

## A11. Tables of proposed GC changes for sections 3, 4 and 5

**Table 1: Proposed GC changes for Section 3 on Changes to the defined terms used in the General Conditions**

Current GC definition	Proposed GC definition [changes to current drafting are in bold text]	Short explanation of proposed amendment
<b>Bundle</b>		
'Bundle' means where Mobile Communication Services and Terminal Equipment are sold by the Regulated Provider under the same or closely related or linked contracts.	'Bundle' means where <b>Public Electronic</b> Communications Services <b>and other service(s)</b> and/or Terminal Equipment <b>are provided or</b> sold by the <b>same Communications</b> Provider under the same or closely related or linked contracts.	Modification to existing definition (as amended in Ofcom's statement <a href="#">Helping consumers to get better deals in communications markets: mobile handsets statement</a> ) to reflect Recital 283.  We explain our proposed changes in paragraphs 3.31 – 3.37 of our consultation document.
<b>Communications services</b>		
'Electronic Communications Service' [ECS] means a service consisting in, or having as its principal feature, the conveyance by means of an Electronic Communications	'Electronic Communications Service' means a service <b>normally provided for remuneration via Electronic Communications Networks, which encompasses, with the exception of services providing, or exercising editorial</b>	Modification to existing definition to reflect definition in Art. 2(4).

Fair treatment and easier switching for broadband and mobile customers

<p>Network of signals, except in so far as it is a content service.</p>	<p><b>control over, content transmitted using Electronic Communications Networks and Electronic Communications Services, the following types of services:</b></p> <ul style="list-style-type: none"> <li><b>(a) Internet Access Service;</b></li> <li><b>(b) Interpersonal Communication Services; and</b></li> <li><b>(c) services consisting wholly or mainly in the conveyance of signals such as transmission services used for broadcasting and Machine to Machine Transmission Services.</b></li> </ul>	<p>We explain our proposed changes in paragraphs 3.5 – 3.7 of our consultation document.</p>
<p>N/A</p>	<p><b>‘Internet Access Service’ means a service made available to the public which provides access to the internet, and thereby connectivity to virtually all end points of the internet, irrespective of the network technology and terminal equipment used.</b></p>	<p>New definition to reflect Art. 2 of Regulation (EU) 2015/2120 (see Recital 15).</p> <p>We explain our proposed changes in paragraphs 3.10 – 3.11 of our consultation document.</p>
<p>N/A</p>	<p><b>‘Interpersonal Communications Service’ means a service made available to the public which is normally provided for remuneration and enables direct interpersonal and interactive exchange of information via Electronic Communications Networks between a finite number of persons, whereby the persons initiating or participating in the communication determine its recipient(s). It does not include services which enable interpersonal and interactive</b></p>	<p>New definition to reflect Recital 17.</p> <p>We explain our proposed changes in paragraphs 3.12 – 3.15 of our consultation document.</p>

	communication merely as a minor ancillary feature that is intrinsically linked to another service.	
N/A	<b>'Number-based Interpersonal Communications Service'</b> means an Interpersonal Communications Service which connects with publicly assigned numbering resources, namely, a number or numbers in a national or international numbering plan or which enables communication with a number or numbers in a national or international numbering plan.	New definition to reflect definition in Art. 2(6) and Recital 18.  We explain our proposed changes in paragraphs 3.16 – 3.18 of our consultation document.
N/A	<b>'Number-independent Interpersonal Communications Service'</b> means an Interpersonal Communications Service which does not connect with publicly assigned numbering resources, namely, a number or numbers in a national or international numbering plan, or which does not enable communication with a number or numbers in a national or international numbering plan.	New definition to reflect definition in Art. 2(7) and Recital 18.  We explain our proposed changes in paragraphs 3.19 – 3.21 of our consultation document.
<b>Conveyance services</b>		
N/A	<b>'Machine-to-Machine Transmission Service'</b> means a service made available to the public which allows for the automated transfer of data and information between devices or software-based applications with limited or no human interaction.	New definition to reflect Recital 249.  We explain our proposed changes in paragraphs 3.22 – 3.23 of our consultation document.
<b>Categories of customers</b>		

