



# Metering & Billing Direction

Modification of General Condition 11

Consultation

Publication date: 11 August 2014

Closing Date for Responses: 11 September 2014

# About this document

Under General Condition 11 all communications providers with a turnover of more than £40 million a year for providing landline and mobile voice services are required to comply with the Metering and Billing Direction ('the Direction').

The Direction is a technical standard intended to ensure that communications providers' systems deliver accurate bills to customers.

On 31 July 2014 Ofcom withdrew a Direction that had been in place since 2008 and replaced it with a new Direction. This consultation proposes changes to the wording of General Condition 11, mainly so that it refers to the new Direction and also to remove its obsolete provisions referring to Ofcom's predecessor body, Oftel.

# Contents

Section		Page
1	Summary	1
2	Introduction	2
3	Proposed changes to General Condition 11	6
<b>Annex</b>		<b>Page</b>
1	Responding to this consultation	8
2	Ofcom's consultation principles	10
3	Consultation response cover sheet	11
4	Consultation question	13
5	Notification of proposed modification to General Condition 11	14

## Section 1

# Summary

- 1.1 To ensure that consumers are not overcharged for services, and to maintain consumer confidence in the accuracy of bills, Ofcom requires all providers of electronic communication services to provide accurate bills under General Condition 11 ('GC11').
- 1.2 GC11 also requires providers of Publicly Available Telephone Services ('PATs' – essentially, fixed and mobile voice services of kinds made available to the public) with a turnover in those services of over £40 million per year to obtain approval of their metering and billing systems from third-party assessors against the requirements of the 'Ofcom Metering and Billing Direction'. The third party assessors – called Approval Bodies ('ABs') – are appointed by Ofcom.
- 1.3 The Direction is essentially a technical standard intended to ensure that communications providers' ('CPs') billing systems deliver accurate bills. CPs offering fixed and mobile voice services – at both retail and wholesale levels – are required to meet mandatory compliance requirements in the Direction.
- 1.4 Ofcom has recently reviewed the Direction to ensure that its scope and requirements remain appropriate and proportionate given changes in the market and in the light of CPs' and ABs' experiences in operating the Direction.
- 1.5 We published a statement on 31 July 2014 setting our conclusions from the review. The statement included an instrument that made a new Direction that came into force on the same day as the statement ('the 2014 Direction') and withdrew the previous Direction which had been published on 15 July 2008 ('the 2008 Direction').
- 1.6 In defining the Ofcom Metering and Billing Direction, in accordance with which the CPs have to obtain approval, GC11 currently refers to the 2008 Direction. In light of the withdrawal of the 2008 Direction and the making of the 2014 Direction, we are proposing to amend the definition so that it refers to the 2014 Direction. We are also proposing to remove obsolete provisions referring to other previous directions and Ofcom's predecessor body, Oftel.
- 1.7 Ofcom is seeking views on the proposed changes by 11 September 2014.

## Section 2

# Introduction

## Ofcom's role in protecting consumers

- 2.1 Ofcom is the regulator for the communications sector. Under section 3(1) of the Communications Act 2003 (the Act), Ofcom's principal duty is to further the interests of citizens in relation to communications matters and to further the interests of consumers in relevant markets, where appropriate by promoting competition.
- 2.2 Section 3(3) of the Act sets out that, in performing their duties under section 3(1), Ofcom must have regard, in all cases, to the principles under which regulatory activities should be transparent, accountable, proportionate, consistent and targeted only at cases in which action is needed, and to any other principles appearing to us to represent the best regulatory practice. We must also, where relevant, have regard in performing those duties to matters including the desirability of promoting competition in relevant markets (section 3(4)(b)).
- 2.3 Section 3(5) of the Act meanwhile says that, in performing our duty of furthering the interests of consumers, Ofcom must have regard in particular to the interests of those consumers in respect of choice, price, quality of service and value for money.
- 2.4 Ofcom also has a duty under section 6 of the Act to review regulatory burdens. We also keep that in mind in the context of this consultation.

