

A4. Amendments to General Condition C7 and definitions

This Annex shows the changes we have decided to make to GC C7 and definitions used in that GC.¹ The changes give effect to our decisions to:

- require providers to implement and operate the One Touch Switch process for residential customers switching their fixed voice and broadband services;
- remove the Notification of Transfer rules and make consequential changes to the home moves and other migrations rules; and
- make limited changes to the information requirements in the Auto-switch mobile switching process.

The reasons for each of our amendments to the GCs are explained in detail in our accompanying Statement.

Alongside this Annex, we have published a clean consolidated version of the revised GCs at Annex 3. These changes will come into force on 3 April 2023.

¹ References to the GCs in this Annex are to the version of C7 contained in the unofficial consolidated version of the [General Conditions of Entitlement, version with effect from 19 December 2022](#), unless stated otherwise.

Table 1: changes to General Condition C7

General Condition (19 December 2022 version)	Revised General Condition (3 April 2023 version)	Short description of amendments
Scope		
<p>C7.1 The provisions of this Condition C7 apply as follows:</p> <p>(a) Unless specified otherwise, Conditions C7.3 to C7.16 and Conditions C7.60 to</p>	<p><i>In this Condition:</i></p> <ul style="list-style-type: none"> - <i>Conditions C7.3 to C7.17 and C7.47 to C7.49 relate to switching of all Internet Access Services and Number-based Interpersonal Communications Services;</i> - <i>Conditions C7.18 to C7.27 relate to switching Fixed Communications Services using the process known as ‘One Touch Switch’;</i> - <i>Conditions C7.28 and C7.29 relate to home moves within Openreach’s and KCOM’s access network;</i> - <i>Conditions C7.30 to C7.46 relate to mobile switching of fewer than 25 mobile numbers using the process known as ‘Auto-switch’.</i> <p>C7.1 The provisions of this Condition C7 apply as follows:</p> <p>(a) Unless specified otherwise, Conditions C7.3 to C7.16 and Conditions C7.47 to C7.49 apply to all providers of Internet Access Services and/or Number-based Interpersonal Communications Services to Switching</p>	<p>Explanatory text added, shown in italics, to assist with navigation of C7.</p> <p>Set scope and defined terms for new requirements relating to the new fixed switching process.</p> <p>Drafting amendments in the description of the scope and defined terms for existing requirements (including to correct an error in our September 2021 proposals relating to the customer scope in GCs C7.1(h)-(i)), and to account for changes in GC numbering throughout C7.</p> <p>We explain our changes in paragraphs 3.14-3.23, 4.36-4.38 and 5.10.</p>

General Condition (19 December 2022 version)	Revised General Condition (3 April 2023 version)	Short description of amendments
<p>C7.62 apply to all providers of Internet Access Services and/or Number-based Interpersonal Communications Services to Switching Customers when a Communications Provider Migration takes place involving such services;</p> <p>(b) Conditions C7.3(a) and (b)(i), C7.4(a) and (d), C7.5(b), C.7.7(a) and C7.10(a) apply to providers of Bundles to Switching Customers when a Communications Provider Migration takes place, and in so far as the Switching Customer concerned is:</p> <p>(i) a Consumer; or</p> <p>(ii) a Microenterprise or Small Enterprise Customer or Not-for-Profit Customer,</p> <p>unless such Microenterprise or Small Enterprise Customer or Not-For-Profit Customer has expressly agreed otherwise;</p>	<p>Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>Customers when a Communications Provider Migration takes place involving such services;</p> <p>(b) Conditions C7.3(a) and (b)(i), C7.4(a) and (d), C7.5(b), C.7.7(a) and C7.10(a) apply to providers of Bundles to Switching Customers when a Communications Provider Migration takes place, and in so far as the Switching Customer concerned is:</p> <p>(i) a Consumer; or</p> <p>(ii) a Microenterprise or Small Enterprise Customer or Not-For-Profit Customer,</p> <p>unless such Microenterprise or Small Enterprise Customer or Not-For-Profit Customer has expressly agreed otherwise;</p> <p>(c) Condition C7.17 applies to providers of Electronic Communications Networks;</p> <p>(d) Conditions C7.18 to C7.20 apply to providers of Fixed Communications Services to Fixed Switching Customers when a Communications Provider Migration takes place involving such services at the same location;</p>	