Fair treatment and easier switching for broadband and mobile customers

<p><b>'Customer'</b>, in relation to a Communications Provider, means the following (including any of them whose use or potential use of the network or service is for the purposes of, or in connection with, a business):</p> <ul style="list-style-type: none"> <li>(a) the persons to whom the network or service is provided in the course of any business carried on as such by the Communications Provider;</li> <li>(b) the persons to whom the Communications Provider is seeking to secure that the network or service is so provided;</li> <li>(c) the persons who wish to be so provided with the network or service, or who are likely to seek to become persons to whom the network or service is so provided;</li> </ul>	<p><b>'Customer'</b>, in relation to a Communications Provider, means the following (including any of them whose use or potential use of the network, service <b>or Bundle</b> is for the purposes of, or in connection with, a business):</p> <ul style="list-style-type: none"> <li>(a) the persons to whom the network, service <b>or Bundle</b> is provided in the course of any business carried on as such by the Communications Provider;</li> <li>(b) the persons to whom the Communications Provider is seeking to secure that the network, service <b>or Bundle</b> is so provided;</li> <li>(c) the persons who wish to be so provided with the network, service <b>or Bundle</b> or who are likely to seek to become persons to whom the network, service, <b>Terminal Equipment or Bundle</b> is so provided;</li> </ul>	<p>Minor modifications to existing definition to include new defined terms in scope.</p> <p>We explain our proposed changes at paragraph 3.27 of our consultation document.</p>
<p>'Consumer' means any natural person who uses or requests a Public Electronic Communications Service for purposes which are outside his or her trade, business, or profession.</p>	<p>'Consumer' means any natural person who uses or requests a Public Electronic Communications Service <b>or Bundle</b> for purposes which are outside his or her trade, business, <b>craft</b> or profession.</p>	<p>Minor modifications to existing definition to include residential customers of bundles within the scope and to reflect Art. 2(15).</p> <p>We explain our proposed changes at paragraph 3.27 of our consultation document.</p>
<p>'End-User', in relation to a Public Electronic Communications Service, means:</p>	<p>'End-User', in relation to a Public Electronic Communications Service <b>or Bundle</b>, means:</p>	<p>Minor modifications to existing definition to include residential customers of bundles within the scope.</p>

<p>(a) a person who, otherwise than as a Communications Provider, is a Customer of the provider of that service;</p> <p>(b) a person who makes use of the service otherwise than as a Communications Provider; or</p> <p>(c) a person who may be authorised, by a person falling within paragraph (a), so to make use of the service;</p>	<p>(a) a person who, otherwise than as a Communications Provider, is a Customer of the provider of that service <b>or Bundle</b>;</p> <p>(b) a person who makes use of the service <b>or Bundle</b> otherwise than as a Communications Provider; or</p> <p>(c) a person who may be authorised, by a person falling within paragraph (a), so to make use of the service <b>or Bundle</b>;</p>	<p>We explain our proposed changes at paragraph 3.27 of our consultation document.</p>
<p>N/A</p>	<p><b>‘Microenterprise’ means a Small Enterprise Customer who carries on an undertaking for which fewer than 10 individuals work (whether as employees or volunteers or otherwise) and whose annual turnover and/or annual balance sheet total does not exceed £1.7m.</b></p>	<p>New definition to reflect Recital 259.</p> <p>We explain our proposed changes at paragraph 3.27 of our consultation document.</p>
<p>N/A</p>	<p><b>‘Not For Profit Customer’, in relation to a Communications Provider which provides services to the public, means a Customer which, otherwise than as a Communications Provider, is a Customer of that provider and which by virtue of its constitution or any enactment:</b></p> <p><b>(a) is required (after payment of outgoings) to apply the whole of its income, and any capital which it expends, for charitable or public purposes; and</b></p> <p><b>(b) is prohibited from directly or indirectly distributing among its members any part of its assets (otherwise than for charitable or public purposes).</b></p>	<p>New definition to reflect Recital 259.</p> <p>We explain our proposed changes at paragraph 3.27 of our consultation document.</p>

N/A	<p><b>‘Small Enterprise Customer’, in relation to a Communications Provider which provides services to the public, means a Customer of that provider who carries on an undertaking for which fewer than 50 individuals work (whether as employees or volunteers or otherwise) and whose annual turnover and/or annual balance sheet total does not exceed £8.8m, but who is not himself a Communications Provider.</b></p>	<p>New definition to reflect Recital 259.</p> <p>We explain our proposed changes at paragraph 3.27 of our consultation document.</p>
<b>Terminal Equipment</b>		
N/A	<p><b>‘Terminal Equipment’ means:</b></p> <p>(a) equipment directly or indirectly connected to the interface of a Public Electronic Communications Network to send, process or receive information; in either case (direct or indirect), the connection may be made by wire, optical fibre or electromagnetically; a connection is indirect if equipment is placed between the terminal and the interface of the network; and</p> <p>(b) satellite earth station equipment;</p>	<p>New definition to reflect definition in Art. 2(41).</p>

