



# HARMONISED EUROPEAN NUMBERS FOR SERVICES OF SOCIAL VALUE

Selection process for allocation of the  
116117 'Non-emergency medical on-call service'  
number

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# Contents

Section		Page
1	Introduction 1	
2	Service description and eligibility criteria for 116117	3
3	Comparative selection process	5
4	Information requested from applicants	8
5	Next steps in the selection process	9

Annex		Page
1	Submission procedure	10
2	Application template	11

## Section 1

# Introduction

- 1.1 This document provides the necessary information for service providers who are interested in applying for the allocation and right to use the UK version of the Harmonised European 116117 number to provide a 'Non-emergency medical on-call service'.
- 1.2 The document sets out the two stage selection process, the related activities and timelines. It also provides, in Annex 2, the specific questions to be answered and submitted to Ofcom by 1 October 2010 as part of Stage One of the process in applying for the 116117 number.

## Background to '116' numbers

- 1.3 '116XXX' numbers are an initiative of the European Commission ('the Commission'). The aim is for the same short memorable phone numbers to be available across all Member States, providing 'same number – same service' memorability for certain services of social value and making it easier for citizens to access those services across Europe.<sup>1</sup>
- 1.4 The decision as to which services are reserved '116' numbers lies with the Commission. It falls to Ofcom to make the necessary arrangements for '116' numbers to be allocated in the UK and to make the application process known.
- 1.5 We set out our approach to the administration of '116' numbers in the UK in our statement *Harmonised European Numbers for Services of Social Value: allocation and charging arrangements for 116 numbers in the UK*, published on 20 February 2009.<sup>2</sup> Information can also be found on Ofcom's '116' webpage.<sup>3</sup>

## Introduction to 116117 'Non-emergency medical on-call service' number

- 1.6 The Commission reserved the number 116117 for the 'Non-emergency medical on-call service' on 30 November 2009.<sup>4</sup> Following a consultation process, we made 116117 available for allocation by adding it to the National Telephone Numbering Plan ('the Numbering Plan').<sup>5</sup> Details of this process can be found in the 6 April 2010 consultation and 28 July 2010 statement on our website at [http://stakeholders.ofcom.org.uk/consultations/harmonised\\_eu\\_numbers](http://stakeholders.ofcom.org.uk/consultations/harmonised_eu_numbers).
- 1.7 Service providers should note that there is no obligation to apply for the allocation of 116117 simply because they offer a non-emergency medical/healthcare on-call service. If they choose to do so and are allocated 116117, they can continue to use and advertise other telephone numbers for their service if they wish to do so. Service providers not allocated 116117 may continue to use other telephone numbers for their services handling non-emergency medical/healthcare issues.

<sup>1</sup> See Commission Decision of 15 February 2007 for further background [http://eur-lex.europa.eu/LexUriServ/site/en/oj/2007/l\\_049/l\\_04920070217en00300033.pdf](http://eur-lex.europa.eu/LexUriServ/site/en/oj/2007/l_049/l_04920070217en00300033.pdf)

<sup>2</sup> See <http://www.ofcom.org.uk/consult/condocs/116/116statement/>

<sup>3</sup> <http://stakeholders.ofcom.org.uk/telecoms/numbering/guidance-tele-no/116-euro-numbers>

<sup>4</sup> Commission Amending Decision of 30 November 2009 <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2009:317:0046:0046:EN:PDF>

<sup>5</sup> The Numbering Plan sets out numbers available for allocation and restrictions in their use. It can be viewed at <http://www.ofcom.org.uk/telecoms/ioi/numbers/numplan280710.pdf>