## General Conditions

- 2.5 Ofcom has the power under section 45 of the Act to impose various types of conditions on Communications Providers. These include General Conditions ("GCs") which apply to all providers, although not every GC is relevant to every provider or to every type of consumer or service provided. A GC is a condition authorised or required by one or more of sections 51, 52, 57, 58 or 64 of the Act. In particular, under section 51(1)(a) Ofcom may set conditions making such provisions as we consider appropriate for protecting the interests of the end-users of public electronic communications services.
- 2.6 In order to create or modify a GC, Ofcom must, by virtue of section 47 of the Act, be satisfied that such a condition or modification is:
  - objectively justified<sup>1</sup>;
  - not unduly discriminatory;
  - proportionate; and
  - transparent in relation to what it is intended to achieve.

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<sup>1</sup> This is an express requirement where we modify a GC. It is also relevant where we set a GC, given the need for the condition to meet a proportionality requirement.

## The Metering and Billing provisions

2.7 GC11 was adopted under the framework outlined above in order to regulate the accuracy of bills for electronic communications services (“ECS”). It was considered necessary because a feature of ECS is that consumers are not generally readily able to quantify their service usage or to verify their bills. Although consumers may be able to identify major errors, to a large extent many have to take the bills they receive on trust. Ofcom has taken the view that it is important to ensure that such trust is justified, that consumers are not overcharged and that consumer confidence in the accuracy of bills is maintained.

2.8 As a result, Ofcom put in place GC11 which provides an important protection for consumers who, in the absence of Ofcom’s powers to take enforcement action under GC11, would be forced to rely on bringing multiple contractual claims in the event of inaccurate bills.

2.9 GC11 imposes a requirement for billing accuracy on all providers of public electronic communications services. GC11.1 states:

“The Communications Provider shall not render any Bill to an End-User in respect of the provision of any Public Electronic Communications Services unless every amount stated in that Bill represents and does not exceed the true extent of any such service actually provided to the End-User in question”.

2.10 GCs 11.3 – 11.5 impose additional requirements on any provider of PATS (fixed and mobile voice services of kinds made available to the public) with a Relevant Turnover in its most recent complete financial year exceeding £40million. Under GC11.4, any such CP is required to obtain Approval of its Total Metering and Billing System (“TMBS”) for PATS services from an Approval Body, and to comply with any direction made by the Approval Body in respect of such approval.

2.11 Under GC11.7 (a) Approval means:

“an approval granted by an Approval Body where a Communications Provider’s Total Metering and Billing System is compliant with the Ofcom Metering and Billing Direction, or until 31 December 2010, the Oftel Metering and Billing Direction”

2.12 Under GC11.7 (f) the Ofcom Metering and Billing Direction means:

“the direction made by Ofcom on 15 July 2008 under this Condition setting out various requirements relating to metering and billing accuracy”

GCs 11.6 and 11.7 (a), (e) and (g), meanwhile, refer to a direction made by Oftel and to an application for Approval in connection with that direction.

## Ofcom’s review of the Direction

2.13 The Direction, as part of the requirements set out in GC11, has been in operation in various forms for over a decade. The original document was created as the “22 July 2003 Oftel Direction”. It was subsequently amended in 2006, remaining in place until Ofcom conducted a full review of Metering and Billing in 2007-8, during which the text

of GC11 was amended, and the drafting in the Direction was updated, as published on 15 July 2008 ('the 2008 Direction').

- 2.14 In 2012 Ofcom began work to consider options for reviewing the Direction in light of ongoing changes to the communications market, including the growth in the use of fixed broadband and mobile data services.
- 2.15 We published three consultations - on 14 February 2013, 20 February 2014 and 23 May 2014<sup>2</sup> - seeking stakeholder views on our proposals to modify and update the Direction. In light of responses we decided that the Direction should:
- continue to be mandatory in respect of retail and wholesale services and voluntary for data services; and
  - be based around ensuring that CPs have the appropriate processes to ensure the accuracy of their billing, with target-based requirements in the 2008 Direction removed.
- 2.16 On 31 July 2014 we published a statement setting out our conclusions<sup>3</sup>. The statement included an instrument withdrawing the 2008 Direction and making a new Direction ('the 2014 Direction').