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<p>(c) Condition C7.17 applies to providers of Electronic Communications Networks;</p> <p>(d) Conditions C7.18 – C7.30 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;</p> <p>(e) Conditions C7.31 – C7.35 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;</p> <p>(f) Conditions C7.36 to C7.59 apply to the following persons in respect of any Mobile Switching involving fewer than 25 Mobile Numbers:</p>	<p>Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>(e) Conditions C7.21 to C7.24 apply to Gaining Providers who provide Fixed Communications Services to Fixed Switching Customers when a Communications Provider Migration takes place involving such services at the same location;</p> <p>(f) Conditions C7.25 to C7.27 apply to Losing Providers who provide Fixed Communications Services to Fixed Switching Customers when a Communications Provider Migration takes place involving such services at the same location;²</p> <p>(g) Condition C7.25(c) applies to Losing Providers who provide Bundles to Fixed Switching Customers when a Communications Provider Migration takes place at the same location involving a Fixed Communications Service which forms part of that Bundle;</p> <p>(h) Condition C7.28 applies to any Communications Provider which provides Fixed-line Telecommunications Services and/or DSL Broadband Services to Switching Customers <u>who are Consumers, Microenterprise or Small Enterprise Customers or Not-For-Profit Customers</u> when a Working Line</p>	

² For the avoidance of doubt, Conditions C7.18 to C7.27 apply to Regulated Providers in addition to their obligations under the Conditions listed in Condition C7.1(a).

General Condition (19 December 2022 version)	Revised General Condition (3 April 2023 version)	Short description of amendments
<p>(i) Conditions C7.36 to C7.40 and Conditions C7.48 to C7.51 apply to any Communications Provider which provides a Mobile Communications Service, from whom a Mobile Switching Customer is, or is considering, transferring;</p> <p>(ii) Conditions C7.41 to C7.43 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;</p> <p>(iii) Conditions C7.44 to C7.47 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;</p>	<p>Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>Takeover pursuant to a Home-Move Request is taking place within Openreach’s or KCOM’s Access Network;</p> <p>(i) Condition C7.29 applies to any Communications Provider which provides Broadband Services to Switching Customers or Subscribers (as applicable) who are Consumers, Microenterprise or Small Enterprise Customers or Not-For-Profit Customers when a Migration is taking place within Openreach’s or KCOM’s Access Network, where not covered by Condition C7.28;</p> <p>(j) Conditions C7.30 to C7.46 apply to providers of Mobile Communications Services to Mobile Switching Customers when a Communications Provider Migration takes place involving fewer than 25 Mobile Numbers, and in particular:³</p> <p>(i) Conditions C7.30(b)(ii), C7.31(c) and C7.35 to C7.37 apply in relation to Mobile Switching Customers that are on a residential tariff;</p>	

³ For the avoidance of doubt, Conditions C7.30 to C7.46 apply to Regulated Providers in addition to their obligations under the Conditions listed in Condition C7.1(a).

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<p>(iv) Condition C7.52 applies to any Communications Provider which provides a Mobile Communications Service, to whom a Mobile Switching Customer is, or is considering, transferring; and</p> <p>(v) Conditions C7.53 to C7.59 apply to any Communications Provider which provides a Mobile Communications Service.</p> <p>Each person to whom a provision applies is a 'Regulated Provider' for the purposes of that provision.</p> <p>C7.2 The following services are 'Relevant Communications Services':</p> <p>(a) for the purposes of Conditions C7.3 to C7.16, any Internet Access Services and/or Number-based Interpersonal Communications Services;</p> <p>(b) for the purposes of Conditions C7.18 to C7.35, any Fixed-line Telecommunications Services and/or DSL</p>	<p>Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>(ii) Conditions C7.38 to C7.41 apply in relation to Mobile Switching Customers that are on a business tariff;</p> <p>(iii) Condition C7.30(b)(ii)b. applies to providers of Bundles to Mobile Switching Customers when a Communications Provider Migration takes place involving a Mobile Communications Service which forms part of the Bundle.</p> <p>Each person to whom a provision applies is a 'Regulated Provider' for the purposes of that provision.</p> <p>C7.2 The following services are 'Relevant Communications Services':</p> <p>(a) for the purposes of Conditions C7.3 to C7.16 and Conditions C7.47 to C7.49, any Internet Access Services and/or Number-based Interpersonal Communications Services;</p> <p>(b) for the purposes of Condition C7.28, any Fixed-line Telecommunications Services and/or DSL Broadband Services within Openreach's or KCOM's Access Network;</p>	