**Table 2: Proposed changes to section 4 Provision of information to customers about their services**

Current GC	Proposed GC [changes to current drafting are in bold text]	Short explanation of proposed amendment
<b>Information requirements<sup>1</sup></b>		
<p>C1.2 Regulated Providers, when offering to provide, or providing, connection to a Public Electronic Communications Network and/or Public Electronic Communications Services to a Consumer or other End-User on request, must offer to enter into a contract or vary an existing contract with that Consumer, or other End-User, which specifies at least the following minimum requirements in a clear, comprehensive and easily accessible form:</p> <p>(a) the name and registered address of the Regulated Provider;</p> <p>(b) a description of the services provided, including in particular whether or not access to Emergency Organisations and Caller Location Information is being provided, and any limitations on the provision of access to Emergency Organisations;</p>	<p><b>C1.3 Before a Relevant Customer is bound by a contract for a Relevant Communications Service, Regulated Providers shall provide that Relevant Customer with the Contract Information set out in the Annex to Condition C1 to the extent that it relates to a service they provide.</b></p> <p><b>C1.4 The Contract Information referred to in Condition C1.3 shall be provided:</b></p> <p>(a) in a clear <b>and</b> comprehensible <b>manner</b>;</p> <p>(b) <b>at a time that reasonably allows the Relevant Customer to make an informed decision; and</b></p> <p>(c) <b>on a Durable Medium.</b></p> <p><b>Where its provision on a Durable Medium is not feasible, the Contract Information shall be made available in an easily downloadable document. The Regulated Provider shall expressly draw the attention of the Relevant</b></p>	<p>Implements Art. 102(1), Art. 106 and Annex VIII.</p> <p>Amendments to existing requirements/ addition of new requirements, including a new Annex.<sup>2</sup></p> <p>We explain our proposed changes in paragraphs 4.17 – 4.25 of our consultation document.</p>

<sup>1</sup> For the scope of these GCs, please see Annex 12 Table of proposed GC changes for Section 6 on contract duration and termination.

<sup>2</sup> The Annex to Condition C1 has not been included in this Annex. It is available in Annex 16.

<ul style="list-style-type: none"> <li>(c) information on any other conditions limiting access to and/or use of services and applications (where such conditions are permitted under national law);</li> <li>(d) details of the minimum service quality levels offered, including the time for initial connection and any other quality of service parameters as directed by Ofcom;</li> <li>(e) information on any procedures put in place by the Regulated Provider to measure and shape traffic so as to avoid filling or overfilling a network link, and information on how those procedures could impact on service quality;</li> <li>(f) the types of maintenance services and Customer support services offered, as well as the means of contacting these services;</li> <li>(g) any restrictions imposed by the provider on the use of terminal equipment supplied;</li> <li>(h) the Subscriber's options as to whether or not to include his or her personal data in a directory, and the data concerned;</li> <li>(i) details of prices and tariffs, indicating the services provided and the content of each tariff element (with regard to charges for access, usage and/or maintenance), including details of any standard</li> </ul>	<p><b>Customer to the availability and the importance of downloading such document.</b></p>	
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<p>discounts applied, any special and targeted tariff schemes and any additional charges, the means by which up-to-date information on all applicable tariffs and maintenance charges may be obtained;</p> <p>(j) payment methods offered and any difference in costs due to payment method;</p> <p>(k) the duration of the contract, and the conditions for renewal and termination of services and of the contract, including:</p> <ul style="list-style-type: none"><li>i. any minimum usage or duration required to benefit from promotional terms;</li><li>ii. any charges related to Portability of numbers and other identifiers; and</li><li>iii. any charges due on termination of the contract, including any cost recovery with respect to terminal equipment;</li></ul> <p>(l) any applicable compensation and/or refund arrangements which will apply if contracted quality service levels are not met;</p> <p>(m) the means of initiating procedures for the settlement of disputes in respect of the contract; and</p>		
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<p>(n) the type of action that might be taken by the Regulated Provider in reaction to security or integrity incidents or threats and vulnerabilities</p>		
<p>N/A</p>	<p><b>C1.5 Before the Relevant Customer is bound by a contract, Regulated Providers shall provide the Relevant Customer, free of charge, with a Contract Summary.</b></p> <p><b>C1.6 The Contract Summary must be provided to the Customer at a time that reasonably allows them to make an informed decision. The contract shall only become effective once the Relevant Customer has received the Contract Summary and has expressly agreed to the terms as set out therein.</b></p> <p><b>C1.7 The Contract Information and Contract Summary shall become an integral part of the contract between the Regulated Provider and the Relevant Customer. The Contract Information and Contract Summary shall not be changed unless the parties to the contract expressly agree otherwise.</b></p>	<p>Implements Art. 102(3) and Art. 102(4).</p> <p>New provisions.</p> <p>We explain our proposed changes in paragraphs 4.33 – 4.38 of our consultation document.</p>
<p><b>Billing requirements – scope</b></p>		
<p>C3.1 The provisions of this Condition apply as follows:</p> <p>(a) Conditions C3.2 and C3.3 apply to any person who provides a Public Electronic Communications Service;</p>	<p>C3.1 The provisions of this Condition apply as follows:</p> <p>(a) Conditions C3.2 and C3.3 apply to any person who provides a Public Electronic Communications Service;</p>	<p>Amended scope to implement Art. 102(5).</p>