## What does this further consultation cover?

- 2.17 This consultation sets out proposals to modify GC11 to reflect the withdrawal of the 2008 Direction and the making of the 2014 Direction. The specific proposals are to:
- delete GC11.6, which is obsolete;
  - modify the definition of Approval in GC11.7(a) to remove the obsolete reference to the Ofcom Metering and Billing Direction;
  - delete GC11.7(e) which contains a definition of the obsolete Ofcom Metering and Billing Direction;
  - amend the definition of 'Ofcom Metering and Billing Direction' in GC11 to reflect the replacement of the 2008 Direction with the 2014 Direction; and
  - delete GC11.7(g) which contains a definition of "Ofcom Approval Application" which is obsolete.
- 2.18 Section 3 sets out the issue, our analysis and invites stakeholders' views on our proposal. Annex 5 contains the Notification of the proposed change to GC11.

## Impact Assessments

- 2.19 Impact assessments ('IAs') provide a valuable way of assessing different options for regulation and showing why the preferred option was chosen. They form part of best practice policy-making. This reflects section 7 of the Act, which requires Ofcom to carry out impact assessments where its proposals would be likely to have a

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<sup>2</sup> <http://stakeholders.ofcom.org.uk/consultations/metering-billing-2013/> ;  
<http://stakeholders.ofcom.org.uk/consultations/metering-billing-2014/> ;  
<http://stakeholders.ofcom.org.uk/consultations/metering-billing-may14/>

<sup>3</sup> <http://stakeholders.ofcom.org.uk/binaries/consultations/metering-billing-2014/statement/statement.pdf>

significant effect on businesses or the general public, or when there is a major change in Ofcom's activities. However, as a matter of policy Ofcom is committed to carrying out and publishing impact assessments in relation to the majority of its policy decisions.

2.20 This consultation does not contain an IA because:

- the changes to GC11 proposed in this consultation are administrative changes only; they remove obsolete provisions that no longer have any operative function and update definitional provisions, to reflect the withdrawal of the 2008 Direction and the 2014 Direction Ofcom has made; and
- we have already taken the policy decisions in relation to the 2014 Direction and the IAs relating to those policy decisions were set out in the consultations and statements referred to in paragraphs 2.16 and 2.17. decided policy in relation to the Direction.

## **Equality Impact Assessment**

2.21 Ofcom is also required to assess the potential impact of all our functions, policies, projects and practices on the equality of individuals to whom those policies will apply. Equality impact assessments ('EIAs') assist us in making sure that we are meeting our principal duty of furthering the interests of citizens and consumers regardless of their background or identity.

2.22 In the three consultation documents referred to in paragraph 2.16, we gave careful consideration to whether or not our proposals on changes to the Direction would have a particular impact on race, age, disability, gender, pregnancy and maternity, religion or sex equality. We concluded that the decisions contained in the Statement would not have a detrimental impact on any particular group of people.

2.23 As the modifications proposed in this consultation are purely administrative changes, we similarly do not envisage that the proposal will have a detrimental impact on any particular group of people

## **Next steps**

2.24 The consultation invites stakeholders' views by 11 September 2014. Ofcom will then publish a statement setting out our conclusions, having taken account of stakeholders' responses.



## Section 3

# Proposed changes to General Condition 11

## Ofcom's proposal

- 3.1 As explained in paragraphs 2.11 to 2.13, General Condition 11 requires CPs providing PATS with a Relevant Turnover of more than £40 million a year to seek Approval of their TMBS for PATS services from an AB. Under GC11.7 (a), Approval is granted by an AB where the TMBS is compliant with the Ofcom Metering and Billing Direction. Under GC11.7 (f), the Ofcom Metering and Billing Direction is defined as being the Direction made by Ofcom on 15 July 2008.
- 3.2 As explained in paragraph 2.17, Ofcom's statement published on 31 July 2014 included an instrument withdrawing the 2008 Direction and replacing it with the 2014 Direction.
- 3.3 We are therefore proposing to change the wording of GC11.7 (f) to recognise the new Direction and the possibility of future changes to it.
- 3.4 The proposed new wording is:
- “(f) Ofcom Metering and Billing Direction” means any direction made by Ofcom under this Condition setting out various requirements relating to metering and billing accuracy, as applicable for the time being;”
- 3.5 We are also proposing to modify GC11 by deleting GC11.6 and amending or deleting as appropriate the definitional provisions in GCs 11.7 (a), (e) and (g) to remove references to the Oftel Metering and Billing Direction and applications for Approval under that direction. These were included in GC11 as transitional provisions relevant to a period following the making of the 2008 Direction. They are now obsolete.