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<p>Broadband Services within Openreach’s or KCOM’s Access Network; and</p> <p>(c) for the purposes of Conditions C7.36 to C7.59, any Mobile Communications Services.</p>	<p>Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>(c) for the purposes of Condition C7.29, any Broadband Services within Openreach’s or KCOM’s Access Network; and</p> <p>(d) for the purposes of Conditions C7.30 to C7.46, any Mobile Communications Services.</p>	
Switching of all Internet Access Services and Number-based Interpersonal Communications Services		
C7.3 – C7.13	C7.3 – C7.13	No changes apart from cross-references to other GCs.
<i>Provision of information</i>		
<p>C7.14 Conditions C7.12 and C7.13 shall not apply to:</p> <p>(a) providers of Fixed-line Telecommunications Services and/or DSL Broadband Services to Switching Customers who are [Domestic or Small Business Customers] when a Communications Provider Migration is taking place within Openreach’s or KCOM’s Access Network (in relation to which see Condition C7.24); and</p>	<p>C7.14 Conditions C7.12 and C7.13 shall not apply to providers of Mobile Communications Services where a Communications Provider Migration is taking place involving less than 25 Mobile Numbers (except to the extent set out in Conditions C7.30 to C7.46).</p>	<p>Amendments to reflect the removal of the NoT+ GCs and changes to GC numbering.</p> <p>We explain our changes in paragraphs 3.90-3.94.</p>

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(b) providers of Mobile Communications Services where a Communications Provider Migration is taking place involving less than 25 Mobile Numbers (in relation to which see Conditions C7.36 to C7.47).	Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.	
<i>Records retention</i>		
<p>C7.15 For each contract entered into with a Switching Customer who is a Consumer, in relation to all 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 no less than twelve months:</p> <p>(a) a direct record of consent, as provided by the Switching Customer, to migrate from the Relevant Communications Services supplied by the Losing Provider to the Relevant Communications Services supplied by the Gaining Provider;</p>	<p>C7.15 For each contract entered into with a Switching Customer who is a Consumer, in relation to all 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 no less than twelve months:</p> <p>(a) a direct record of consent, as provided by the Switching Customer, to migrate from the Relevant Communications Services supplied by the Losing Provider to the Relevant Communications Services supplied by the Gaining Provider;</p> <p>(b) a record of the explanation from the Gaining Provider that they are required to create a record of the Switching Customer’s consent;</p>	<p>Correct minor error in C7.15(b).</p> <p>We explain our changes in paragraph 5.35.</p>

General Condition (19 December 2022 version)	Revised General Condition (3 April 2023 version)	Short description of amendments
<p>(b) a record of the explanation from the Losing Provider that they are required to create a record of the Switching Customer’s consent;</p> <p>(c) the name and address of the Switching Customer;</p> <p>(d) the time, date and means by which the consent in sub-section (a) above was given;</p> <p>(e) where appropriate, the place where the consent in sub-section (a) above was given and the salesperson(s) involved;</p> <p>(f) where relevant, a direct record of consent to begin acquiring the Relevant Communications Services over the Target Line, the Target Address; and where appropriate, the Calling Line Identification of the Target Line; and</p> <p>(g) all available records regarding the sale of its Relevant Communications Services, including the date and approximate time of the contact with</p>	<p>Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>(c) the name and address of the Switching Customer;</p> <p>(d) the time, date and means by which the consent in sub-section (a) above was given;</p> <p>(e) where appropriate, the place where the consent in sub-section (a) above was given and the salesperson(s) involved;</p> <p>(f) where relevant, a direct record of consent to begin acquiring the Relevant Communications Services over the Target Line, the Target Address; and where appropriate, the Calling Line Identification of the Target Line; and</p> <p>(g) all available records regarding the sale of its Relevant Communications Services, including 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 sufficient information to allow subsequent identification of the salesperson(s) involved and to assist in dealing with any complaint or query.</p> <p>C7.16 The Regulated Provider that is the Gaining Provider shall keep the records in accordance with Condition C7.15</p>	