<p>(b) Conditions C3.4 to C3.6 apply to any provider of Publicly Available Telephone Services and/or Publicly Available Internet Access Services (including any wholesale provider) in respect of:</p> <p>(i) the billing of End-Users; and</p> <p>(ii) the provision of information to be used by another Communications Provider for billing End-Users,</p> <p>except that Conditions C3.4 to C3.6 do not apply to any such provider if its Relevant Turnover in its most recent complete financial year is less than £55 million; and</p> <p>(c) Conditions C3.7 to C3.12 apply to any person who provides Publicly Available Telephone Services and/or Publicly Available Internet Access Services to a Subscriber,</p> <p>and each person to whom a provision applies is a 'Regulated Provider' for the purposes of that provision.</p>	<p>(b) Conditions C3.4 to C3.6 apply to any provider of Publicly Available Telephone Services and/or Publicly Available Internet Access Services (including any wholesale provider) in respect of:</p> <p>(i) the billing of End-Users; and</p> <p>(ii) the provision of information to be used by another Communications Provider for billing End-Users,</p> <p>except that Conditions C3.4 to C3.6 do not apply to any such provider if its Relevant Turnover in its most recent complete financial year is less than £55 million;</p> <p>(c) Conditions C3.8 to C3.12 apply to any person who provides Publicly Available Telephone Services and/or Publicly Available Internet Access Services to a Subscriber;</p> <p><b>(d) Condition C3.7 applies to any person who provides Interpersonal Communications Services and/or Publicly Available Internet Access Services;</b></p> <p><b>(e) Conditions C3.13 and C3.14 apply to any person who provides Interpersonal Communications Services and/or Publicly Available Internet Access Services when they provide such services to Subscribers who are:</b></p>	<p>We explain our proposed changes in paragraphs 4.72 – 4.79 of our consultation document.</p>
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	<p>(i) <b>Consumers; and/or</b></p> <p>(ii) <b>Microenterprise Customers, Small Enterprise Customers or Not for Profit Customers, unless they have expressly agreed otherwise;</b></p> <p><b>such Subscribers being ‘Relevant Customers’ for the purposes of those provisions;</b></p> <p><b>and each person to whom a provision applies is a ‘Regulated Provider’ for the purposes of that provision.</b></p>	
<b>Access to billing information</b>		
<p>C3.7 Subject to Condition C3.9, Regulated Providers shall provide to each of their Subscribers, on request, and at no extra charge, access to adequate billing information to allow the Subscriber to:</p> <p>(a) verify and control the charges incurred by the Subscriber; and</p> <p>(b) adequately monitor the Subscriber’s usage and expenditure and thereby exercise a reasonable degree of control over their Bills.</p>	<p>C3.7 Subject to Condition C3.9, Regulated Providers shall provide to each of their Subscribers, on request, and at no extra charge, access to adequate <b>and up-to-date</b> billing information to allow the Subscriber to:</p> <p>(a) verify and control the charges incurred by the Subscriber; and</p> <p>(b) adequately monitor the Subscriber’s usage and expenditure and thereby exercise a reasonable degree of control over their Bills.</p>	<p>Minor modification to implement Art. 102(5).</p> <p>We explain our proposed changes in paragraphs 4.72 – 4.79 of our consultation document.</p>
<b>Notification of service consumption</b>		
N/A	<b>C3.13 Regulated Providers shall notify their Relevant Customers when an Interpersonal Communications</b>	Implements Art. 102(5).

