

APPROVAL OF TOTAL METERING & BILLING SYSTEM: NOTICE OF CONSULTATION

In its capacity as an Approval Body, and having assessed the Total Metering and Billing System (TMBS) of Telewest Communications plc, NQA hereby gives notice of the commencement of a consultation period of one month and a day, after which it proposes to issue an Approval to Telewest Communications plc. This Approval is given against the requirements of the Metering & Billing Direction (dated 22 July 2003), as referenced within Condition 11 of the General Conditions of Entitlement.

NQA's proposal for Approval is based on a comprehensive review of the business areas and systems that provide and support the TMBS. This is supported by audits of the controls environment and its effectiveness. NQA has satisfied itself that Telewest Communications plc conforms to the performance requirements of the Metering & Billing Direction, through an examination of volumes of objective measurement data spanning thirteen months which satisfy current OFCOM guidance.

Details of the scope of the proposed Approval are given in Appendix 1 of this Notice. The Approval will allow Telewest Communications plc to keep in service the TMBS described in this scope.

Anyone wishing to raise points for consideration in relation to the granting of this Approval should do so in writing by one of the following methods:

- By e-mail to the following address: coms@nqa.com
- By post to: NQA
Unit 2b, Frank Foley Way
Greyfriars Business Park
Stafford ST16 2ST

Such communications should be clearly referenced with the words "Telewest Approval". Please indicate on any such communication if the submitted comments are to be treated as confidential, or that they may be publicly disclosed.

The closing date of this consultation is 17 August 2004.

In this Notice:

- 'Approval' and 'Approval Body' shall have the same meaning as in Condition 11 of the General Conditions of Entitlement;
- 'General Conditions of Entitlement' shall mean those conditions contained in a Notification under section 48(1) of the Communications Act 2003 published on 22 July 2003; and
- 'Total Metering and Billing System' shall have the same meaning as in Condition 11 of the General Conditions of Entitlement.

APPENDIX 1: DETAILS OF APPROVAL

Details of Communications Provider:

Telewest Communications plc
Export House
Cawsey Way
Woking
Surrey GU21 6QX

Scope of TMBS to be approved:

The Public Electronic Communications Services that are to be covered by the Approval are as follows:

- Direct-dial voice frequency switched telecommunications services, for residential customers supported by the ICOMS Billing and Customer Care system.

(Note: the above scope refers to residential customers in the following regions – North West, North East, London South, Midlands, Cotswolds, South East, Avon, Uddingston, Glenrothes, and Edinburgh.)

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