## The allocation process for 116117

### Comparative selection process

- 1.8 We are running a comparative selection process to decide the most suitable service provider or partnership of service providers to be allocated 116117. This is different from our usual allocation process for telephone numbers.
- 1.9 Ofcom normally allocates blocks of telephone numbers to communications providers; communications providers then make the numbers available to service providers for their use. This means that there is usually a stock of appropriate numbers available on which service providers can offer their services.
- 1.10 '116' numbers are different because there will only be one '116' number available for a particular type of service in each country. Also, as services provided on '116' numbers are of social value, a selection process that considers the quality of the service to be provided on the number is the crucial element of Ofcom's allocation decision.
- 1.11 The quality of the 'Non-emergency medical on-call service' will depend primarily on the organisation providing the service. We therefore require service providers interested in applying for allocation of 116117 to take the lead in the application process so that they can describe the service to be provided and confirm that certain eligibility criteria are met.
- 1.12 As there will only be one '116' number available for a 'Non-emergency medical on-call service' in the UK, we expect applications for '116' numbers to reflect on how services will be provided across the whole of the UK.
- 1.13 Applications submitted by interested service providers will be assessed against certain eligibility criteria (further explained in Section 2) and other applications to see which offers the most suitable service. A Government-run advisory committee ('the Advisory Committee'), consisting of relevant Government and non-Government experts, will assist us in the assessment process and will provide Ofcom with a recommendation on the most suitable service provider or service provider partnership to be allocated 116117.

### Allocation partnerships

- 1.14 To give the greatest opportunity to all potential service providers to use 116117 and to ensure UK-wide coverage, partnerships of multiple service providers may apply for joint allocation. One service provider will need to be nominated as the lead and will be the contact for the application process.
- 1.15 Ofcom allocates telephone numbers to communications providers. Service providers applying for allocation of 116117 will need to form a partnership with a communications provider during the application process. The allocation of 116117 would be made jointly to the service provider(s) and the communications provider in the successful partnership.

**Section 2**

# Service description and eligibility criteria for 116117

**Service Eligibility Criteria**

2.1 The Commission has set the service description and attached certain minimum criteria that a service must satisfy to qualify for allocation of 116117. These are described below and together are known as the Service Eligibility Criteria.

**General Service Conditions**

2.2 The Commission has set General Service Conditions that apply to all ‘116’ numbers. In order for a service to be eligible to use a ‘116’ number, the service provider must confirm that:

- the service provides information, or assistance, or a reporting tool to citizens, or any combination thereof;
- the service is open to all citizens without any requirement of prior registration;
- the service is not time-limited;
- there is no payment, or payment commitment as a pre-requisite for using the service; and
- the following activities are excluded during a call: advertisement, entertainment, marketing and selling, using the call for the future selling of commercial services.

**Specific Service Conditions**

2.3 The Commission has set out the name of the service and the service description for 116117 and attached the following specific service conditions to its rights of use:

Number	Service for which this number is reserved	Specific Service Conditions
116117	<p><u>Name of the service:</u> Non-emergency medical on-call service</p> <p><u>Description:</u> The service directs callers to the medical assistance appropriate to their needs, which are urgent but non-life-threatening, especially, but not exclusively, outside normal office hours, over the weekend and on public holidays. It connects the caller to a skilled and supported call-handler, or connects the caller directly to a qualified medical practitioner or clinician.</p>	<p>Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.</p>

### **Additional Specific Service Condition: ‘free to caller’ charging arrangement**

- 2.4 Following consultation, we attached an additional specific service condition to 116117, designating it as a ‘free to caller’ number. A brief explanation of the implications of this charging arrangement for service providers is set out below.

### **Charging arrangement for 116117**

- 2.5 We have decided that the 116117 ‘Non-emergency medical on-call service’ number should be ‘free to caller’ to ensure that there are no financial barriers to making the call.<sup>6</sup> ‘Free to caller’ means that calls to 116117 are free of charge to the customer and, in the case of a pay telephone, can be made without having to use coins or cards.
- 2.6 We have included the ‘free to caller’ charging arrangement in the designation of 116117 in the Numbering Plan (shown below). Numbers must be used in accordance with the service designation.

