
Review of the General Conditions of Entitlement

Transposition table for general conditions

ANNEX 17

Publication Date: 19 September 2017

Transposition table

The table below shows how we have decided to revise and consolidate the general conditions. It sets out paragraph by paragraph how the new conditions correspond to each of the current conditions, together with a brief description of each condition. This table is produced as a guide to assist stakeholders understand how the former conditions map across to the new conditions. It has no formal or legal effect.

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
General access and interconnection obligations		
N/A	A1.1	Scope
1.1	A1.2	Obligation to negotiate interconnection
1.2	A1.3	Information obtained during negotiations for network access
1.3	N/A (omitted)	Carve-out for passing information to Ofcom
1.4	Definitions	Definitions
Standardisation and specified interfaces		
N/A	A2.1	Scope
2.1	A2.2/A2.3	European standards and specifications
2.2	A2.4	International standards and specifications
2.3	N/A (omitted)	Standards specified by Ofcom
2.4	N/A (omitted)	Ofcom’s direction making power
2.5	N/A (omitted)	Obligations deriving from Ofcom’s direction making power
2.6	N/A (omitted)	Exceptions concerning Ofcom’s direction making power
2.7	Definitions	Definitions

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
Proper and effective functioning of the network		
N/A	A3.1	Scope
3.1	A3.2	Availability of services, including access to emergency services
Annex 3 to GC 14, paragraph 11(a)	A3.3	Information requirements for providers of VoIP outbound call services
3.2	N/A (omitted)	Restrictions on network access
3.3	Definitions	Definitions
Emergency call numbers		
4.1	A3.4	Access to the emergency services
4.2	A3.5	Caller location information
4.3	A3.6	Requirements for caller location information
4.4	Definitions	Definitions
Emergency planning		
N/A	A4.1	Scope
5.1	A4.2	Restoration of communications services in disasters
5.2	A4.3	Implementation of restoration requests
5.3	A4.4	Ability to recover costs and be indemnified
5.4	Definitions	Definitions
Public pay telephones		
6.1	N/A (omitted)	Public pay phone requirements
6.2	C2.14	Information to be displayed in payphones

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
6.3	N/A (omitted)	Pay phone accessibility requirements
6.4	Definitions	Definitions
Must-carry obligations		
N/A	A5.1	Scope
7.1	A5.2	Must-carry obligations
7.2	A5.3	Compliance with orders of Secretary of State under s64(11) of the Act
7.3	Definitions	Definitions
Operator assistance, directories and directory enquiry facilities		
N/A	B2.1	Scope
GC 19	B2.2	Provision of directory information
8.1	N/A (omitted)	Access to operator assistance and directory enquiry facilities
8.2	B2.3	Provision of printed directories
8.3	B2.4	Updating of printed directories
8.3 (last part)	B2.5	Ofcom direction-making power in relation to printed directories
8.4	B2.6	Charges
8.5	B2.7	Data protection
8.6	Definitions	Definitions
Requirement to offer contracts with minimum terms		
N/A	C1.1	Scope
9.1	C1.2	Minimum requirements for contracts

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
9.2	C1.2	Minimum requirements for contracts
9.3	C1.3	Procedure for termination of contracts
9.4	C1.4	Maximum consumer contract duration
9.5	C1.5	12-month contract requirement
9.6	C1.6	Procedure for contractual modifications of material detriment
N/A	C1.7-C1.9	Increases in the core subscription price
9.7	Definitions	Definitions
Transparency and publication of information		
N/A	C2.1	Scope
10.1	C2.2	General information publication requirements
10.2	C2.3	General information publication requirements
10.3	C2.12	Method of publication
10.4	Definitions	Definitions
Metering and billing		
N/A	C3.1	Scope
11.1	C3.2	Accurate billing
11.2	C3.3	Record retention
11.3	C3.1(b)	Exemption for smaller providers
11.6(e)	C3.4	Ofcom power to issue a metering and billing direction
11.4	C3.5	Requirement to get approval of the metering and billing systems

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
11.5	C3.6	Requirements where approval is not granted or it is withdrawn
11.6	Definitions	Definitions
Itemised bills		
12.1	C3.7	Billing information
12.2	C3.8	Access charges
12.3	N/A (omitted)	Ofcom power to direct minimum level of itemisation
N/A	C3.9	Fees for printed bills
12.4	C3.10	Requirement to ensure free calls and SMS are not identified on bills and other records
12.5	N/A (omitted)	Exemption
12.6	Definitions	Definitions
Non-payment of bills		
13.1	C3.11	Requirements relating to the measures for debt collection and disconnection
13.2	C3.12	Publication of measures taken to effect payment or disconnection
13.3	Definitions	Definitions
Price transparency for non-geographic calls, codes of practice and dispute resolution		
14.1	N/A (omitted)	Basic Code of Practice
14.2	N/A (omitted)	Codes of Practice for premium rate services, NTS Calls, calls to 0870 numbers and calls to Personal Numbers
14.3	C2.12	Method of publication

