

Part A – Annexes

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Annex 1

Responding to this consultation

How to respond

- A1.1 Ofcom invites written views and comments on the issues raised in this document, to be made **by 5pm on 27 June 2012**.
- A1.2 Ofcom strongly prefers to receive responses using the online web form at <https://stakeholders.ofcom.org.uk/consultations/simplifying-non-geographic-no/howtorespond/form>, as this helps us to process the responses quickly and efficiently. We would also be grateful if you could assist us by completing a response cover sheet (see Annex 3), to indicate whether or not there are confidentiality issues. This response coversheet is incorporated into the online web form questionnaire.
- A1.3 For larger consultation responses - particularly those with supporting charts, tables or other data - please email NGCSReview@ofcom.org.uk attaching your response in Microsoft Word format, together with a consultation response coversheet.
- A1.4 Responses may alternatively be posted or faxed to the address below, marked with the title of the consultation.
- Elizabeth Gannon
Competition Group
Riverside House
2A Southwark Bridge Road
London SE1 9HA
- A1.5 Note that we do not need a hard copy in addition to an electronic version. Ofcom will acknowledge receipt of responses if they are submitted using the online web form but not otherwise.
- A1.6 It would be helpful if your response could include direct answers to the questions asked in this document, which are listed together at Annex 4. It would also help if you can explain why you hold your views and how Ofcom's proposals would impact on you.

Further information

- A1.7 If you want to discuss the issues and questions raised in this consultation, or need advice on the appropriate form of response, please contact Elizabeth Gannon on 0207 981 3501.

Confidentiality

- A1.8 We believe it is important for everyone interested in an issue to see the views expressed by consultation respondents. We will therefore usually publish all responses on our website, www.ofcom.org.uk, ideally on receipt. If you think your response should be kept confidential, can you please specify what part or whether

all of your response should be kept confidential, and specify why. Please also place such parts in a separate annex.

- A1.9 If someone asks us to keep part or all of a response confidential, we will treat this request seriously and will try to respect this. But sometimes we will need to publish all responses, including those that are marked as confidential, in order to meet legal obligations.
- A1.10 Please also note that copyright and all other intellectual property in responses will be assumed to be licensed to Ofcom to use. Ofcom's approach on intellectual property rights is explained further on its website at <http://www.ofcom.org.uk/about/accoun/disclaimer/>

Next steps

- A1.11 Following the end of the consultation period, Ofcom intends to publish a statement by the end of 2012.
- A1.12 Please note that you can register to receive free mail Updates alerting you to the publications of relevant Ofcom documents. For more details please see: http://www.ofcom.org.uk/static/subscribe/select_list.htm

Ofcom's consultation processes

- A1.13 Ofcom seeks to ensure that responding to a consultation is easy as possible. For more information please see our consultation principles in Annex 2.
- A1.14 If you have any comments or suggestions on how Ofcom conducts its consultations, please call our consultation helpdesk on 020 7981 3003 or e-mail us at consult@ofcom.org.uk . We would particularly welcome thoughts on how Ofcom could more effectively seek the views of those groups or individuals, such as small businesses or particular types of residential consumers, who are less likely to give their opinions through a formal consultation.
- A1.15 If you would like to discuss these issues or Ofcom's consultation processes more generally you can alternatively contact Graham Howell, Secretary to the Corporation, who is Ofcom's consultation champion:

Graham Howell
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

Tel: 020 7981 3601

Email Graham.Howell@ofcom.org.uk

Annex 2

Ofcom's consultation principles

A2.1 Ofcom has published the following seven principles that it will follow for each public written consultation:

Before the consultation

A2.2 Where possible, we will hold informal talks with people and organisations before announcing a big consultation to find out whether we are thinking in the right direction. If we do not have enough time to do this, we will hold an open meeting to explain our proposals shortly after announcing the consultation.

During the consultation

A2.3 We will be clear about who we are consulting, why, on what questions and for how long.

A2.4 We will make the consultation document as short and simple as possible with a summary of no more than two pages. We will try to make it as easy as possible to give us a written response. If the consultation is complicated, we may provide a shortened Plain English Guide for smaller organisations or individuals who would otherwise not be able to spare the time to share their views.

A2.5 We will consult for up to 10 weeks depending on the potential impact of our proposals.

A2.6 A person within Ofcom will be in charge of making sure we follow our own guidelines and reach out to the largest number of people and organisations interested in the outcome of our decisions. Ofcom's 'Consultation Champion' will also be the main person to contact with views on the way we run our consultations.

A2.7 If we are not able to follow one of these principles, we will explain why.

After the consultation

A2.8 We think it is important for everyone interested in an issue to see the views of others during a consultation. We would usually publish all the responses we have received on our website. In our statement, we will give reasons for our decisions and will give an account of how the views of those concerned helped shape those decisions.