	<p><b>Service and/or Internet Access Service which is included in their tariff plan and is billed on the basis of either time or volume has been fully consumed.</b></p> <p><b>C3.14 As part of the notification provided pursuant to Condition C3.13, Regulated Providers should also include information on any usage charges that will apply if they continue to use the relevant Interpersonal Communications Service and/or Internet Access Service.</b></p>	<p>New provisions.</p> <p>We explain our proposed changes in paragraphs 4.72 – 4.79 of our consultation document.</p>
<b>Definitions</b>		
N/A	<p><b>‘Contract Information’ means the information set out in the Annex to Condition C1;</b></p>	<p>See Art. 102(1) and Annex VIII.</p> <p>New definition.</p>
N/A	<p><b>Contract Summary’ means the information required and set out in accordance with the contract summary template specified by the European Commission under [draft Commission Implementing Regulation (EU) xx establishing a template for the contract summary to be used by providers of publicly available electronic communications services pursuant to Directive (EU) 2018/1972];<sup>3</sup></b></p>	<p>See Art. 102(3) and Recital 261.</p> <p>New definition.</p>

<sup>3</sup> [https://ec.europa.eu/info/law/better-regulation/initiatives/ares-2018-4821885\\_en](https://ec.europa.eu/info/law/better-regulation/initiatives/ares-2018-4821885_en)

**Table 3: Proposed GC changes for section 5 on publication and provision of data to third parties**

Current GC definition	Proposed GC definition [changes to current drafting are in bold text]	Short explanation of proposed amendment
<b>Scope</b>		
<p>C2.1 The provisions of this Condition apply as follows:</p> <p>(a) Conditions C2.2 to C2.15 apply to all providers of Public Electronic Communications Networks and/or Public Electronic Communications Services; and</p> <p>(b) Conditions C2.16 to C2.19 apply to any Communications Provider who provides Fixed Voice or Other Fixed-Line Services and/or Broadband Services to SME Customers,</p> <p>and each person to whom a provision applies is a ‘Regulated Provider’ for the purposes of that provision.</p>	<p>C2.1 The provisions of this Condition <b>C2</b> apply as follows:</p> <p>(a) Conditions C2.3 and 2.4 apply to:</p> <p style="padding-left: 40px;"><b>(i) providers of Internet Access Services and/or Interpersonal Communications Services when they provide such services to End-Users; and</b></p> <p style="padding-left: 40px;"><b>(ii) providers of Bundles to Consumers and/or Microenterprise Customers, Small Enterprise Customers or Not for Profit Customers unless such Microenterprise Customers, Small Enterprise Customers or Not for Profit Customers have expressly agreed otherwise;</b></p> <p>(b) Conditions C2.5 to C2.13 apply to providers of Public Electronic Communications Networks and/or Public Electronic Communications Services;</p> <p>(c) Conditions C2.14 to C2.15 apply to <b>providers of</b> Fixed Voice or Other Fixed-Line Services and/or</p>	<p>Implements Art. 103(1) and 107(1).</p> <p>Set scope and defined terms for proposed new requirements.</p> <p>We explain our proposed changes in paragraphs 5.9 – 5.14 of our consultation document.</p>

	<p>Broadband Services <b>when they provide such services</b> to SME Customers; <b>and</b></p> <p><b>(d) Conditions C2.19 to C2.21 apply to providers of Internet Access Services and/or Interpersonal Communications Services when they provide such services to End-Users;</b></p> <p><b>C2.2 In this Condition C2:</b></p> <p><b>(a) each provider to whom a provision applies in accordance with Condition C2.1 is a ‘Regulated Provider’ for the purposes of that provision;</b></p> <p><b>(b) each Public Electronic Communications Service in relation to which a provision applies in accordance with Condition C2.1 is a ‘Relevant Communications Service’ for the purposes of that provision; and</b></p> <p><b>‘Bundle’ is a Bundle comprising an Internet Access Service and/or a Number-based Independent Communications Service.</b></p>	
<b>General information publication requirements</b>		
<p>C2.2 Regulated Providers shall ensure that clear and up-to-date information on the applicable prices and tariffs and standard terms and conditions in respect of access to and use of the services provided by them to End-Users and/or Consumers is published in accordance with Conditions C2.3</p>	<p>C2.3 Regulated Providers shall <b>publish the following information in respect of any Relevant Communications Services or Bundles they provide under</b> standard terms and conditions:</p>	<p>Implements Art. 103(1) and Annex IX.</p> <p>Introduces additional publication requirements.</p>