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<p>the Switching Customer, the means through which the contract was entered into, the place where the contract was entered into, where relevant, and sufficient information to allow subsequent identification of the salesperson(s) involved and to assist in dealing with any complaint or query.</p> <p>C7.16 The Regulated Provider that is the Gaining Provider shall keep the records in accordance with Condition C7.15 irrespective of whether the contract for the provision of the Relevant Communications Service is cancelled or terminated within the minimum twelve-month period specified in that Condition.</p>	<p>irrespective of whether the contract for the provision of the Relevant Communications Service is cancelled or terminated within the minimum twelve-month period specified in that Condition.</p>	
N/A	C7.17	No changes.
Switching of Fixed Communications Services		
<i>Obligation to maintain a single fixed switching process</i>		

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N/A	<p>Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p><i>In this section, Conditions C7.18 to C7.27 apply to residential customers who are switching Fixed Communications Services at the same location. It requires providers to implement and operate the fixed switching process known as ‘One Touch Switch’.</i>⁴</p> <p>C7.18 In complying with Conditions C7.3 to C7.16, Regulated Providers must ensure that they maintain a single process for Communications Provider Migrations of Fixed Communications Services for use by Fixed Switching Customers in accordance with:</p> <p>(a) these Conditions C7.18 to C7.27; and</p> <p>(b) any applicable industry processes as agreed by the relevant industry forum.</p> <p>C7.19 Regulated Providers must ensure that the process referred to at Condition C7.18 does not require the Fixed Switching Customer to:</p> <p>(a) initiate the process by contacting the Losing Provider;</p> <p>(b) obtain consent from the Losing Provider; and/or</p>	<p>Set new general obligations in relation to the new fixed switching process.</p> <p>We explain our changes in paragraphs 3.34-3.43.</p>

⁴[Ofcom Statement: Quick, easy and reliable switching](#)

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	<p>Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>(c) take any other steps required by the Losing Provider;</p> <p>in order for a Communications Provider Migration to be put into effect.</p> <p>C7.20 Regulated Providers must ensure that Fixed Switching Customers can use the process referred to at Condition C7.18 free of charge.</p>	
<i>Gaining Provider's obligations</i>		
N/A	<p>C7.21 Upon receiving a request for a Communications Provider Migration from a Fixed Switching Customer, the Regulated Provider must request that the Losing Provider makes available the information referred to at Condition C7.25 to the Fixed Switching Customer.</p> <p>C7.22 The Regulated Provider must provide the information listed at Condition C7.11 to the Fixed Switching Customer as part of the information provided in accordance with Condition C1.3.</p> <p>C7.23 The Regulated Provider must also notify the Fixed Switching Customer that:</p>	<p>Set new obligations on the Gaining Provider in relation to the new fixed switching process.</p> <p>We explain our changes in paragraphs 3.58 and 3.69-3.76.</p>

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	<p>Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>(a) the information referred to at Condition C7.25 has been made available to them; and</p> <p>(b) specify the means by which such information has been made available.</p> <p>The Regulated Provider must expressly draw the attention of the Fixed Switching Customer to the availability and importance of such information.</p> <p>C7.24 The Regulated Provider must co-operate with the Losing Provider to ensure that the information referred to at Condition C7.23 is provided to the Fixed Switching Customer promptly in accordance with any applicable industry agreed processes.</p>	
<i>Losing Provider's obligations</i>		
N/A	<p>C7.25 The Regulated Provider must, upon request from the Gaining Provider, make available to the Fixed Switching Customer that is identified by the Gaining Provider the following information:</p> <p>(a) the information listed at Condition C7.12;</p> <p>(b) confirmation of the identity of the Gaining Provider; and</p>	<p>Set new obligations on the Losing Provider in relation to the new fixed switching process.</p> <p>We explain our changes in paragraphs 3.59-3.71 and 3.77-3.86.</p>

