

## A15. Glossary and abbreviations

**Auto-Switch:** the regulated process for switching mobile provider, including if the customer wants to retain 24 numbers or fewer.

**Commitment period:** 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, facilities and/or Terminal Equipment provided under the contract and the Communications Provider is bound to provide them. This definition is included in the General Conditions.

**Communications provider (provider):** a person who provides an electronic communications network or provides an electronic communications service, as defined in the Communications Act 2003. The terms 'communications provider' and 'provider' are used interchangeably throughout this document.

**Consumer Contract Regulations (CCRs):** the Consumer Contract (Information, Cancellation and Additional Charges) Regulations 2013 which requires traders to provide information to consumers in relation to contracts concluded between them.

**Dual play:** landline and broadband services provided by a single communications provider.

**Durable medium:** this 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. This definition derives from the General Conditions.

**Early termination charge (ETC):** a charge that may be payable by the Subscriber for terminating a contract before the end of the Commitment period. This definition is included in the General Conditions.

**European Electronic Communications Code (EECC):** a new EU Directive, which updates and replaces the four Directives that currently make up the EU regulatory framework for electronic communications. It entered into force on 20 December 2018 and EU member states have until 21 December 2020 to transpose it into national law.

**Full-fibre broadband:** a form of broadband that uses fibre cables all the way from the exchange to people's homes or property.

**Gaining provider:** the new provider to whom the customer is switching their service(s).

**General Condition ('GC'):** a general condition set by Ofcom under section 45(2)(a) of the Act.

**In-contract:** refers to customers who are within the commitment period for any service and/or terminal equipment provided by the communications provider.

**Linked split mobile contracts:** where a Subscriber enters into two contracts for the provision of a Mobile Communications Service and a Mobile Device (with the Mobile Device being provided under

a Mobile Device Loan Agreement) and where the monthly cost to the Subscriber is separated into the cost of the Mobile Communications Service and the Mobile Device, provided there is a technical, financial or contractual link between the two contracts. This definition is included in the General Conditions.

**Lossing provider:** the provider from whom the customer is switching their service(s).

**Mobile:** a mobile telephony subscription, i.e. a service including the provision of a SIM, which enables a customer to make and receive mobile voice calls and SMS, and/or use data services through a mobile handset.

**Mobile Virtual Network Operator (MVNO):** an MVNO provides mobile service using the infrastructure of an MNO.

**Notification of Transfer:** the regulated process for residential and small business customers to switch fixed landline or broadband services within the Openreach and KCOM copper networks.

**Open Internet Regulation:** Regulation (EU) 2015/2120 is intended to safeguard equal and non-discriminatory treatment of traffic in the provision of internet access services and related end-users' rights and guarantee the continued functioning of the internet ecosystem as an engine of innovation.

**Out-of-contract:** refers to customers who are outside of the commitment period but are still paying for a service (e.g. broadband, mobile, landline) provided by the provider (e.g. via a rolling monthly contract).

**Pay as you go (PAYG):** a payment arrangement whereby customers purchase credit in advance of using the service. The purchased credit is then used to pay for the customer's usage.

**Pay TV:** a subscription-based television service, usually charged at a monthly fee, offering multichannel television channels beyond those available free-to-air. It can be delivered through cable, satellite, digital terrestrial and/or the internet (IPTV).

**Porting:** where a consumer keeps their telephone number when they switch providers.

**Porting Authorisation Code (PAC):** a unique code that allows customers to keep 24 mobile numbers or fewer when switching provider using the Auto-Switch.

**Residential contract:** a contract for services predominantly targeted towards residential customers (rather than businesses).

**SIM-only:** a contract between a mobile network provider and a customer whereby the customer is only paying for the monthly network service and not a handset.

**Service Termination Authorisation Code (STAC):** a unique code allowing customers to switch provider without retaining their phone number through the Auto-Switch process.

**Terminal Equipment:** This is (a) equipment directly or indirectly connected to the interface of a Public Electronic Communications Network to send, process or receive information, with the (direct or indirect) connection being made by a wire or optical fibre or electromagnetically; or equipment which is capable of being used for the transmission or reception or both, of radio communications

signals by means of satellites or other space-based systems. This definition is included in the General Conditions.

**Triple play:** landline, broadband and pay TV services provided by a single communications provider.