<p>and C2.12. For the avoidance of doubt, this Condition does not require Regulated Providers to publish any bespoke or individual prices, tariffs or terms and conditions.</p> <p>C2.3 The information published shall include at least the following:</p> <ul style="list-style-type: none"> <li>(a) the name and registered office address of the Regulated Provider;</li> <li>(b) a description of the services offered;</li> <li>(c) the standard tariffs of the Regulated Provider indicating the services provided and the content of each tariff element (with regard to charges for access, usage and/or maintenance), including details of any standard discounts applied, any special and targeted tariff schemes and any additional charges;</li> <li>(d) any compensation and/or refund policies, including specific details of any compensation and/or refund schemes offered;</li> <li>(e) any types of maintenance service offered;</li> <li>(f) the standard contract conditions offered, including any relevant Fixed Commitment</li> </ul>	<ul style="list-style-type: none"> <li>(a) <b>the contact details</b> of the Regulated Provider;</li> <li>(b) a description of the services offered, <b>including the main characteristics of each service provided, such as:</b> <ul style="list-style-type: none"> <li>(i) <b>any minimum quality of service levels, where offered; and</b></li> <li>(ii) <b>any restrictions imposed by the provider on the use of Terminal Equipment they sell or provide, including any Handset Locking Restrictions;</b></li> </ul> </li> <li>(c) the tariffs of the Regulated Provider indicating the services provided and the content of each tariff element (with regard to charges for access, usage and/or maintenance), including details of: <ul style="list-style-type: none"> <li>(i) <b>any allowances included in specific tariff plans, such as in relation to gigabits of data, voice minutes and messages;</b></li> <li>(ii) <b>any usage charges for any additional use of services or facilities, or for use of any additional services or facilities not included in (i);</b></li> </ul> </li> </ul>	<p>We explain our proposed changes in paragraphs 5.9 – 5.14 of our consultation document.</p>
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<p>Period, termination of the contract, and procedures and direct charges related to Number Portability; and</p> <p>any available dispute resolution mechanisms, including those developed by the Regulated Provider.</p>	<ul style="list-style-type: none"> <li>(iii) <b>numbers or services subject to particular pricing conditions;</b></li> <li>(iv) <b>access and maintenance charges;</b></li> <li>(v) <b>any special and targeted tariff schemes;</b></li> <li>(vi) <b>any additional charges; and</b></li> <li>(vii) <b>any costs with respect to Terminal Equipment;</b></li> </ul> <ul style="list-style-type: none"> <li>(d) <b>any after-sales, maintenance and customer assistance services offered and their respective contact details;</b></li> <li>(e) <b>the standard contract conditions offered, including contract duration, any charges due for early termination, rights in relation to the termination of Bundles or any elements thereof;</b></li> <li>(f) <b>where the undertaking is a Regulated Provider of Number-based Interpersonal Communications Services, information on access to emergency services and caller location, or any limitation on the latter and, where the Regulated Provider provides Number-independent Interpersonal Communications Services, information on the</b></li> </ul>	
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	<p><b>degree to which access to emergency services is supported or not;</b></p> <p>(g) <b>details of products and services, including any functions, practices, policies and procedures and alterations in the operation of the service, specifically designed for End-Users with disabilities, in accordance with European Union law harmonising accessibility requirements for products and services; and</b></p> <p>(h) any available dispute resolution mechanisms, including those developed by the Regulated Provider;</p> <p>(i) any compensation and/or refund policies, including specific details of any compensation and/or refund schemes offered.</p> <p><b>For the avoidance of doubt, this Condition does not require Regulated Providers to publish any bespoke or individual prices, tariffs or terms and conditions.</b></p> <p><b>C2.4 Regulated Providers shall, upon request, provide Ofcom with the information listed in Condition C2.3 ahead of publication.</b></p>	
<p><b>Unbundled tariff and personal numbers information publication requirements</b></p>		
<p>C2.4 In respect of Unbundled Tariff Numbers, Regulated Providers shall publish the Access Charges that are payable for tariffs that they make available to</p>	<p>C2.5 In respect of Unbundled Tariff Numbers, Regulated Providers shall publish the Access Charges that are payable for tariffs that they make available to</p>	<p>Implements Art. 103(1) and Annex IX.</p>

