

A14. Table of proposed GC changes for Sections 8, 10, 11 and 12.

Table 1: Proposed GC changes for section 8 on Disincentives to switch: mobile device locking (new Condition C1.9).

Current GC definition	Proposed GC definition [changes to current drafting are in bold text]	Short explanation of proposed amendment
N/A	<p>C1.9 Without limiting the extent of Condition C1.8, Regulated Providers shall ensure that no Handset Locking Restrictions are applied to any Mobile Device sold or provided to Relevant Customers as part of a Bundle with a Relevant Communications Service that they provide.</p>	<p>New provision.</p> <p>See Art. 105(1) and Art. 107(1).</p> <p>We explain our proposed changes in paragraphs 8.136 – 8.139 of our consultation document.</p>
Definitions used in Condition C1.9		
N/A	<p>‘Handset Locking Restriction’ means any restriction applied on a Mobile Device sold or provided as part of a Bundle with the Mobile Communications Services of a Communications Provider and which limits use of that device on the Electronic Communications Network of another Communications Provider;</p>	<p>New definition for use in relation to proposed new Condition C1.9.</p>
N/A	<p>‘Mobile Device’ means any Apparatus designed or adapted to be capable of being used while in motion, through which</p>	<p>New definition.</p>

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	a Communications Provider is able to provide, and the person using the Apparatus is able to receive, Mobile Communications Services;	
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Table 2: Proposed GC changes for section 10 on Emergency Video Relay

Current GC	Proposed GC [changes to current drafting are in bold text]	Short explanation of proposed amendment
Definitions		
N/A	<p>‘Emergency Video Relay Service’ means any service which:</p> <ul style="list-style-type: none"> (a) for the purposes of requesting and receiving emergency relief from Emergency Organisations, provides British Sign Language translation and relay facilities for emergency communications to be conveyed via video between any End-User and Emergency Organisations; (b) is capable of being accessed by End-Users of the service from readily available compatible terminal equipment with video capabilities, including smartphones and computers or tablets; (c) provides facilities for access to Emergency Organisations and is available twenty-four hours a day, seven days a week; (d) insofar as reasonably practicable, allows for communication between End-Users of the 	New definition in relation to new GC which take the wording of Art 109(5) and Art 111(1) into account.

	<p>service at speeds equivalent to voice communications;</p> <p>(e) provides a means of communicating by text in conjunction with video relay.</p>	
Scope		
<p>C5.1 This Condition applies to all providers of Public Electronic Communications Services, each of whom is a 'Regulated Provider' for the purposes of this Condition.</p>	<p>C5.1 The provisions of this Condition apply as follows:</p> <p>(a) Conditions C5.2 to C5.10 and C5.13 to C5.18 apply to providers of Public Electronic Communications Services (but they do not apply to such providers when they provide Number-independent Interpersonal Communications Services); and</p> <p>(b) Conditions C5.11 and C5.12 apply to any person who provides Internet Access Services or Number-based Interpersonal Communications Services; and</p> <p>each person to whom a provision applies is a 'Regulated Provider' for the purposes of that provision.</p>	<p>Revised scope to take into account new emergency video relay GCs.</p> <p>We explain our proposed changes at paragraphs 10.39 – 10.43 of our consultation document.</p>
Measures for users with disabilities		