116117	Free to caller Number used to access ‘Non-emergency medical on-call service’ (‘Type B Access Code’)
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### **Financial implications for service providers**

- 2.7 With most number ranges, the caller pays for some or all of the cost of the call. One implication of ‘free to caller’ is that service providers will have to fund the receipt of calls made to 116117. While this charging arrangement furthers the interests of citizens and consumers, it does place a greater financial burden on the service provider(s) providing the service.
- 2.8 Service providers must be aware of the implications of the ‘free to caller’ charging arrangement and that the ability to fund the provision of the service will be examined as part of the application process for 116117. To assist with funding, service providers should be aware that sponsorship of the service is permissible as long as the following does not take place during the call: advertisement, entertainment, marketing and selling or using the call for further selling of commercial services. It is, however, permissible for sponsors to be identified through advertising outside of the call. Service providers will need to negotiate with potential communications provider partners on the cost of service provision when deciding on partnership arrangements.
- 2.9 Service providers should also be aware of Ofcom’s review of non-geographic calls services, which will examine the rules governing certain non-geographic calls services.<sup>7</sup> Although the ‘116’ range was not originally included in this review, we have decided to do so as the charging and commercial arrangements are similar to those of some other non-geographic calls services.
- 2.10 We plan to publish our analysis and our proposals for this review in autumn 2010. We will be considering whether, and if so how, regulation of non-geographic calls services might need to be adapted or reduced in the interests of consumers, while looking to enhance (or at least preserve) the features consumers value, and encourage new services for the benefit of consumers.

<sup>6</sup> For further discussion of the charging arrangements on ‘116’ in general and how they were applied to 116117 see the 28 July 2010 statement at

[http://stakeholders.ofcom.org.uk/consultations/harmonised\\_eu\\_numbers/](http://stakeholders.ofcom.org.uk/consultations/harmonised_eu_numbers/)

<sup>7</sup> Further information on the review of non-geographic calls services is contained in the ‘call for input’ document <http://stakeholders.ofcom.org.uk/binaries/consultations/ngnservices/summary/main.pdf>

## Section 3

# Comparative selection process

## Description of the selection process

3.1 The comparative selection process consists of two stages:

Stage One: service providers<sup>8</sup> interested in the allocation of 116117 complete the template at Annex 2 and submit information to Ofcom explaining the service currently provided (or to be provided), what standards are achieved and how this would change if allocated 116117; and

Stage Two: service providers submit a detailed business case supporting the request for allocation of 116117. Stage Two may also include a 'discovery session', which includes a presentation to the Advisory Committee by the service providers applying for 116117 and a 'question and answer' session. The Advisory Committee may also request more detailed information from service providers following assessment of the information submitted during Stage One.

3.2 Applications received are assessed by the Advisory Committee. The committee advises on which services meet the Service Eligibility Criteria (see Section 2) during Stage One and provides a recommendation to Ofcom on the most suitable service provider or service provider partnerships to be allocated 116117 at the end of Stage Two. The process is shown in more detail in Figure 1 below and described in paragraphs 3.5 to 3.18.

**Figure 1: Allocation process steps and indicative timeline**



3.3 During Stage Two, negotiations between service providers and communications providers should be undertaken as service provider(s)/communications provider partnerships will need to be formed in order for the allocation process to be completed. Communications providers will need to submit the access code application form on behalf of the service provider(s)/communications provider partnership at the end of the selection process.

3.4 Although service provider(s)/communications provider partnership negotiations do not need to be completed at Stage One, service providers are obviously free to start negotiations with communications providers at this time, which may be helpful in getting applications sufficiently developed for Stage Two.

## Process stages and timeline

<sup>8</sup> In the case of a partnership of service providers applying for allocation of 116117, the lead service provider should complete the application process on behalf of the partnership.



### Stage One

- 3.5 All service providers interested in the allocation of 116117 have until 1 October 2010 to submit their application to Ofcom as part of Stage One of the selection process.
- 3.6 The information requested focuses on aspects of current service provision and the anticipated impact of the allocation of 116117. Applicants will need to confirm that their service meets the Service Eligibility Criteria (see Section 2). Further details on the information requested are provided in Section 4. Annex 2 provides a template for the response.
- 3.7 Following the closing date for submission of 1 October 2010, Ofcom and the Advisory Committee will review the applications received and determine whether the services described would meet the Service Eligibility Criteria.
- 3.8 Following this assessment, service provider(s) whose applications meet the Service Eligibility Criteria will be invited to move to Stage Two of the selection process for allocation of 116117.