Annex 3

Consultation response cover sheet

- A3.1 In the interests of transparency and good regulatory practice, we will publish all consultation responses in full on our website, www.ofcom.org.uk.
- A3.2 We have produced a coversheet for responses (see below) and would be very grateful if you could send one with your response (this is incorporated into the online web form if you respond in this way). This will speed up our processing of responses, and help to maintain confidentiality where appropriate.
- A3.3 The quality of consultation can be enhanced by publishing responses before the consultation period closes. In particular, this can help those individuals and organisations with limited resources or familiarity with the issues to respond in a more informed way. Therefore Ofcom would encourage respondents to complete their coversheet in a way that allows Ofcom to publish their responses upon receipt, rather than waiting until the consultation period has ended.
- A3.4 We strongly prefer to receive responses via the online web form which incorporates the coversheet. If you are responding via email, post or fax you can download an electronic copy of this coversheet in Word or RTF format from the 'Consultations' section of our website at www.ofcom.org.uk/consult/.
- A3.5 Please put any parts of your response you consider should be kept confidential in a separate annex to your response and include your reasons why this part of your response should not be published. This can include information such as your personal background and experience. If you want your name, address, other contact details, or job title to remain confidential, please provide them in your cover sheet only, so that we don't have to edit your response.

Cover sheet for response to an Ofcom consultation

BASIC DETAILS

Consultation title:

To (Ofcom contact):

Name of respondent:

Representing (self or organisation/s):

Address (if not received by email):

CONFIDENTIALITY

Please tick below what part of your response you consider is confidential, giving your reasons why

Nothing	<input type="checkbox"/>	Name/contact details/job title	<input type="checkbox"/>
Whole response	<input type="checkbox"/>	Organisation	<input type="checkbox"/>
Part of the response	<input type="checkbox"/>	If there is no separate annex, which parts?	

If you want part of your response, your name or your organisation not to be published, can Ofcom still publish a reference to the contents of your response (including, for any confidential parts, a general summary that does not disclose the specific information or enable you to be identified)?

DECLARATION

I confirm that the correspondence supplied with this cover sheet is a formal consultation response that Ofcom can publish. However, in supplying this response, I understand that Ofcom may need to publish all responses, including those which are marked as confidential, in order to meet legal obligations. If I have sent my response by email, Ofcom can disregard any standard e-mail text about not disclosing email contents and attachments.

Ofcom seeks to publish responses on receipt. If your response is non-confidential (in whole or in part), and you would prefer us to publish your response only once the consultation has ended, please tick here.

Name

Signed (if hard copy)

Annex 4

Consultation questions

A4.1 Below is a list of the consultation questions asked in each part of this document.

Part A – NGCS market assessment and summary of approach

Section 4 – Summary of concerns

Q4.1 Do you agree that the analysis set out in Section 4 and the supporting annexes which draws on our initial assessment in the December 2010 review, stakeholder comments and the further research undertaken in 2011, appropriately characterises the market, the market failures and the effects on consumers? If not please set out your alternative views.

Section 5 – Equality impact assessment

Q5.1: Do you have any comments on our Equality Impact Assessment? In particular do you agree with our view that our proposals for changes to non-geographic numbers are likely to have an overall positive impact on the equality groups identified in Annex 15?

Part B - the Revenue-sharing ranges

Section 9 – Remedies to address the market failures

Q9.1: Do you have any comments on our assessment, and in particular the additional evidence (gathered since the December 2010 Consultation) which we have used to support our assessment, on our provisional conclusion that the unbundled tariff should be applied to the revenue-sharing NGC number ranges?

Section 10 - Design of the unbundled tariff

The Access Charge

Q10.1: Do you agree with our proposal that the AC should be allowed to vary between tariff packages but that OCPs should be subject to a tariff principle permitting only one AC for non-geographic calls? If not please explain why.

Q10.2: Do you agree with our proposed structure for the AC, in particular that:
(i) that the AC should be a pence per minute charge only, but can be subject to a minimum one minute call charge;
(ii) that the AC should not vary by time of day; and
(iii) that the AC can be included as part of call bundles/inclusive call minutes provided that inclusion does not differentiate by number range?
If not please explain why.

Q10.3: Do you agree with our proposal not to impose a cap on the AC in the first instance? If not please explain why.

The Service Charge

Q10.4: Do you agree with our proposed approach for the structure of the SC? In particular that:

- (i) bespoke SCs should be prohibited;*
 - (ii) that no further restrictions on the SC structure should be required (e.g. allowing ppm and ppc SCs, no restriction of ToD charging subject to ability of billing systems to pass through the charges)*
- If not, please explain why and provide evidence if possible.*

Q10.5: Do you agree with our proposals to impose maximum SC caps for the purposes of protecting the identity of the number ranges? Do you agree that the caps should apply to the 084, 087 and 09 ranges and that they should be set exclusive of VAT in the Numbering Plan? If not please explain why and provide evidence to support your position if possible.

