

Own-initiative monitoring and enforcement programme into GC10 – Transparency and Publication of Information -CW/01162/07/15

23 September 2015

Dear Communications Provider

As you will be aware, Ofcom is the regulatory and competition authority for the telecommunications industry. Ofcom's principle duty is to further the interests of citizens and consumers and this includes ensuring appropriate protection for end-users of electronic communications networks and services.

Communications providers are required to ensure they comply with all applicable regulatory requirements set by Ofcom under the General Conditions of Entitlement.¹ These include conditions for protecting the interests of end-users of public electronic communications services. Where Ofcom determines that there are reasonable grounds for believing that a communications provider is contravening, or has contravened, a requirement under the General Conditions we have the power to investigate and take enforcement action. This includes the power to impose a financial penalty.

On 10th July 2015, Ofcom opened an own-initiative monitoring and enforcement programme into General Condition 10 ("GC10") which concerns transparency and publication of information. This followed from a review of the communications markets for businesses that Ofcom has been conducting throughout the course of 2014-15, with a particular focus on small and medium sized enterprises ("SMEs"). Ofcom's review defined these as businesses with fewer than 250 employees.

GC10

Under GC10 all CPs who provide end-users with access to and use of a Publicly Available Telephone Service ("PATS"), except Public Pay Telephones, are required to ensure that clear and up to date information on their applicable prices and tariffs, and on their standard terms and conditions, is published.

This should, at a minimum, include the information listed in GC10.2 (a) – (h) as follows:

- a) *the Communications Provider's name and Major Office address;*
- b) *a description of the Publicly Available Telephone Services offered;*
- c) *where the Communications Provider renders any subscription charge or periodic rental charge, details of which Publicly Available Telephone Services are included within such charge;*
- d) *the Communications Provider's standard tariffs, including details of standard discounts and special and targeted tariff schemes, with regard to*
 - i. *Access;*

¹ <http://stakeholders.ofcom.org.uk/telecoms/ga-scheme/general-conditions/>