### Stage Two

- 3.9 Stage Two requires service providers successful at Stage One to submit detailed business cases for the service to be provided on 116117. The business case will need to include justification on why the service provider(s) should be allocated 116117; their position in the service sector; and the likely impact of the allocation of 116117 on other services in the same sector; plus funding and budgeting information.
- 3.10 Stage Two will also generally include a 'discovery session' with the purpose of:
- giving the service provider an opportunity to bring its application 'to life' and to explain and promote its operational achievements, providing examples of how current services are delivered and how its experience would be used to deliver a 'Non-emergency medical on-call service' that would make best use of 116117;
  - allow Ofcom and the Advisory Committee to seek clarification on issues arising from the service provider's Stage One application; and
  - provide an opportunity to discuss issues informally as they arise during the presentation and to ensure that Advisory Committee members fully understand the service proposal.
- 3.11 The format of the discovery session will be as follows:
- a short welcome session, during which introductions will be made. The Advisory Committee will feedback their thoughts on the Stage One application, highlighting any particular areas that gave rise to concern, particular support or the need for clarification;
  - the service provider's presentation. This should last for a maximum of 30 minutes; and
  - a question and answer session between the service provider and the Advisory Committee. We expect this to last a maximum of 30 minutes.
- 3.12 The invitation to apply in Stage Two will set out the information that service providers will need to supply, how this information will be assessed and what format the submission should be in.

- 3.13 Service providers have twelve weeks to submit their applications in Stage Two of the selection process. The timescale for Stage Two may be reduced in exceptional circumstances and where it is in the interests of all relevant parties to do so. For example, in the event of a single application being submitted, which is well advanced in negotiating the partnership with the communications provider and where twelve weeks are not required to submit a detailed business case or any other material requested by the Advisory Committee as part of the selection process. The same timescale will apply to all parties involved at this stage. Any reduction in timescale will be notified to relevant parties at the beginning of Stage Two.
- 3.14 The Advisory Committee will assess all submissions and will provide a recommendation to Ofcom as to which service provider or service provider partnership should be allocated 116117. The assessment will take around five weeks to complete and we will notify the applicants of the outcome. The recommendation will not be made public at this stage.
- 3.15 To formally request the allocation of 116117, communications providers are required to submit an access code application form on behalf of their service provider(s)/communications provider partnership. This step is not specific to the '116' number selection process but a formality for all new numbers that are allocated. No further information will be requested from service providers at this stage.
- 3.16 If more than one service provider or service provider partnership successfully completes Stage Two, we will require the associated communications providers to submit completed access code application forms on a set date four weeks after parties have been invited to do so. If only one service provider or service provider partnership is successful at the end of Stage Two, the period for submission of the access code application form will be negotiable, with an early submission date encouraged. We have a statutory requirement to determine the outcome of numbering application forms, including access code application forms, within three weeks of receipt.
- 3.17 Ofcom will reach a decision on which service provider(s)/communications provider partnership is to be allocated 116117 by taking into account the material submitted during both stages of the selection process, the access code application form(s) and the Advisory Committee's report and recommendation. The decision will be taken in line with our relevant statutory duties and specifically our responsibility for implementing the Commission's Decision on '116' numbers in the UK. All applicants will be notified of the outcome of the selection process for allocation of 116117 and the successful service provider or service provider partnership will be announced publicly by Ofcom.
- 3.18 Once the selection process has been completed, applicants may request an explanation as to the outcome of their application. As all information provided during the selection process is treated as confidential, only details of their own application will be discussed.