Q10.6: Do you agree with our proposed cap of 5.833p for the 084 range and 10.83p for the 087 range? If not please explain why.

Q10.7: Do you agree that the number of SC price points should be restricted? Do you agree that that restriction should be somewhere between 60 and 100, and where within that range do you consider would be optimal? Do you have any comments in relation to how Ofcom should decide where in that 60 to 100 range the maximum number of SC price points available should be set?

Q10.8: Do you agree with Ofcom's proposed approach to agree the relevant SC price points with industry rather than specifying them as part of the Numbering Plan? Do you have a particular preference for which SC price points are necessary within the different number ranges? What criteria would you propose for the selection of price points?

Assumed Handover point ('AHP')

Q10.9: Do you agree with our assessment on the location of the AHP on BT's and other CPs' networks? If not, please explain why you disagree.

Q10.10: Do you agree that for calls that route via a transit network, the TCP should pay for transit? If not, please explain why you disagree. In particular please explain your views on how incentives can be included within an "OCP pays" approach to ensure the TCP seeks to interconnect directly (where this is efficient) and not to reduce its points of interconnection at the expense of the OCP and efficient end to end call routing.

Q10.11: Do you agree with our proposed approach for calls between two non-BT CPs, both for the case when a transit network is used and for when direct interconnection is implemented? If not, please explain why you disagree.

Section 11 – the 0845 and 0870 ranges

Q11.1: Do you agree with Ofcom's assessment that an unbundled tariff should also apply to the 0845 and 0870 ranges? If not please explain why.

Section 12 – Implementation

Customer bills

Q12.1: Do you agree with our proposal not to mandate the presentation of disaggregated AC and SC charges on customers' bills? Do you agree with our view that it should be up to OCPs to decide the best way to present these charges to their customers on bills OCPs but that we require that at a minimum, the OCPs should include the customer's AC on the bill they receive?

Wholesale issues

Q12.2: Do you agree with the requirement for a central SC database. If so what would be your preferred approach – public sector or private sector provision? If you do not agree with the need for the database what approach for the dissemination and verification of SC would you prefer and why. Are there any other issues with respect to the database you would wish to raise?

Q12.3: Do you agree with the need for reformation of the existing processes for number range building and tariff change notification? If so, what do you consider to be the key characteristic of a revised set of processes? Do you consider that there is a need for regulatory intervention in their establishment, if so why and on what basis should Ofcom intervene.

Q12.4: Do you consider that there is a need for additional regulatory intervention in the area of end-users' access to non-geographic numbers, in addition to General Condition 20? If so why and what form should such an obligation take?

Communicating with consumers

Q12.5: What steps / actions do you consider need to be undertaken to ensure changes to the structure and operations of non-geographic numbers are successfully communicated to consumers?

Price publication requirements

Q12.6. Do you agree with our proposal that existing price publication obligations (with some modifications) are sufficient to ensure that consumers are made aware of their ACs? Do you agree that we would need to specify the AC as a key charge?

Q12.7: Do you agree with our provisional view that the requirement for SPs to advertise their SCs could be implemented through a condition on SPs that is enforced through an industry Code of Practice and the ASA? Are there any other options (beyond the two outlined) which Ofcom should be considering? What do you consider is the best approach for securing industry commitment and developing a Code of Practice?

Other implementation issues

Q12.8: Do you agree internationally originated calls should be charged at the same SC as an equivalent domestic call? If not, please set out your reasons. Do you agree that originators should be able to set a separate AC level for roaming calls in a given country, though the other characteristics of the AC should still apply?

Q12.9: We would welcome stakeholder views on our proposed approach for applying the unbundled tariff to payphones. Do you agree that it is appropriate to allow payphones to set a minimum fee for non-geographic calls?

Q12.10: Do you consider there is a need to exempt business to business telephony contracts from some of the constraints of the unbundling regime? If so what exemptions do you consider appropriate and why are they necessary (please give examples of the conflicts you would identify if exemptions are not provided). To which contracts should the exemptions apply and why?

Timing

Q12.11: Do you agree with our proposal that implementation should take place 18 months from the date of the final statement?

Section 13 - Impact assessment

Q13.1: Do you agree with our estimates of the billing costs for implementing the unbundled tariff, taking into account the discussion in Annex 19? If not, please explain why and provide evidence to support your response, particularly of the level of costs you are likely to incur as a result of our proposals.

Q13.2: Do you agree with our estimates of the level of migration and misdialling costs for service providers who may migrate as a result of the unbundled tariff (taking into account the analysis and evidence in Annex 12)? If not please explain why and provide evidence.

Q13.3: Do you agree with our estimates of the communication costs of implementing the unbundled tariff? In particular:
(i) the costs of OCP communication with their customers; and
(ii) the costs of TCP communication with their SP customers.
If not, please explain why and provide evidence to support your response, particularly of the level of costs you are likely to incur as a result of our proposals.