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	<p>Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>(c) where the Fixed Switching Customer requests to transfer a Bundle, an explanation of any steps the Fixed Switching Customer needs to take in order to transfer any services forming part of the Bundle, including where relevant the steps for transferring Mobile Communications Services in accordance with the process set out in Conditions C7.30 to C7.46.</p> <p>C7.26 The Regulated Provider must make available to the Fixed Switching Customer the information referred to at Condition C7.25 in the manner and form set out at Condition C7.13.</p> <p>C7.27 The Regulated Provider must:</p> <p>(a) ensure that the information referred to at Condition C7.25 is made available to the Fixed Switching Customer promptly in accordance with any applicable industry agreed processes and via the quickest communications method, unless the Fixed Switching Customer requests an alternative communications method; and</p> <p>(b) inform the Gaining Provider of the means by which this information has been made available to the Fixed Switching Customer.</p>	

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	Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.	
Home-Moves within Openreach’s or KCOM’s Access Network		
<p>C7.30 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</p>	<p><i>This section applies when residential or small business customers are moving home.</i></p> <p><i>Condition C7.28 applies in the case of customers who are changing the provider of their Fixed-line Telecommunications Services and DSL Broadband Services when moving home.</i></p> <p><i>Condition C7.29 applies in the case of customers who are either: (i) changing provider of Broadband Services that are outside the scope of C7.28; or (ii) keeping their DSL Broadband Service with the same provider, when moving home.</i></p> <p>C7.28 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 1 to this Condition.</p> <p>C7.29 In relation to Migrations of Broadband Services not falling within the scope of Condition C7.28, Regulated Providers shall:</p>	<p>Explanatory text added, shown in italics, to aid interpretation of these provisions (including correction of an error in our September 2021 proposals relating to the customer scope of these provisions – see GCs C7.1(h)-(i) above).</p> <p>We have made changes to GC C7.29 as in force currently⁵ via amendments to the definition of ‘Migration’ as explained further below.</p> <p>We explain our changes in paragraphs 5.8-5.14.</p>

⁵ See Condition C7.16, unofficial consolidated version of the [General Conditions of Entitlement](#), published 17 December 2021.

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comply with the provisions of Annex 2 to this Condition.	<p>Changes to the 19 December 2022 version of the GCs are shown in bold text. Changes to the GCs as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>(a) facilitate the Migration (or where applicable, connection) of the Broadband Service in a manner that is fair and reasonable;</p> <p>(b) ensure that the Migration (or where applicable, connection) of the Broadband Service is carried out within a reasonable period; and</p> <p>(c) ensure that the Migration (or where applicable, connection) of the Broadband Service is carried out with minimal loss of the Broadband Service.</p>	
Mobile switching (fewer than 25 mobile numbers)		
N/A	<p><i>The following Conditions relate to the mobile switching process known as ‘Auto-switch’:</i></p> <ul style="list-style-type: none"> - <i>Conditions C7.30(a), C7.30(b)(i), C7.31(a) and (b), C7.32 to C7.34 and C7.42 to C7.46 apply to all mobile switches of fewer than 25 mobile numbers.</i> - <i>Conditions C7.30(b)(ii), C7.31(c) and C7.35 to C7.37 apply only to residential customers switching fewer than 25 mobile numbers.</i> - <i>Conditions C7.38 to C7.41 apply only to business customers switching fewer than 25 mobile numbers.</i> 	<p>Explanatory text added, shown in italics, to assist with navigation of these provisions.</p> <p>We explain our changes in paragraphs 4.39-4.41.</p>

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<i>Providing the PAC or the STAC, and Mobile Switching Information on request</i>		
<p>C7.36 Regulated Providers must provide a PAC or an N-PAC and/or (as applicable) Switching Information to their Mobile Switching Customers on request.</p> <p>C7.37 Regulated Providers must ensure that the Switching Information provided in accordance with Condition C7.36 complies with the following requirements:</p> <ul style="list-style-type: none"> (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; 	<p>C7.30 The Regulated Provider that is the Losing Provider must provide to their Mobile Switching Customers the following upon request, in the manner and form set out in Conditions C7.30 to C7.46:</p> <ul style="list-style-type: none"> (a) a PAC or a STAC (as applicable); (b) the Mobile Switching Information, comprising of: <ul style="list-style-type: none"> (i) the information listed in Condition C7.12(f) to (k); and (ii) in relation to Mobile Switching Customers who are on a residential tariff: <ul style="list-style-type: none"> a. the information set out at Condition C7.12(c) to (e); and b. where the Losing Provider provides a Bundle to a Mobile Switching Customer, an explanation of any steps the Mobile Switching Customer needs to take in order to transfer any services forming part of the Bundle, including where relevant the steps for transferring Fixed Communications Services in accordance 	<p>Changes to information requirements for consistency and consolidation with the new switching rules.</p> <p>Drafting modifications to simplify and clarify wording of existing requirements.</p> <p>We explain our changes in paragraphs 4.6-4.26 and 4.29-4.38.</p>