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
14.4	C4.2	Code of practice for customer service and complaints handling
14.5	C4.3	Dispute resolution
14.6	N/A (omitted)	Code on the provision by service providers of consumer protection information for the provision of Services
14.7	N/A (omitted)	Transitional provisions
14.8	C2.4	Unbundled Tariff Numbers information publication requirements
14.9	C2.5	Unbundled Tariff Numbers information publication requirements
14.10	C2.8	Unbundled tariff and personal numbers information publication requirements
14.11	C2.8	Unbundled Tariff Numbers information publication requirements
14.12	C2.13	Processes and procedures
14.13	Definitions	Definitions
Annex 1	C2.10-11, C2.13	PRS services information publication requirements
Annex 2	C2.6-C2.7, C2.13	Personal numbers information publication requirements, processes and procedures
Annex 3	A3.3 and A3.6(c)	VOIP services
Annex 4	Annex to C4	Code of practice for customer service and complaints handling
Complaints handling and dispute resolution		
N/A	C4.1	Scope

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
14.4	C4.2	Code of practice for customer service and complaints handling
14.5	C4.3	Dispute resolution
N/A	C4.4	Monitoring compliance
N/A	Annex to C4	Code of practice for customer service and complaints handling
Special measures for end-users with disabilities		
N/A	C5.1	Scope
N/A	C5.2	Requirement to establish policies for vulnerable consumers
N/A	C5.3	Minimum requirements for policies
N/A	C5.4	Provision of information to Ofcom
N/A	C5.5	Staff training
15.1	C5.14	Consultation with the Consumer Panel
15.2	C5.7	Access to directory information
15.3	C5.8 – C5.9	Relay services
15.4	Definition of “Relay Service”	Relay services
15.5	Definition of “Relay Service”	Relay services
15.6	C5.11	Priority fault repair
15.7	C5.12	Third party bill management
15.8	C5.10	Mobile SMS access to emergency organisations
15.9	C5.13	Bills and contracts in accessible format

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
15.10	C5.6	Requirement to publicise measures
15.11	Definitions	Definitions
N/A	C5.15	Data protection
Provision of additional facilities		
N/A	C6.1	Scope
16.1	C6.2/C6.4(b)/C6.7	Provision of CLI facilities
16.2	N/A (omitted)	Geographic exception
16.3	Definitions	Definitions
N/A	C6.3	Requirement to inform subscribers where CLI facilities are not provided
N/A	C6.4(a)	Requirement for CLI to include valid, dialable telephone numbers that uniquely identify the caller
N/A	C6.5	Prohibition on charges for CLI facilities
N/A	C6.6	Requirement to block invalid and non-dialable CLI
N/A	C6.7	Data protection
Allocation, adoption and use of telephone numbers		
N/A	B1.1	Scope
17.1	B1.2	General prohibitions on adoption and use
17.2	B1.3	General prohibitions on adoption and use
17.3	B1.4	General prohibitions on adoption and use
17.4	B1.5	Compliance with the Numbering Plan and requirements in a notification from Ofcom
17.5	B1.6	Efficient and effective use

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
17.6	B1.7	No undue discrimination against other CPs
17.7	B1.8	Requirement to ensure customers comply with this condition, the Numbering Plan and the Non-provider Numbering Condition
17.8	B1.9	Transfer of use of allocated numbers
17.9	B1.10	Application for allocation or reservation of numbers
17.10	B1.11	Ofcom determination of applications for numbers
17.11	N/A (omitted)	Allocation of numbers for a limited period
17.12	N/A (omitted)	Withdrawal of numbers at the end of a limited period
17.13	B1.12	Charges for specified geographic numbers
17.14	B1.13	Annual number charge for specified geographic numbers
17.15	B1.14	Calculation of the annual number charge for specified geographic numbers
17.16	B1.15	Daily charges for specified geographic numbers
17.17	B1.16	Reductions in charges for specified geographic numbers
17.18	B1.17	States when the annual number charge shall be deemed to be zero
17.19	B1.18	Withdrawal of numbers allocations
17.20	N/A (omitted)	Requirements for use of numbers applicable prior to 1 July 2015
17.21	N/A (omitted)	Requirements for use of numbers applicable prior to 1 July 2015