Q13.4: Do you have any comments on our impact assessment for the unbundled tariff? Please provide evidence to support your response.

Part C - Freephone and 116

Section 16 – Assessment of options

Q16.1: Do you agree with our assessment of the options for the 080 range? In particular, do you agree with our preferred option of making 080 genuinely free to caller? If not, please explain why.

Q16.2: Do you have any comments on the analysis used to develop the Impact Assessment Range for the mobile origination charge and the Mobile Maximum Price range for 080 calls as set out in Annexes 21 to 25? Please provide evidence to support your comments.

Q16.3: Do you agree with our estimates of the level of migration and misdialling costs for service providers who may migrate as a result of our proposal to make the 080

range free to caller (taking into account the evidence and analysis in Annex 12)? If not please explain why and provide evidence.

Q16.4: Do you agree with our proposal to treat the 116 ranges in the same way as the 080 range (i.e. designate all as free to caller) as set out in detail in Annex 27? If not please explain why.

Section 17 - Implementation

Q17.1: Do you agree with our provisional view that it is appropriate for an access condition to be imposed on all TCPs hosting designated Free to caller numbers requiring them to:

- (i) purchase wholesale origination services for calls terminating on designated free to caller ranges from any requesting OCP;*
- (ii) to do so on fair and reasonable terms and conditions (including charges); and*
- (iii) notify their SP customers of any initial revision to the charges for wholesale origination services within two months of Ofcom imposing the requirement for zero maximum prices.*

If not do you consider any ex ante intervention is required? Please give your reasons for or against such intervention and your preferred approach.

Q17.2: Do you agree that the access condition does not need to be extended to OCPs, but is effectively binding on both parties? If not please give your reasons.

Q17.3: Do you have any other comments on our proposed implementation approach for making Freephone free to caller? For example, do you consider it necessary for Ofcom to impose a requirement on SPs to publicise that 080 calls are free and do you have any other suggestions for how SPs could be encourage to publish that at the point of call? Are there any other implementation issues which need to be taken into account?

Annex 5

List of non-confidential respondents to the December 2010 Consultation

Organisations

- 24 Seven Communications Ltd
- 4D Interactive
- The Advertising Association
- Association of Interactive Media and Entertainment ('AIME')
- Antelope Consulting
- Basildon Citizens Advice Bureau
- Bristol Citizens Advice Bureau
- British Medical Association ('BMA')
- British Security Industry Association
- British Sky Broadcasting Ltd ('Sky')
- British Telecommunications plc ('BT')
- Cable & Wireless Worldwide ('C&W')
- Chorley and South Ribble Citizens Advice Bureau
- Citizens Advice Bureau ('CAB')
- Colt
- Communications Management Association ('CMA')
- Consumer Contact Association
- Consumer Forum for Communications ('CFC')
- Coventry Citizens Advice Bureau
- Department for Work and Pensions ('DWP')
- Derby Citizens Advice Bureau and Law Centre
- Direct Marketing Association
- East Herts Citizens Advice Bureau
- Energy Networks Association
- Everything Everywhere ('EE')
- Federation for Communication Services ('FCS')
- FleXtel
- Federation of Small Businesses ('FSB')
- Forest of Dean Citizens Advice Bureau
- Gas Industry Safety Group
- Hospedia
- Independent Radio News ('IRN')
- Internet Telephony Providers' Association ('ITSPA')
- ITV
- Kingston Citizens Advice Bureau
- Leeds Citizens Advice Bureau
- Lexgreen Services
- Magrathea
- Merton and Lambeth Citizens Advice Bureau
- National Grid
- Neath and Port Talbot Citizens Advice Bureau
- Network Europe Group ('NEG')
- Northern Gas Networks Ltd

- Nottingham Citizens Advice Bureau
- Ofgem
- Performance Telecom
- PhonepayPlus ('PPP')
- Poole Citizens Advice Bureau
- Powwow Now
- Premium Rate Association ('PRA')
- Reigate and Banstead Citizens Advice Bureau
- Richmond Citizens Advice Bureau
- Romsey Citizens Advice Bureau
- Safe@Last
- Salford Citizens Advice Bureau
- Samaritans
- Scottish and Southern Energy
- Sefton Citizens Advice Bureau
- Serious and Organised Crime Authority ('SOCA')
- Shropshire Citizens Advice Bureau
- Southend Citizens Advice Bureau
- Spectrum Interactive
- Stevenage Citizens Advice Bureau
- TalkTalk
- Teesdale Citizens Advice Bureau
- Telefonica O2 ('O2')
- The Helplines Association ('THA')
- The Number UK ('TNUK')
- Three
- UK Competitive Telecommunications Association ('UKCTA')
- Vale of Glamorgan Citizens Advice Bureau
- Verizon
- Virgin Media
- Vodafone
- Wales and West Utilities
- Warwick District Citizens Advice Bureau