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<p>(c) it must set out any outstanding credit balances in respect of Prepaid Mobile Services;</p> <p>(d) 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;</p> <p>(e) it must be provided in clear, intelligible and neutral terms.</p>	<p style="text-align: center;">with the process set out in Conditions C7.18 to C7.27.</p> <p>C7.31 The Regulated Provider that is the Losing Provider must ensure that the Mobile Switching Information is:</p> <p>(a) accurate;</p> <p>(b) provided in clear, comprehensible and neutral terms; and</p> <p>(c) in relation to Mobile Switching Customers who are on a residential tariff, provided on a Durable Medium.</p>	
<i>How the PAC, STAC and/or Mobile Switching Information can be requested and received</i>		
C7.38 – C7.39	C7.32 – C7.33	No changes other than a footnote added to C7.32(a) to cross-refer to Ofcom's update regarding multi-SIM contracts and multi-SIM accounts, minor drafting clarifications, GC numbering, use of defined terms and cross-references to other provisions.

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<i>When the PAC, STAC and/or Mobile Switching Information can be requested</i>		
C7.40	C7.34	No changes other than minor drafting clarifications, GC numbering, use of defined terms and cross-references to other provisions.
<i>How and when the PAC, STAC and /or Mobile Switching Information must be provided to residential tariff customers</i>		
C7.41 – C7.43	C7.35 – C7.37	No changes other than a footnote added to C7.36 to cross-refer to Ofcom’s guidance on multi-factor authentication, minor drafting clarifications, GC numbering, use of defined terms and cross-references to other provisions.
<i>How and when the PAC, STAC and/or Mobile Switching Information must be provided to business tariff customers</i>		
C7.44 – C7.47	C7.38 – C7.41	No changes other than a footnote added to C7.38(a) to cross-refer to Ofcom’s update regarding multi-SIM contracts and multi-SIM accounts,

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<i>Duration of validity of PAC and STAC</i>		
C7.48	C7.42	No changes other than use of defined terms.
<i>Obligation to ensure Regulated Providers provide information where request for a PAC, STAC and/or Mobile Switching Information is rejected</i>		
C7.49 – C7.50	C7.43 – C7.44	No changes other than minor drafting clarifications, GC numbering, and use of defined terms.
<i>Obligation to ensure Mobile Switching Customers are not charged for Mobile Communications Services after the switching process has been completed</i>		
C7.51	N/A	Removed from Auto-Switch GCs as now covered by GCs C7.7 – C7.8.
<i>Submission of PAC or STAC at point of sale</i>		
C7.52	C7.45	No changes other than minor drafting clarifications, GC numbering, and use of defined terms.
<i>Obligation to ensure switching process is completed within one Working Day</i>		

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C7.53 – C7.54	N/A	Removed from Auto-Switch GCs as now covered by GC C7.3.
<i>Obligation to advertise means by which PAC or STAC or Mobile Switching Information can be requested</i>		
C7.55	C7.46	No changes other GC numbering, use of defined terms and cross-references to other provisions.
<i>Obligation to provide guidance on the switching process</i>		
C7.56 – C7.57	N/A	Removed from Auto-Switch GCs as now covered by GC C7.10.
<i>Obligation to provide compensation</i>		
C7.58 – C7.59	N/A	Removed from Auto-Switch GCs as now covered by GC C7.47 – C7.49.
Obligation to provide compensation		
C7.60 – C7.62	C7.47 – C7.49	No changes other than GC numbering.