## Section 4

# Information requested from applicants

## Information requested during Stage One of the selection process for allocation of 116117

- 4.1 The submission procedure is outlined in Annex 1 of this document and the detailed questions and template for response can be found in Annex 2. The closing date for submissions to Stage One of the selection process for allocation of 116117 is **5pm on 1 October 2010**.
- 4.2 Stage One of the selection process is an assessment of whether the 'Non-emergency medical on-call service' proposed by interested service providers meets all the Service Eligibility Criteria. As well as providing a detailed description of the service, service providers are asked to provide operational, financial and legal information so that the Advisory Committee can take a decision on whether the Service Eligibility Criteria will be met.
- 4.3 The information submitted should generally outline what service is currently provided, what standards are achieved and how this would change if allocated 116117. There is no need to submit a detailed business case at this stage; the Advisory Committee will ask for this during Stage Two of the process. However, service providers are encouraged to start preparation for Stage Two as soon as possible.
- 4.4 In the event that a service provider or service provider partnership does not currently provide a service corresponding to the service description for 116117, we ask that the applicant(s) outline the service they plan to provide if they were allocated 116117.
- 4.5 Service providers need to confirm that, should they be allocated 116117, they will take the necessary steps for Ofcom and the Advisory Committee to monitor service provision periodically to ensure that the Service Eligibility Criteria and any commitments given at the time of allocation are fulfilled.

### Applications from multiple service provider partnerships

- 4.6 Multiple service provider partnerships are encouraged when in the consumer interest. For the avoidance of doubt, they are pursued at service providers' instigation and are not arranged or forced on service providers by Ofcom.
- 4.7 In order to facilitate the effectiveness of multiple service provider partnerships, a lead service provider must be nominated. The lead service provider is responsible for submitting the application for 116117 on behalf of the partnership and is the contact for further information, both during the selection process and post number allocation. The lead service provider would be responsible for ensuring that the service provided by the partnership fulfils the Service Eligibility Criteria and for responding to Ofcom and Advisory Committee requests in relation to monitoring of service provision.
- 4.8 The application would need to include information on the service to be provided by all parties in the partnership plus the following additional information:
  - why the partnership would serve the needs of callers better than a single service provider;
  - proposed coordination between the different service providers;
  - information on partnership agreements that have/need to be put in place; and
  - proposed routing arrangements between the different service providers.

## Section 5

# Next steps in the selection process

5.1 The activities and timescales associated with the stages in the selection process for allocation of 116117 are set out below.

Start	End	Time period	Activity
28/07/10	01/10/10	9 weeks	Stage One of the selection process for 116117.
<b>01/10/10</b>			<b>Stage One deadline for submission of applications for 116117.</b>
04/10/10	05/11/10	5 weeks	Ofcom and the Advisory Committee assess applications for 116117 and decide whether they meet the Service Eligibility Criteria.  Applicants are notified of the decision and successful applicants invited to take part in Stage Two.
08/11/10	28/01/10	12 weeks	Stage Two of the selection process for 116117.
<b>28/01/11</b>			<b>Stage Two deadline for submission of applications for 116117.</b>
31/01/11	04/03/11	5 weeks	Ofcom and the Advisory Committee assess submissions made during Stage Two of the selection process for 116117.  The Advisory Committee provides Ofcom with its assessment report and recommendation on which service provider or service provider partnership should be allocated 116117.
07/03/11	01/04/11	4 weeks	Proposed deadline for submission of access code application forms by the communications provider from each partnership that completes Stage Two of the selection process.
01/04/11	22/04/11	3 weeks	Ofcom considers the material submitted during both stages of the selection process, the access code application form(s) and the Advisory Committee's report and recommendations and reaches a decision on the allocation of 116117. The decision will be taken in line with our statutory duties and specifically our responsibility for implementing the Decision in the UK.  Applicants are notified of our decision.

Note: the timescale for Stage Two of the selection process may be reduced in exceptional circumstances and where it is in the interests of all relevant parties to do so. A reduction in the Stage Two timescale will bring forward the remainder of the milestone dates by the same time period.