Individuals

- Dudman, Mr A
- Fraser, Mr A
- Hickson, Mr D
- Kennedy, Mr M
- Lawson, Mr R
- Lindsay, Mr D
- Montgomery, Mr A
- Peel, Mr M
- Ramsbottom, Mr B
- Robertson, Mr T
- Samuel, Mr R
- Slater, Mr G
- Stranack, Mr T
- Towers, Mr C
- Welch, Mr J

Annex 6

List of sources

A6.1 Below is a list of Ofcom research reports, previous consultations and other external reports which are relevant to this review and which we have referenced in this consultation. While this list covers the main relevant documents and research reports we have relied upon, it is for convenience only and is not intended to be exhaustive.

Ofcom research reports

- i) The February 2009 Consumer Transparency in Numbering research by Futuresight (**'2009 Consumer survey'**) summarised at: <http://stakeholders.ofcom.org.uk/binaries/consultations/wmctr/annexes/transparency.pdf>
- ii) The 2010 Non-Geographic Call Services Review research by Futuresight (**'2010 Consumer survey'**) published at: <http://stakeholders.ofcom.org.uk/binaries/consultations/simplifying-non-geo-numbers/annexes/nts.pdf>
- iii) The 2011 Non-geographic numbers Consumer Omnibus Survey (**'2011 Consumer survey'**) published at: <http://stakeholders.ofcom.org.uk/binaries/research/telecoms-research/omnibus-survey.pdf>
- iv) The 2010 Survey of Service Providers report by Analysys Mason (**'2010 SPs survey'**) published at: <http://stakeholders.ofcom.org.uk/binaries/consultations/simplifying-non-geo-numbers/annexes/use-of-nongeo.pdf>
- v) The 2011 Survey of SPs by BDRC Continental (**'2011 SPs survey'**) published at: <http://stakeholders.ofcom.org.uk/binaries/research/telecoms-research/Non-geographic-numbers.pdf>
- vi) The 2010 Analysis of the Flow of Funds by Analysys Mason (**'2010 Flow of Funds study'**) published at: <http://stakeholders.ofcom.org.uk/binaries/consultations/simplifying-non-geo-numbers/annexes/flow-funds.pdf>
- vii) The 2010 report on the implementation costs of different tariffing and billing options by AnalysysMason (**'2010 Implementation study'**) published at: <http://stakeholders.ofcom.org.uk/binaries/consultations/simplifying-non-geo-numbers/annexes/tariff-billing.pdf>
- viii) The 2011 Deloitte International Comparisons report (**'2011 International study'**) published at: <http://stakeholders.ofcom.org.uk/binaries/research/telecoms-research/International-experience.pdf>
- ix) The 2010 London Economics report on using experiments in consumer research (**'2010 Experimental Research'**), publications at: <http://stakeholders.ofcom.org.uk/binaries/research/telecoms-research/experiments.pdf>

- x) The London Economics behavioural economics experimental work in relation to non-geographic calls ('**2011 Experimental Research**') published at: <http://stakeholders.ofcom.org.uk/market-data-research/telecoms-research/interventions-non-geographic/>
- xi) Ofcom's 2011 Communications Market Report ('**2011 CMR**'), published at: <http://stakeholders.ofcom.org.uk/market-data-research/market-data/communications-market-reports/cmr11/telecoms-networks/>
- xii) Ofcom's 2011 Consumer Experience Report ('**2011 CER**'), published at: http://stakeholders.ofcom.org.uk/binaries/research/consumer-experience/tce-11/research_report_of511a.pdf

Previous Ofcom consultations, statements or determinations

- a) *Wholesale charges for Number Translation Services and Premium Rate Services*, 20 July 2011 ('**NTS Retail Uplift Statement**'), published at: http://stakeholders.ofcom.org.uk/binaries/consultations/nts-retail-uplift/statement/NTSRU_statement.pdf
- b) *Wholesale mobile voice termination statement*, 15 March 2011 ('**2011 MCT Statement**'), published at: <http://stakeholders.ofcom.org.uk/consultations/mtr/statement>
- c) *Determination to resolve a Dispute between Everything Everywhere and BT about BT's termination charges for 03 calls*, 27 January 2011 ('**03 Dispute Determination**'), published at: <http://stakeholders.ofcom.org.uk/binaries/consultations/draft-everything-bt-termination/statement/determination.pdf>
- d) *Simplifying Non-geographic Numbers; improving consumer confidence in 03, 08, 09, 118 and other non-geographic numbers*, 16 December 2010 ('**December 2010 Consultation**'), published at: <http://stakeholders.ofcom.org.uk/consultations/simplifying-non-geo-numbers/>
- e) *Determination to resolve a dispute between BT and each of Vodafone, T-Mobile, H3G, O2, Orange and Everything Everywhere about BT's termination charges for 0845 and 0870 calls*, 10 August 2010 ('**0845/0870 Dispute Determination**'), published at: http://stakeholders.ofcom.org.uk/binaries/enforcement/competition-bulletins/closed-cases/all-closed-cases/761146/Final_Determination.pdf
- f) *Wholesale mobile voice termination*, 1 April 2010 ('**April 2010 MCT Consultation**'), published at: <http://stakeholders.ofcom.org.uk/consultations/wmctr/>
- g) *Review of the fixed narrowband services wholesale markets: Further statement on wholesale transit markets and remedies in the wholesale call termination market*, 5 February 2010 (the "**Transit Statement**") available at: http://stakeholders.ofcom.org.uk/binaries/consultations/wnmr_statement_consultation/statement/statement.pdf
- h) *Determination to resolve a dispute between BT and each of T-Mobile, Vodafone, O2 and Orange about BT's termination charges for 080 calls*, 5 February 2010: ('**080 Dispute Determination**')