<p>Consumers and give those charges the same prominence in terms of location and format as is given to charges for geographic calls, calls to mobiles and call packages (including bundles) on the Regulated Provider’s website, in its published price lists and in advertising and promotional material which refer to call pricing.</p>	<p>Consumers and give those charges the same prominence in terms of location and format as is given to charges for geographic calls, calls to mobiles and call packages (including Bundles) <b>as part of the information published in accordance with Condition C2.3(c), as well as</b> in its published price lists and in advertising and promotional material which refer to call pricing.</p>	<p>Minor modifications to cross-refer to requirements in GC 2.3(c).</p> <p>We explain our proposed changes in paragraphs 5.9 – 5.14 of our consultation document.</p>
<p>C2.5</p>	<p>C2.5</p>	<p>No changes other than cross-references to other provisions.</p>
<p>C2.6 In respect of Personal Numbers, for tariffs that Regulated Providers make available to Consumers, they shall:</p> <p>(a) publish usage charges, including any variations by time of day, and give those charges the same prominence in terms of location and format as is given to charges for geographic calls, calls to mobiles and call packages (including bundles) on the Regulated Provider’s website and in its published price lists; and</p> <p>(b) in advertising and promotional material which refer to call pricing, publish the maximum charges applying to Personal Numbers.</p>	<p>C2.7 In respect of Personal Numbers, for tariffs that Regulated Providers make available to Consumers, they shall:</p> <p>(a) publish, <b>as part of the information published in accordance with Condition C2.3(c)</b>, usage charges, including any variations by time of day, and give those charges the same prominence in terms of location and format as is given to charges for geographic calls, calls to mobiles and call packages (including bundles) on the Regulated Provider’s website and in its published price lists; and</p> <p>(b) in advertising and promotional material which refer to call pricing, publish the maximum charges applying to Personal Numbers.</p>	<p>Minor modifications to cross-refer to requirements in GC 2.3(c).</p>

Fair treatment and easier switching for broadband and mobile customers

C2.7 – C2.9	C2.8 – C2.10	No changes other than cross-references to other provisions.
<b>Premium rate service information publication requirements</b>		
C2.10 – C2.11	C2.11 – C2.12	No changes other than cross-references to other provisions.
<b>Information required to be displayed in public pay telephones</b>		
C2.15	C2.13	No changes.
<b>Transparency requirements in relation to SME customers</b>		
C2.16 – C2.18	C2.14 – C2.15	No changes other than in the use of defined terms and cross-references to other provisions.
<p>C2.16 In addition to any information required under Condition C2.3, a Regulated Provider must publish the following information in respect of any standard form contract it offers to SME Customers (whether exclusively or amongst others) for Fixed Voice or Other Fixed-Line Services and/or Broadband Services:</p> <p>(a) the Service Level Agreements (if any) that apply:</p> <p>(i) in relation to the Regulated Provider activating the service(s) on the date confirmed to a SME Customer and in the</p>	<p>C2.14 <b>As part of the information published in accordance with Condition C2.3(b) and (i)</b>, a Regulated Provider must publish the following information in respect of any standard form contract it offers to SME Customers (whether exclusively or amongst others) for <b>Relevant Communications Services</b>:</p> <p>(a) the Service Level Agreements (if any) that apply:</p> <p>(i) in relation to the Regulated Provider activating the service(s) on the date confirmed to a SME Customer and in the event of the Regulated Provider failing to do so;</p>	<p>Implements Art. 103(1) and Annex IX.</p> <p>Minor modifications to cross-refer to other provisions (in particular the requirements in GC C2.3), and in defined terms.</p>

<p>event of the Regulated Provider failing to do so;</p> <p>(ii) in the event of a Loss of Service; and</p> <p>(iii) in relation to the Regulated Provider (or its supplier) keeping a pre-agreed appointment to attend the SME Customer’s premises and in the event of the Regulated Provider (or its supplier) failing to do so;</p> <p>(b) the Service Level Guarantee (if any) that applies for each of the events listed in Condition C2.16(a);</p> <p>(c) if applicable, the fact that no Service Level Agreement and/or Service Level Guarantee applies in relation to an event listed in Condition C2.16(a); and</p> <p>(d) if applicable, the fact that a Service Level Agreement and/or Service Level Guarantee may be available in relation to an event listed in Condition C2.16(a), but that the exact terms are subject to individual negotiation between the Regulated Provider and a SME Customer.</p> <p>C2.18 When a SME Customer enters into a contract of a kind offered by the Regulated Provider to SME Customers (whether exclusively or amongst</p>	<p>(ii) in the event of a Loss of Service; and</p> <p>(iii) in relation to the Regulated Provider (or its supplier) keeping a pre-agreed appointment to attend the SME Customer’s premises and in the event of the Regulated Provider (or its supplier) failing to do so;</p> <p>(b) the Service Level Guarantee (if any) that applies for each of the events listed in Condition C2.14(a);</p> <p>(c) if applicable, the fact that no Service Level Agreement and/or Service Level Guarantee applies in relation to an event listed in Condition C2.14(a); and</p> <p>(d) if applicable, the fact that a Service Level Agreement and/or Service Level Guarantee may be available in relation to an event listed in Condition C2.14(a), but that the exact terms are subject to individual negotiation between the Regulated Provider and a SME Customer.</p> <p>C2.15 When a SME Customer enters into a contract of a kind offered by the Regulated Provider to SME Customers (whether exclusively or amongst others) for a <b>Relevant Communications Service</b> (whether on the basis of a standard form or a bespoke contract), the Regulated Provider must provide the SME Customer, free of charge, with the information</p>	
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<p>others) for a Fixed Voice or Other Fixed-Line Services and/or Broadband Service (whether on the basis of a standard form or a bespoke contract), the Regulated Provider must provide the SME Customer, free of charge, with the information described in Condition C2.16(a) to (c) (or the applicable information about each of those matters in relation to a bespoke contract) in respect of that contract.</p>	<p>described in Condition C2.14(a) to (c) (or the applicable information about each of those matters in relation to a bespoke contract) <b>as part of the Contract Information provided pursuant to Condition C1.3 and the Annex to Condition C1.</b></p>	
<p><b>Method of publication</b></p>		
<p>C2.12 Other than information to which Condition C2.16 to C2.19 applies, where this Condition requires information to be published, it shall be effected by:</p> <ul style="list-style-type: none"> <li>(a) sending a copy of the information or any appropriate parts of it to any End-User who reasonably requests it, free of charge; and</li> <li>(b) placing a copy of the information in plain English, in an easily accessible and reasonably prominent manner on their website or, where there is no such website, in such manner and form as directed by Ofcom.</li> </ul> <p>C2.17 The Regulated Provider must publish the information referred to in Condition C2.16 in plain English, in an easily accessible and reasonably prominent manner on its website (or, where there</p>	<p>C2.16 Where this Condition requires information to be published, it shall be effected by <b>publishing</b> the information on the website <b>of the Regulated Provider in a clear, comprehensive and machine-readable manner, and in a format that is accessible to End-users with disabilities</b> or, in such manner and form as directed by Ofcom. <b>Regulated Providers shall update the relevant information regularly.</b></p>	<p>Implements Annex IX.</p> <p>Amended to remove requirement to send information to End-User.</p> <p>Other minor proposed modifications to clarify drafting.</p> <p>We explain our proposed changes at paragraphs 5.9 – 5.14.</p>