## Annex 1

# Submission procedure

### How to submit your application

- A1.1 Service providers interested in being considered for allocation of 116117 should submit their documentation to Ofcom by **5pm on 1 October 2010**.
- A1.2 We strongly prefer to receive submission via email, together with the Stage One cover sheet (see Annex 2). Please send your email to: [elizabeth.greenberg@ofcom.org.uk](mailto:elizabeth.greenberg@ofcom.org.uk). Emails should not be larger than 10 Mbit, if necessary several emails should be sent to avoid delivery problems.
- A1.3 Submissions may alternatively be posted or faxed to the address below:
- Elizabeth Greenberg  
4<sup>th</sup> Floor, Riverside House  
2A Southwark Bridge Road  
London, SE1 9HA  
Fax: 020 7783 4109
- A1.4 Note that we do not need a hard copy in addition to an electronic version. We will acknowledge receipt of your submission via email if we receive your documentation via email but not otherwise.

### Further information

- A1.5 If you want to discuss any issues in relation to the allocation process or need advice on the appropriate form of submission, please contact Elizabeth Greenberg on phone number 020 7783 4163.
- A1.6 Information received in the submissions will be treated as confidential and will only be shared with the Advisory Committee. If for any reason we wish to share the information provided by you with anyone else, we will seek your consent before doing so.
- A1.7 Please note that copyright and all other intellectual property in submission will be assumed to be licensed to Ofcom and the Advisory Committee to use. Ofcom's approach on intellectual property rights is explained further on our website at <http://www.ofcom.org.uk/about/accoun/disclaimer/>.
- A1.8 We maintain a dedicated area on our website for '116' numbers as part of the 'Telecoms numbering' section: <http://stakeholders.ofcom.org.uk/telecoms/numbering/guidance-tele-no/116-euro-numbers>. This page provides all the relevant information on '116' numbers, including links to the selection process documents and a register of the allocation status and availability of each '116' number reserved by the Commission.

## Annex 2

# Application Template

- A2.1 This section sets out the information that service providers must include in their submissions to Stage One of the selection process for 116117.
- A2.2 Service providers are generally free to use any format for their response they deem suitable (e.g. free text) but to help the Advisory Committee to evaluate responses we ask service providers to use the same numbering as outlined in the form below.
- A2.3 Partnerships of service providers are asked to provide the historical information for all partners.
- A2.4 If you feel you have answered a question already in another paragraph, please provide a cross-reference to the relevant paragraph.

### STAGE ONE COVER SHEET

Submission in response to Stage One of the application process for 116117

To (Ofcom contact): Elizabeth Greenberg

Name of service provider(s):

Name of contact:

Address:

### DECLARATION

I confirm that the submission supplied with this cover sheet

- fully sets out the matters required;
- is true to the best of my knowledge and belief; and
- no information has been withheld that might prejudice this submission, to the best of my knowledge and belief.

I also confirm that I understand that Ofcom will share the supplied information, including that which is marked as confidential, with the Advisory Committee. If I have sent my response by email, Ofcom can disregard any standard e-mail text about not disclosing email contents and attachments.

Ofcom and the Advisory Committee will treat the information supplied as confidential and will not publish the names of the applicants or any information received.

Name

Signed (if hard copy)

<b>1</b>	<b>Service Eligibility Criteria</b>	
1.1	<p>Please confirm that the proposed service would meet the service description below and provide a brief explanation of how the following functions would be fulfilled:</p> <ul style="list-style-type: none"> <li>▪ directs callers to the medical assistance appropriate to their needs, which are urgent but not life-threatening;</li> <li>▪ is available especially, but not exclusively, outside normal office hours, over the weekend and on public holidays; and</li> <li>▪ connects the caller to a skilled and supported call-handler, or connects the caller directly to a qualified medical practitioner or clinician.</li> </ul>	
1.2	<p>Please also confirm that:</p> <ul style="list-style-type: none"> <li>▪ the service is open to all citizens without any requirement of prior registration;</li> <li>▪ the service is not time-limited;</li> <li>▪ there is no payment, or payment commitment as a pre-requisite for citizens to use the service; and</li> <li>▪ the following activities are excluded during a call: advertisement, entertainment, marketing and selling, using the call for the future selling of commercial services.</li> </ul>	
1.3	<p>You are also asked to confirm compliance with the following condition of use and explain how this requirement would be met:</p> <p>Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.</p>	
<b>2</b>	<b>Operational information</b>	
2.1	<p>Please provide a history of service and areas of activities; or relevant experience if you are currently not providing services that correspond to those that you would provide if 116117 was allocated to you.</p>	