<p>C5.6 Regulated Providers must take the measures needed to meet the needs of End-Users with disabilities set out in Conditions C5.7 – C5.13 and take all reasonable steps to ensure that such measures are widely publicised, taking into consideration the need to disseminate information in appropriate formats through appropriate channels for End-Users with disabilities.</p>	<p>C5.6 Regulated Providers must take the measures needed to meet the needs of End-Users with disabilities set out in Conditions C5.7 – C5.16 and take all reasonable steps to ensure that such measures are widely publicised, taking into consideration the need to disseminate information in appropriate formats through appropriate channels for End-Users with disabilities.</p>	<p>Revised cross-reference numbering to take into account new emergency video relay GCs.</p> <p>We explain our proposed changes at paragraphs 10.39 – 10.43 of our consultation document.</p>
<p>Emergency video relay</p>		
<p>N/A</p>	<p>C5.11 Regulated Providers must ensure that any End-User of Internet Access Services or Number-based Interpersonal Communications Services it provides, who, because of their disabilities, communicates in BSL, can access and use, free of charge, an Emergency Video Relay Service which has been approved by Ofcom.</p>	<p>New GC taking the wording of Art 109(5) and Art 111(1) into account.</p> <p>We explain our proposed changes at paragraphs 10.39 – 10.43 of our consultation document.</p>
<p>N/A</p>	<p>C5.12 In providing access to Emergency Video Relay Services under Condition C5.11, Regulated Providers must:</p> <p>(a) provide the Emergency Video Relay Service free of charge to the End-User;</p> <p>(b) ensure measures are taken to protect the confidentiality of communications between</p>	<p>New GC taking the wording of Art 109(5) and Art 111(1) into account.</p> <p>We explain our proposed changes at paragraphs 10.39 – 10.43 of our consultation document.</p>

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	<p>End-Users of the Emergency Video Relay Service;</p> <p>(c) subject to Condition C3.11, ensure that the Emergency Video Relay Service is available for lawful use by End-Users at all times; and</p> <p>(d) must comply with any directions in respect of the Emergency Video Relay Services which Ofcom may make from time to time.</p>	
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Table 3: Proposed GC changes for section 11 on Communications in accessible formats

Current GC	Proposed GC [changes to current drafting are in bold text]	Short explanation of proposed amendment
Bills and contracts in accessible format		
<p>C5.13 Regulated Providers must make available, free of charge, and in a format reasonably acceptable to any Subscriber who is blind or whose vision is impaired, upon their request:</p> <ul style="list-style-type: none"> (a) any contract (or any subsequent variation) with that Subscriber for the provision of Public Electronic Communications Services, including any publicly available terms or conditions referred to in that contract or variation; (b) any End-of-Contract Notification; (c) any Annual Best Tariff Notification; and (d) any Bill rendered or made available in respect of those services. <p>An acceptable format would, for these purposes, consist of print large enough for such Subscriber to</p>	<p>C5.15 Regulated Providers, upon request, must make available free of charge to any Subscriber who requires it because of their disabilities, all communications with them in a reasonably acceptable format, including the following information:</p> <ul style="list-style-type: none"> (a) any contract (or any subsequent variation) with that Subscriber for the provision of Public Electronic Communications Services, including any publicly available terms or conditions referred to in that contract or variation; (b) any End-of-Contract Notification; (c) any Annual Best Tariff Notification; (e) any Bill rendered or made available in respect of those services; and (f) any other communications (other than marketing communications) which relate to their services. 	<p>Amended and clarified taking the wording of Art 111 into account.</p> <p>Square brackets indicate changes which come into force on 15 February 2020 (see May 2019 Statement).</p> <p>We explain our proposed changes at paragraph 11.43 of the consultation document.</p>

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<p>read, Braille or an electronic format appropriate to the reasonable needs of the Subscriber.</p>	<p>An acceptable format, for these purposes, includes for example: print large enough for such Subscriber to read, print on coloured paper, Braille or an electronic format appropriate to the reasonable needs of the Subscriber.</p>	
<p>N/A</p>	<p>C5.16 Regulated Providers, upon request, must make available free of charge to any Customer who requires it because of their disabilities, any Contract Information or Contract Summary in accordance with Conditions C1.3 to C1.7, in a reasonably acceptable format.</p> <p>An acceptable format, for these purposes, includes for example: print large enough for such Customer to read, print on coloured paper, Braille or an electronic format appropriate to the reasonable needs of the Customer.</p>	<p>New requirement taking into account Arts 102 and 111.</p> <p>We explain our proposed changes at paragraph 4.35 of the consultation document.</p>

Table 3: Proposed GC changes for Section 12 on Availability of services and access to emergency services