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
17.22	B1.19	Tariff principles for unbundled tariff numbers
17.23	B1.20	Exceptions
17.24	B1.21	Retail price for calls to unbundled tariff numbers
17.25	B1.22	Access charge requirements
17.26	B1.23	Service charge requirements
17.27	B1.24	Calculation of the access charge element
17.28	B1.25	Calculation of the service charge element
17.29	B1.26	States when the access charge element shall be deemed to be zero
17.30	B1.27	States when the access charge element shall be deemed to be zero
17.31	B1.28	Requirement for systems to accommodate up to 100 price points
17.32	B1.29	Requirements for price points
17.33	Definitions	Definitions
Annex to Condition 17	Annex to Condition B1	Specified geographic numbers
Number portability		
N/A	B3.1/B3.2	Scope
18.1	B3.3	Requirement to provide number portability
18.2	B3.4	Mobile number portability requirements
18.3	B3.5	Timeframes for number portability
18.4	B3.6	Requirement to request number portability as soon as is practical after request

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
18.5	B3.7	Charges for number portability
18.6	B3.8	Provision of portability on reasonable terms
18.7	B3.9	Requirement to provide records of ported numbers to Ofcom
18.8	B3.10	Requirement to inform subscriber of the date of portability
18.9	B3.11	Compensation for delays
18.10	B3.12	How to access compensation
18.11	Definitions	Definitions
Provision of directory information		
19.1	B2.2	Requirement to provide directory information for a comprehensive directory database
19.2	B2.2	Requirement to provide directory information for a comprehensive directory database
19.3	B2.2	Terms on which directory information must be provided
19.4	B2.7	Data protection
19.5	Definitions	Definitions
Access to numbers and services		
N/A	B4.1	Scope
20.1	B4.2	Granting access to numbers and services
20.2	B4.3	Limiting access to numbers and services
20.3	B4.4	Blocking access to numbers and services
20.4	N/A (omitted)	Rates for calls to and from the EU

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
20.5	B4.5	Missing children hotline number
20.6	Definitions	Definitions
Quality of service		
21.1	N/A (omitted)	Requirement to publish quality of service information
21.2	N/A (omitted)	Ofcom's direction-making power
21.3	N/A (omitted)	Limits on Ofcom's direction-making power
21.4	Definitions	Definitions
Service migrations and home moves		
22.1	C7.1	Scope and effect
22.2	C7.2	Scope and effect
22.3	C7.3	Obligations to prevent mis-selling
22.4	C7.4	Information at the point of sale
22.5	C7.5	Switching customer's termination rights
22.6	C7.5	Switching customer's termination rights
22.7	C7.6	Retention of records
22.8	C7.7	Retention of record of consent
22.9	C7.8	Retention of record of consent when contract is terminated within minimum twelve-month period
22.10	C7.9	Notification letter from gaining provider
22.11	C7.10	Notification letter from losing provider
22.12	C7.11	Notification letter from losing provider
22.13	C7.12	How notification letters must be sent

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
22.14	C7.13	Simultaneous transfers
22.15	N/A (omitted)	Reactive save prohibition
22.16-22.20	C7.14	Switching without change of location
22.21	N/A (omitted)	Migrations before the harmonisation date
22.22	C7.15	Working line takeovers within Openreach's or KCOM's access network
22.23 – 22.24	N/A (omitted)	Broadband migrations before the harmonization date
22.25	C7.16	Migrations of broadband services
22.26	C7.17	Responsibility for representatives and agents
22.27	C7.18	Training of staff, representatives and agents
22.28	C7.19	Monitoring of compliance with this condition
22.29	C7.20	Publication of information
22.30	Definitions	Definitions
Annex 1	Annex 1 to Condition C7	Transfer notifications and cancel other
Annex 2	Annex 2 to Condition C7	Working line takeovers
Annex 3	N/A (omitted)	MAC broadband migration process
Sales and marketing of mobile telephony services		
23.1	C8.1	Scope
23.2	C8.2	Obligations to prevent mis-selling
23.3	C8.3	Publication of relevant obligations
23.4	C8.4	Obligations on mobile service retailers

Transposition table

Former GC paragraph number	Corresponding paragraph number in new GC	Description of condition
23.5	C8.5	Information to be given to mobile customers at the point of sale
N/A	C8.6	Provision of relevant mobile services
23.6	C8.7	Records retention
23.7	C8.8	Training
23.8	C8.9	Due diligence
23.9	C8.10	Use of information to monitor compliance
23.10	C8.11/C8.12	Sales incentives – information at the point of sale
23.11	Definitions	Definitions