003 REGARDING THE CONTRAVENTION OF THE GENERAL  
CONDITIONS OF ENTITLEMENT AND PUBLISHED ON 28 JUNE 2005  
("THE NOTIFICATION")**

**Whereas:**

(A) Ofcom issued to Patientline a Notification under Section 94 of the Communications Act 2003 ("the Act") regarding the contravention of the general conditions of entitlement on 13 June 2005. The Notification required that Patientline ensure that callers are able to reach patients at those hospitals it provides communications services to by using solely a direct dial 11-digit 070 Personal Number, thus meeting its obligations under the General Condition 17.4. The Notification specified that Patientline comply with this requirement by 13 December 2005;

(B) Patientline subsequently implemented a technical solution at the significant majority of those hospitals it provides communications services to thereby complying with its obligations under General Condition 17.4;

(C) Ofcom issued to Patientline an Amendment to the Notification ("the Amendment") under section 94 of the Act on 19 October 2005 that extended the compliance deadline at 25 specified hospitals (with the bedside terminals at these hospitals representing a small minority of Patientline's total population of bedside terminals) to 14 June 2006;

(D) Subsequent to the Amendment Patientline made additional representations to Ofcom concerning the viability of implementing a compliant technical solution at these specified hospitals by 14 June 2006;

(E) In the light of these additional representations, Ofcom is extending the deadline for compliance at this small minority of hospitals. Patientline is now required to implement a compliant technical solution at these hospitals, ensuring that callers are able to reach patients by using a direct dial 11-digit Personal Number, when Patientline next upgrades its network functionality in respect of these hospitals and the necessary investment becomes viable;

**Hereby:**

(1) Paragraph 10(a) of "the Notification" as amended, is amended as follows:

- insert "Subject to paragraph 10(c)," before "by 13 December 2005"; and
- insert as a new paragraph 10(c) the following:

"as regards the services Patientline provides to the hospitals listed in the Annex to this Notification, will comply with condition 17.4 of the General Conditions by ensuring that the Numbering Plan they employ is consistent with the Telephone Numbers allocated by Ofcom as set out in the Plan when Patientline next upgrades its network functionality in respect of these hospitals. Specifically, where Patientline operates a PNS on the 070 number range any such provision shall enable End-Users to be called or otherwise contacted, using solely a single 11-digit Personal Telephone Number."

(2) The following Annex shall be added to the Notification:

## **Annex**

[X]

### **Representations concerning this notification**

(3) Patientline shall have until 19 June 2006 to make representations to Ofcom about the matters set out in this notification and the accompanying Explanatory Statement.

### **Interpretation**

(4) Words or expressions used in this notification have the same meaning as in the Act, the Schedule to the notification setting General Conditions under section 45 of the Act and the Plan.

(5) "Personal Telephone Number" has the same definition as "Personal Number" as defined in the Plan.

**David Stewart**  
**Director of Investigations**  
12 June 2006