<p>is no such website, in such manner and form as directed by Ofcom).</p>		
<p><b>Processes and procedures</b></p>		
<p>C2.13 – C2.14</p>	<p>C2.17 – C2.18</p>	<p>No changes other than cross-references to other provisions.</p>
<p><b>Provision of data to third parties</b></p>		
<p>N/A</p>	<p><b>C2.19 Regulated Providers shall make available, free of charge and in open data formats, the information listed in Condition C2.21, for the purposes of providing a Comparison Tool meeting the conditions set out in Condition C2.20.</b></p> <p><b>C2.20 The conditions referred to in Condition C2.19 are that the Comparison Tool must:</b></p> <ul style="list-style-type: none"> <li><b>a) be operationally independent from Regulated Providers, thereby ensuring that Regulated Providers are given equal treatment in search results;</b></li> <li><b>b) clearly disclose its owners and operators;</b></li> <li><b>c) set out clear and objective criteria on which the comparison is to be based;</b></li> <li><b>d) use plain and unambiguous language;</b></li> </ul>	<p>Implements Art. 103(2) and Art. 103(3).</p> <p>New provisions.</p> <p>We explain our proposed changes in paragraphs 5.25 – 5.30 of our consultation document.</p>

	<ul style="list-style-type: none"><li>e) provide accurate and up-to-date information and state the time of the last update;</li><li>f) be open to any Regulated Provider making available the relevant information in accordance with Condition C2.19;</li><li>g) include a broad range of offers covering a significant part of the market and, where the information presented is not a complete overview of the market, a clear statement to that effect, before displaying results;</li><li>h) provide an effective procedure to report incorrect information; and</li><li>i) include the possibility to compare prices, tariffs and minimum quality of service between offers available to Consumers.</li></ul> <p><b>C2.21</b> The information referred to in Condition C2.19 is information relating to:</p> <ul style="list-style-type: none"><li>a) the prices and tariffs of services provided against recurring or consumption-based direct monetary payments; and</li></ul>	
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	the minimum quality of service where offered, or the Regulated Provider is required to publish such information.	
<b>Definitions</b>		
N/A	<p><b>‘Comparison Tool’ in Condition C2.19 means a tool that enables Consumers to compare and evaluate different Internet Access Services and Interpersonal Communications Services with regard to:</b></p> <p><b>(a) prices and tariffs of services provided against recurring or consumption-based direct monetary payments; and</b></p> <p><b>minimum quality of service where offered, or the Regulated Provider is required to publish such information.</b></p>	<p>Implements Art. 103(2) and Art. 103(3).</p> <p>New provisions.</p> <p>We explain our proposed changes in paragraphs 5.25 – 5.30 of our consultation document.</p>