2.2	Please state the service's current volume of calls per year and provide an initial estimate of the number of calls on 116117 if allocated.	
2.3	Please provide an overview of the geographical areas that your service currently covers. How would that change if 116117 was allocated to you? How do you propose to achieve UK-wide coverage with your service?	
2.4	How do you categorise the calls you receive? Please provide a percentage break-down of calls received in those categories. If 116117 was allocated to you, do you expect this to change? If yes, please explain.	
2.5	Please provide a percentage break-down of your typical caller groups. Do you expect this to change if 116117 was allocated to you?	
2.6	What measures do you have in place to recognise equality and diversity issues of your callers? In particular, please explain any measures taken to accommodate calls from citizens who have difficulties with voice telephony.	
2.7	Are any of the calls you receive diverted from other service providers and/or do you divert calls to other service providers? Which ones? What is the current volume of these calls? Would you expect this change if allocated 116117? If yes, please explain.	
2.8	Please describe any call follow-up procedures that you have in place.	
2.9	What resources do you use to provide the existing service (call centres, call operators/volunteers, average number of lines per call centre etc)? Please outline how you would handle the number of calls you estimate receiving on 116117 if allocated.	
2.10	Please outline your employment policies briefly, especially how you deal with equality and disability issues.	
2.11	Describe how you recruit and train your call operators/volunteers.	
2.12	Describe how incoming calls are handled? Is there	



	an initial pre-selection process?	
2.13	Do you offer a 'call back' facility for callers concerned about the cost of making a call to your service?	
2.14	Do you pass calls between different call centres within your own organisation? If so, describe under what circumstances this occurs and what routing arrangements you have in place.	
2.15	Outline your service continuity plan in the event of a major incident e.g. serious system failure, fire or water damage, staff issues.	
2.16	How do you promote your current service and telephone number(s)?	
2.17	Please describe briefly your plans for introducing your service on 116117 if allocated to you, including timescales and, if applicable, any plans for a phased launch and continued use of existing telephone numbers.	
2.18	Please provide any additional operational information that you think would be useful to the assessment of the application at this stage.	
<b>3</b>	<b>Financial information</b>	
3.1	Please provide your accounts for the last two years.	
3.2	Confirm that your accounts are formally audited. Have your accounts been qualified in the last five years? If so, why?	
3.3	If your accounts are not audited, please explain why briefly.	
3.4	Please explain how you plan to fund the 'free to caller' service on 116117.	
3.5	Please provide any additional financial information that you think would be useful to the assessment of the application at this stage (for example, any foreseen changes in funding/grants available).	
<b>4</b>	<b>Legal information</b>	
4.1	What is the legal status of your organisation?	

4.2	Has your organisation ever been under investigation by any relevant authority, for example the Charities Commission if you are a charity? If so, please state when, why and the outcome of the investigation.	
4.3	Please provide any quality accreditation, membership in industry bodies, etc.	
4.4	Please provide any additional legal information that you think would be useful to the assessment of the application at this stage.	
<b>Other information</b>		
5	Please provide an initial assessment of the impact that allocation of 116117 to your organisation would have on other service providers offering similar services to yours in terms of (i) the benefits it would generate and (ii) the costs associated (this does not need to be quantitative at this stage – a more detailed analysis will be requested in Stage Two).	
6	Please confirm that you will take the necessary steps for Ofcom and the Advisory Committee to monitor service provision periodically to ensure that the Service Eligibility Criteria and any commitments given at the time of allocation are fulfilled.	
7	Partnerships of service providers are invited to provide additional information setting out why the partnership would serve the needs of the callers better than a single service provider. Set out how the partnership would deal with call handling and routing.	