Current GC	Proposed GC [changes to current drafting are in bold text]	Short explanation of proposed amendment
Scope		
<p>A3.1 The provisions of this Condition apply as follows:</p> <p>(a) Condition A3.2 applies to any person who provides a Publicly Available Telephone Service and/or a Public Electronic Communications Network over which a Publicly Available Telephone Service is provided;</p> <p>(b) Conditions A3.3 and A3.6(c) apply to any provider of a VoIP Outbound Call Service; and</p> <p>(c) Conditions A3.4, A3.5 and A3.6(a) and (b) apply to any Communications Provider who provides End-Users with an Electronic Communications Service, or provides access to such a service by means of a Pay Telephone, for originating calls to a number or numbers in the National Telephone Numbering Plan, excluding any Click to Call Service,</p>	<p>A3.1 The provisions of this Condition apply as follows:</p> <p>(a) Condition A3.2 applies to any person who provides a Voice Communications Service and/or Internet Access Service and/or a Public Electronic Communications Network over which a Voice Communications Service and/or Internet Access Service is provided;</p> <p>(b) Conditions A3.3 and A3.6(c) apply to any provider of a VoIP Outbound Call Service; and</p> <p>(c) Conditions A3.4, A3.5 and A3.6(a) and (b) apply to any Communications Provider who provides End-Users with an Electronic Communications Service, or provides access to such a service by means of a Pay Telephone, for originating calls to a number or numbers in the National and International Telephone Numbering Plan, excluding any Click to Call Service,</p> <p>and each person to whom a provision applies is a 'Regulated Provider' for the purposes of that provision.</p>	<p>Implements Art. 108 (1) and Art. 109 (2).</p> <p>Drafting changes to reflect revised scope.</p> <p>We explain our proposed changes at paragraphs 12.6 – 12.11 and paragraphs 12.16 – 12.22 of our consultation document.</p>

<p>and each person to whom a provision applies is a 'Regulated Provider' for the purposes of that provision.</p>		
<p>Availability of services, including access to emergency services</p>		
<p>A3.2 Regulated Providers must take all necessary measures to ensure:</p> <p>(a) the fullest possible availability of the Public Electronic Communications Network and Publicly Available Telephone Services provided by them in the event of catastrophic network breakdown or in cases of force majeure; and</p> <p>(b) uninterrupted access to Emergency Organisations as part of any Publicly Available Telephone Services offered.</p>	<p>A3.2 Regulated Providers must take all necessary measures to ensure:</p> <p>(a) the fullest possible availability of Voice Communications Services and Internet Access Services provided over Public Electronic Communications Networks in the event of catastrophic network breakdown or in cases of force majeure; and</p> <p>(b) uninterrupted access to Emergency Organisations and uninterrupted transmission of public warnings as part of any Voice Communications Services offered.</p>	<p>Implements Art. 108(1).</p> <p>Minor drafting change to align text more closely with wording of Article 108.</p> <p>We explain our proposed changes at paragraphs 12.6 – 12.11 of our consultation document.</p>
<p>A3.3 Regulated Providers must inform their Domestic and Small Business Customers in plain English and in an easily accessible manner that access to Emergency Organisations using VoIP Outbound Call Services may cease if there is a power cut or power failure, or a failure of the internet connection on which the service relies. This information must be provided during the sales process, within the terms and</p>	<p>A3.3 Regulated Providers must inform their Domestic and Small Business Customers in plain English and in an easily accessible manner that access to Emergency Organisations using VoIP Outbound Call Services may cease if there is a power cut or power failure, or a failure of the internet connection on which the service relies. This information must be provided during the sales process, within the terms and conditions of use, and in any user guide issued by the Regulated Provider.</p>	<p>No change.</p>