http://stakeholders.ofcom.org.uk/binaries/consultations/draft_deter_bt_tmobile_vo_dafone/nonconf.pdf

- i) *Review of the fixed narrowband wholesale services markets*, 15 September 2009 (the “**Wholesale Narrowband Statement**”) available at:
http://stakeholders.ofcom.org.uk/binaries/consultations/wnmr_statement_consultation/summary/main.pdf
- j) *Extending Premium Rate Services Regulation to 087 Numbers*, 5 February 2009 (“**087 PRS Statement**”) available at:
<http://stakeholders.ofcom.org.uk/binaries/consultations/087prs/statement/statement.pdf>
- k) *Determination to resolve 0870 call termination rate disputes between BT and various operators*, 17 June 2009 (“**0870 Dispute Determination**”), published at
<http://stakeholders.ofcom.org.uk/binaries/consultations/resolve0870calls/statement/determination.pdf>
- l) *Changes to 0870*, 23 April 2009 (“**0870 Statement**”) published at:
<http://stakeholders.ofcom.org.uk/binaries/consultations/0870calls/statement/0870statement.pdf>
- m) *NCCN 500*, Ofcom, 22 July 2008 (“**NCCN 500 Decision**”), published at:
http://www.ofcom.gov.uk/shared_ofcom/ca98_public_register/decisions/NCCN_500_FINAL_PUBLIC_310701.pdf
- n) *Raising Confidence in Telephone Numbers; Amending General Condition 17* (“**2007 03 Statement**”), 31 May 2007, published at:
<http://stakeholders.ofcom.org.uk/binaries/consultations/numbering03/statement/gc17statement.pdf>
- o) *NTS: A Way Forward Statement*, 19 April 2006 (“**2006 NTS Statement**”) published at:
http://stakeholders.ofcom.org.uk/binaries/consultations/nts_forward/statement/statement.pdf
- p) *End-to-End Connectivity Statement*, 13 September 2006 (“**2006 End to End Connectivity Statement**”), published at:
http://stakeholders.ofcom.org.uk/binaries/consultations/end_to_end/statement/statement.pdf
- q) *NTS: A Way Forward Consultation*, 28 September 2005 (“**2005 NTS Consultation**”) published at:
http://stakeholders.ofcom.org.uk/binaries/consultations/nts_forward/summary/nts_way_forward.pdf
- r) *NTS call termination market review*, 22 October 2004 (“**2004 NTS Termination Consultation**”) published at:
http://stakeholders.ofcom.org.uk/binaries/consultations/ntsctmr/summary/nts_call_termination.pdf
- s) *Oftel, Orange/BT Interconnection disputes: Freephone origination and mobile number portability*, 21 September 2001 (“**2001 Oftel 080 Determination**”), published at:
<http://www.ofcom.org.uk/static/archive/oftel/publications/mobile/oran0901.pdf>