Table 2: Changes to definitions used in Condition C7

Current definition	New definition	Short description of amendment
<p>'Migration' means:</p> <ul style="list-style-type: none"> (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; <p>'Mobile Switching Customer' means a Subscriber who is engaged in Mobile Switching;</p>	<p>Changes to the definitions are shown in bold text. Changes to the definitions as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>'Fixed Communications Service' means an Internet Access Service and/or a Number-based Interpersonal Communications Service which is provided at a fixed location;</p> <p>'Fixed Switching Customer' means a Subscriber (of either the Gaining Provider or the Losing Provider) who is a Consumer who has requested, is requesting or considers requesting a Communications Provider Migration for the purposes of Conditions C7.18 to C7.27;</p> <p>'Migration' means:</p> <ul style="list-style-type: none"> (a) the process by which a Switching Customer <u>who is a Consumer, Microenterprise or Small Enterprise Customer or Not-For-Profit Customer</u> transfers from a Broadband Service supplied by a Communications Provider operating on Openreach's or KCOM's Access Network to a Broadband Service supplied by another Communications Provider operating on Openreach's or KCOM's Access Network at a different location; or (b) the process by which a Subscriber <u>who is a Consumer, Microenterprise or Small Enterprise Customer or Not-For-Profit Customer</u> transfers from a DSL Broadband 	<p>Modifications to existing defined terms and definitions, removal of definitions no longer used in GC C7 and addition of new definitions for use in relation to amendments to GC C7.</p> <p>Correction of an error in the 'Migration' definition in our September 2021 proposals regarding the customer scope of the 'other migrations' provision (GC C7.29) – see GC C7.1(i) above.</p> <p>Drafting amendments to simplify and clarify the drafting of existing definitions.</p> <p>Deletion of defined terms that are no longer used in GC C7.</p> <p>No modifications to other terms, other than in use of other defined terms.</p> <p>We explain our changes in paragraphs 5.24-5.36.</p>

Current definition	New definition	Short description of amendment
<p>'Porting Process' means a process by which Number Portability is carried out pursuant to Condition C7, including activation by the Communications Provider to whom the Switching Customer has switched, of the Telephone Number(s) and/or Mobile Number(s) that has(have) been ported;</p> <p>'Slamming' means where:</p> <ul style="list-style-type: none"> (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, <p>that is in the following circumstances:</p>	<p>Changes to the definitions are shown in bold text. Changes to the definitions as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>Service supplied by a Communications Provider operating on Openreach's or KCOM's Access Network at one location to a DSL Broadband Service supplied by the same Communications Provider at a different location;</p> <p>'Mobile Switching Customer' means a Subscriber (of either the Gaining Provider or the Losing Provider) who has requested, is requesting or considers requesting a Communications Provider Migration or Number Portability for the purposes of Conditions C7.30 to C7.46;</p> <p>'Mobile Switching Information' means the information referred to in Condition C7.30(b);</p> <p>'Porting Process' means a process by which Number Portability is carried out pursuant to Conditions C7 and B3, including activation by the Communications Provider to whom the Switching Customer has switched, of the Telephone Number(s) and/or Mobile Number(s) that has(have) been ported;</p> <p>'Slamming' means where a transfer of Internet Access Services and/or Number-based Interpersonal Communications Services has been initiated that is in the following circumstances:</p> <ul style="list-style-type: none"> (a) where the Subscriber has never contacted, or has never been contacted by, the Gaining Provider; 	

Current definition	New definition	Short description of amendment
<p>(i) where the Switching Customer has never contacted, or has never been contacted by, the Gaining Provider;</p> <p>(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;</p> <p>(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</p> <p>(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</p>	<p>Changes to the definitions are shown in bold text. Changes to the definitions as proposed in September 2021 are additionally shown in highlighted underlined text.</p> <p>(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 Internet Access Services and/or Number-based Interpersonal Communications Services;</p> <p>(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</p> <p>(d) where the Switching Customer has agreed to transfer some or all of their Internet Access Services and/or Number-based Interpersonal 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 Communications Provider;</p> <p>‘Target Line’ means the working WLR, MPF or SMPF line to which a Switching Customer’s request for a Communications Provider Migration, Migration, or a Home-Move Request, refers;</p>	

Current definition	New definition	Short description of amendment
<p>are making an agreement with a different Communications Provider;</p> <p>'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;</p>	<p>Changes to the definitions are shown in bold text. Changes to the definitions as proposed in September 2021 are additionally shown in highlighted underlined text.</p>	