<p>conditions of use, and in any user guide issued by the Regulated Provider.</p>		
<p>Emergency call numbers (“112” and “999”)</p>		
<p>A3.4 Regulated Providers must ensure that all End-Users can access Emergency Organisations by using the emergency call numbers “112” and “999” at no charge and, in the case of a Pay Telephone, without having to use coins or cards. In the case of Regulated Providers providing Mobile Communications Services, this obligation also applies to access by all End-Users to Emergency Organisations by using eCalls.</p>	<p>A3.4 Regulated Providers must ensure that all End-Users can access Emergency Organisations by using the emergency call numbers “112” and “999” at no charge and, in the case of a Pay Telephone, without having to use coins or cards. In the case of Regulated Providers providing Mobile Communications Services, this obligation also applies to access by all End-Users to Emergency Organisations by using eCalls.</p>	<p>No change.</p>
<p>Caller location information</p>		
<p>A3.5 Regulated Providers shall, to the extent technically feasible, make accurate and reliable Caller Location Information available for all calls to the emergency call numbers “112” and “999”, at no charge to the Emergency Organisations handling those calls, at the time the call is answered by those organisations.</p>	<p>A3.5 Regulated Providers shall, to the extent technically feasible, make accurate and reliable Caller Location Information available for all calls to the emergency call numbers “112” and “999”, at no charge to End-Users and the Emergency Organisations handling those calls, at the time the call is answered by those organisations.</p>	<p>Implements Art. 109(6). We explain our proposed changes at paragraphs 12.16 – 12.22 of our consultation document.</p>

<p>A3.6 In order to make accurate and reliable Caller Location Information available to the Emergency Organisations handling the calls to “112” and “999”, a Regulated Provider must comply with the following requirements:</p> <p>(a) where it provides an Electronic Communications Service at a fixed location, the Caller Location Information must, at least, accurately reflect the fixed location of the End-User’s terminal equipment including the full postal address;</p> <p>(b) where it provides a Mobile Communications Service, the Caller Location Information must include, at least, the Cell Identification of the cell from which the call is being made and, where available, an indication of the radius of coverage of the cell. In exceptional circumstances, where the Cell Identification is temporarily unavailable for technical reasons, the Caller Location Information must include the Zone Code; and</p> <p>(c) where it provides a VoIP Outbound Call Service:</p>	<p>A3.6 In order to make accurate and reliable Caller Location Information available to the Emergency Organisations handling the calls to “112” and “999”, a Regulated Provider must comply with the following requirements:</p> <p>(a) where it provides an Electronic Communications Service at a fixed location, the Caller Location Information must, at least, accurately reflect the fixed location of the End-User’s terminal equipment including the full postal address;</p> <p>(b) where it provides a Mobile Communications Service, the Caller Location Information must include, at least, the Cell Identification of the cell from which the call is being made and, where available, an indication of the radius of coverage of the cell. In exceptional circumstances, where the Cell Identification is temporarily unavailable for technical reasons, the Caller Location Information must include the Zone Code; and</p> <p>(c) where it provides a VoIP Outbound Call Service:</p> <p>(i) it must, where its VoIP Outbound Call Service is to be used principally at a single fixed location, recommend its Domestic and Small Business Customers to register with it the address of the place where the VoIP Outbound Call Service is to be used prior to</p>	<p>Implements Art. 109(6).</p> <p>We explain our proposed changes at paragraphs 12.16 – 12.22 of our consultation document.</p>
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<p>(i) it must, where its VoIP Outbound Call Service is to be used principally at a single fixed location, recommend its Domestic and Small Business Customers to register with it the address of the place where the VoIP Outbound Call Service is to be used prior to its activation and update that address information if there is any change; and</p> <p>(ii) where it has a reasonable expectation that, or has been informed that, its VoIP Outbound Call Service is to be accessed from multiple locations, it must recommend that its Domestic and Small Business Customers register and update the location information associated with it, whenever accessing the VoIP Outbound Call Service from a new location</p>	<p>its activation and update that address information if there is any change; and</p> <p>(ii) where it has a reasonable expectation that, or has been informed that, its VoIP Outbound Call Service is to be accessed from multiple locations, it must recommend that its Domestic and Small Business Customers register and update the location information associated with it, whenever accessing the VoIP Outbound Call Service from a new location; and</p> <p>(d) in all circumstances where available, a Regulated Provider must provide handset-derived Caller Location Information.</p>	
<p>Definitions</p>		
<p>N/A</p>	<p>‘Voice Communications Service’ means a service made available to the public for originating and receiving, directly or indirectly, national or international calls through a number or numbers in a national or international telephone numbering plan;</p>	<p>Implements Art. 2(32). New definition.</p>

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