Other publications

- a) *British Telecommunications plc v Office of Communications, Everything Everywhere Limited v Office of Communications, Hutchison 3G UK Limited v Office of Communications, Vodafone Limited v Office of Communications and Telefónica UK Limited*, Determination, Competition Commission, 9 February 2012 (**‘2012 CC Determination’**), published at: http://www.competition-commission.org.uk/assets/bispartners/competitioncommission/docs/appeals/telecommunications-price-control-appeals/final_determination.pdf
- b) *Call for Inputs around the extension of PhonepayPlus regulation to remaining revenue-sharing ranges*, 12 December 2011 (**‘PPP Call for Inputs’**), available at: http://www.phonepayplus.org.uk/For-Business/~media/Files/PhonepayPlus/Consultation%20PDFs/PhonepayPlus_Call_for_Inputs_08xx_Numbers.pdf
- c) *British Telecommunications Plc and Everything Everywhere Limited V Office Of Communications*, CAT judgment of 1 August 2011, [2011] CAT24: the (**‘08X CAT Judgment’**), published at: <http://www.catribunal.org.uk/238-7221/Judgment.html>
- d) *Analysys Mason, Final Report for PhonepayPlus - Premium Rate Services: International Markets and Regulation*, 20 May 2011 (**‘2011 PPP International Report’**), published at: http://www.phonepayplus.org.uk/~media/Files/PhonepayPlus/Research/Analysys_Mason_Premium_Rate_Services_International_Markets_and_Regulation.pdf
- e) *Analysys Mason, Current and Emerging Trends in the UK Premium Rate Services Market 2010; report for PhonepayPlus*, (**‘2010 PPP Report’**) http://www.phonepayplus.org.uk/About-PhonepayPlus/Annual-Report-2010-11/~media/Files/PhonepayPlus/Research/2011_CurrentandemergingtrendsintheUKPRsMarket2010AnalysysMasonreport.pdf
- f) *Determination to resolve a dispute Mobile phone wholesale voice termination charges*, Determination, Competition Commission, 16 January 2009 (**‘2009 CC Determination’**), published at: http://www.competition-commission.org.uk/appeals/communications_act/mobile_phones_determination.pdf
- g) *Leeds Citizens Advice Bureau, Hung UP; the cost of calling government from a mobile phone*, June 2009; <http://www.leedscab.org.uk/forms/hungupreport.pdf>

Annex 7

Glossary

Access Charge ('AC'):

This will be the charge levied by the Originating Communications Providers on its customers for a non-geographic call under the unbundled tariff.

Access Directive:

Directive 2002/20/EC on the authorisation of electronic communications networks and services (2002) OJ L 108/21, as amended by Directive 2009/140 (2009) OJ L 337/37

Authorisation Directive:

Directive 2002/19/EC on access to, and interconnection of, electronic communications networks and associated facilities (2002) OJ L 108/7, as amended by Directive 2009/140 (2009) OJ L 337/37.

Call Termination:

The service provided by a Terminating Communications Provider to allow an Originating Communications Provider to connect a call with the intended recipient on that Terminating Communications Provider's network.

Calling Line Identification ('CLI'):

This means a facility that enables identification of the number from which a call is being made or to which a return call could be made.

Carrier Price List ('CPL'):

BT's published list of wholesale prices which it charges/pays to other CPs, including termination rates for non-geographic calls.

Communications Act 2003 ('the Act'): The Act of Parliament that established Ofcom, set out its duties, and the powers which Ofcom has to discharge those duties.

Communications Provider ('CP'):

This is a person who provides an Electronic Communications Network or provides an Electronic Communications Service.

Common Regulatory Framework ('CRF'):

This is the package of Directives which harmonise the framework for the regulation of electronic communications across the EU.

Dial-up internet access:

This is internet access that uses a dial-up connection over an analogue or ISDN telephone line.

Directory Enquires ('DQ'):

A phone service used to find a specific telephone number and/or address for an individual, residence, business or government entity, which are accessed through the number range 118XXX.

End-to-end Connectivity:

Connection across a group of networks which enables users on those networks to make calls and send data to each other across those networks.

Freephone:

A special services number that is not normally charged to the caller, except where charges are notified to the caller at the start of the call. Freephone numbers begin with 080 (e.g. 0800 and 0808) and also include the legacy 0500 range. 116XXX, (see Harmonised European Numbers for services of social value below) are also required to be Freephone or Free-to-Caller/

Framework Directive:

Directive 2002/21 on a common regulatory framework for electronic communications networks and services (2002) OJ L 108/33, as amended by Regulation No 717/2007 (2007) OJ L 171/32, Regulation No 544/2009 (2009) OJ L 167/12 and Directive 2009/140/EC (2009) OJ L 337/37.

General Conditions:

Obligations on all communications providers imposed by Ofcom under powers provided under the Communication Act.

Geographic number or geographic call:

A telephone number, or call to a telephone number, where part of the digit structure (beginning with 01 or 02) contains a geographic area code that is used for routing calls to the physical location of the subscriber to whom the number has been assigned.

Harmonised European Numbers for services of social value:

This means a type of number on the 116xxx range which is used to provide the same service on the same 116xxx number throughout other European member states.

Long Run Incremental Cost ('LRIC')

The long run additional cost caused by the provision of a defined additional increment of output.

Mobile Virtual Network Operator ('MVNO'):

A provider of mobile communications services which does not own a national network themselves, but instead provides all or part of their mobile phone services over network infrastructure owned by an MNO. For example: Tesco Mobile or Asda.

National Numbering Scheme ('the Scheme'):

The day to day record of telephone numbers allocated by Ofcom in accordance with the National Telephone Numbering Plan, and as provided for in section 56(3) of the Communications Act 2003.

National Regulatory Authority ('NRA'):

The relevant communications regulatory body for each country in the EU.

National Telephone Numbering Plan ('the Numbering Plan'):

This is a document setting out telephone numbers available for allocation and restrictions on the Adoption and other uses of those numbers, and as provided for in section 56(1) of the Communications Act 2003.

Network Charge Change Notice ('NCCN'):

This is a document Issued by BT to notify the industry of changes to BT's charges to the industry.

Non-geographic call ('NGC') or non-geographic number:

A telephone number, or call to that telephone number, which are used to identify a type of

service rather than a geographic location. These services include NTS and PRS numbers. Mobile and Personal Numbers are also non-geographic numbers.

Non-geographic call services ('NGCS'):

A service that is provided through a non-geographic number.

NTS Call Origination Condition:

SMP Condition AAA11 set out in Part 2 of Schedule 1 to the Notification which is contained in Annex 8 of the Regulatory Statement completing the Review of the fixed narrowband services wholesale markets published by Ofcom on 15 September 2009.

Number Portability:

A facility where a subscriber can retain their telephone number when they switch communications providers.

Number range-holder:

A Communications Provider that has been allocated a particular block of numbers by Ofcom.

Number Translation Services ('NTS'):

Telephone services using the following numbers: Special Service numbers (including Freephone, special basic rate and special higher rate) and Premium Rate Services numbers ('PRS') (services currently provided under 090 and 091 number ranges). Within these ranges calls to 0844 04 numbers for Surfetime internet access services and calls to 0808 99 for FRIACO ('Flat Rate Internet Access Call Origination') are excluded.

Originating Communications Provider ('OCP'):

These are the Communications Provider on whose network a call originates in other words the communications provider of the end-user making the call. There can be fixed OCPs or mobile OCPs.

PayphonePlus ('PPP'):

The premium rate services regulator in the UK, formerly ICTSIS (www.phonepayplus.org.uk)

Payphone:

A telephone available to the general public which to be used requires either coins or a card payment.

Personal Numbers:

A telephone number in the 070 range which allows a subscriber to receive calls or other communications at almost any telephone number, including a mobile number.

POLO:

Payment to Other Licensed Operator. This is a BT term for the termination rates it pays to other TCPs for numbers it originates.

Post-pay:

A type of mobile contract where the consumer receives a monthly bill, also known as 'pay-monthly' contract.

ppc: pence per call

ppm: pence per minute

Pre-call announcement ('PCA'):

This is a pre recorded message played to the caller before the call is connected setting out

how the call will be charged for.

Pre-pay:

A type of mobile contract where the consumer pays up front for calls by pre-loading credit on to the phone. Also known as 'pay as you go' contracts.

Premium rate service ('PRS'):

These are a particular type of service provided on the 090, 091, 098 and 0871/2/3 number ranges. Calls are generally charged above 10p a minute from a BT landline.

Revised EU Framework Directives:

The common regulatory framework for telecommunications consisting of the Framework Directive, the Authorisation Directive, the Access Directive, the Universal Service Directive and the Privacy and Electronic Communications Directive (2002/58/EC) as amended by Directive 2009/140/EC and Directive 2009/136/EC of the European Parliament on 25 November 2009.

Reseller:

A Communications Provider that resells non-geographic call services directly to Service Providers on behalf of Terminating Communications Providers.

Service Charge ('SC'):

The charge levied by the Terminating Communications Provider and the Service Provider for a non-geographic call under the unbundled tariff.

Service Provider ('SP'):

This is a provider of voice or data services to third parties using non-geographic numbers.

Significant Market Power ('SMP'):

The Significant Market Power test is set out in European case law, the new EU Communications Directives and the Commission's SMP Guidelines. It is used by the National Regulatory Authorities such as Ofcom to identify those CPs who must meet additional obligations under the Access Directive.

Short Messaging Service ('SMS'):

This is a means by which short text-based messages can be sent to and from digital mobile phones and other devices.

Tariff Package Effect ('TPE'):

This is the term used to refer to how prices for different call services could change (either by increasing or decreasing)

Terminating Communications Provider ('TCP'):

These are the Communications Provider on whose network a call terminates.

Termination rate:

the wholesale charge levied by Terminating Communications Providers for call termination either on a fixed or mobile network.

UK-wide number:

This is a non-geographic telephone number in the '03' range which is charged at the same rate as geographic numbers and also included in bundles.

Unbundled tariff:

A type of tariff structure which we are proposing in this consultation should apply to the 08X

(excluding 080), 09 and 118 number ranges. Under this structure the call charge will be divided into an Access Charge and a Service Charge.

Universal Service Directive ('USD'):

Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services [2002] OJ L 108/51, as amended by Directive 2009/136 [2009] OJ L 337/11.

Universal Service Obligation ('USO'):

Conditions imposed on the designated Universal Service Providers, BT and, in Hull, KCom, requiring them to ensure that a basic level of telephony service is made available upon request.