## Application of section 49 Tests

- 3.6 Our provisional view is that the tests under section 49 of the Act that must be met if we modify a GC would be met in this case:

### Objective Justification

- 3.7 By withdrawing the 2008 Direction and making the 2014 Direction Ofcom has updated the Ofcom Metering and Billing Direction. The changes proposed to GCs 11.6 and 11.7 reflect this. On that basis they are, in our provisional view, objectively justifiable.

### Not unduly discriminatory

- 3.8 We provisionally consider that the proposed changes to GCs 11.6 and 11.7 do not discriminate unduly against particular persons or against a particular description of persons. The 2014 Direction and the amended provisions in those GCs will apply equally to all CPs who fit the relevant description.

## Proportionate

- 3.9 Our provisional view is that the proposed changes to GCs 11.6 and 11.7 are proportionate to what they are intended to achieve. It replaces the reference to the 2008 Direction with a reference to the Direction that is in force at the time being (and will therefore cover not just the 2014 Direction, but also any subsequent amendments or replacement directions). It removes obsolete provisions that no longer have any operative effect and so are unnecessary. It goes no further than is necessary to update the GC to reflect the current Direction.

## Transparent

- 3.10 We are minded to believe the proposed changes to GCs 11.6 and 11.7 are transparent in relation to what they are intended to achieve. Ofcom has explicitly identified the proposed changes, has set out a justification for them and is seeking responses on it specifically by way of this consultation.

## Section 3 and section 4 analysis

- 3.11 Ofcom has considered its duties under section 3 of the Act and all the Community requirements set out in section 4. As explained in the February 2014 consultation, Ofcom's policy objectives in relation to metering and billing regulation may be broadly characterised as furthering the interests of citizens in relation to communications matters and of consumers in relevant markets by ensuring the accuracy of metering and billing of relevant services and the ability of consumers to have confidence in that accuracy. The proposed modifications to GCs 11.6 and 11.7 enable us to give effect to the policy decisions set out in the 31 July 2014 Statement by ensuring that CPs seek approval of their TMBS in respect of the current Direction. The modification would also contribute to promoting the interests of all persons who are citizens of the European Union by ensuring the accuracy of metering and billing systems in an appropriate manner.

Q1 *Do you agree with the proposed modifications to GC11.7?*

## Annex 1

# Responding to this consultation

## How to respond

- A1.1 Ofcom invites written views and comments on the issues raised in this document, to be made **by 5pm on 11 September 2014**.
- A1.2 Ofcom strongly prefers to receive responses using the online web form at <http://stakeholders.ofcom.org.uk/consultations/metering-billing-gc11/>, as this helps us to process the responses quickly and efficiently. We would also be grateful if you could assist us by completing a response cover sheet (see Annex 3), to indicate whether or not there are confidentiality issues. This response coversheet is incorporated into the online web form questionnaire.
- A1.3 For larger consultation responses - particularly those with supporting charts, tables or other data - please email [MBR@ofcom.org.uk](mailto:MBR@ofcom.org.uk) attaching your response in Microsoft Word format, together with a consultation response coversheet.
- A1.4 Responses may alternatively be posted or faxed to the address below, marked with the title of the consultation.
- Stephen Green  
Floor 2  
Consumer Group  
Riverside House  
2A Southwark Bridge Road  
London SE1 9HA
- Fax: 0300 123 0811
- A1.5 Note that we do not need a hard copy in addition to an electronic version. Ofcom will acknowledge receipt of responses if they are submitted using the online web form but not otherwise.
- A1.6 It would be helpful if your response could include direct answers to the questions asked in this document, which are listed together at Annex 4. It would also help if you can explain why you hold your views and how Ofcom's proposals would impact on you.

## Further information

- A1.7 If you want to discuss the issues and questions raised in this consultation, or need advice on the appropriate form of response, please contact Steve Green on 020 7981 3761

## Confidentiality

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

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

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

## Next steps

- A1.11 Following the end of the consultation period, Ofcom intends to publish a statement later in 2014.
- A1.12 Please note that you can register to receive free mail Updates alerting you to the publications of relevant Ofcom documents. For more details please see: <http://www.ofcom.org.uk/email-updates/>

## Ofcom's consultation processes

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

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

Tel: 020 7981 3601

Email [Graham.Howell@ofcom.org.uk](mailto:Graham.Howell@ofcom.org.uk)

## Annex 2

# Ofcom's consultation principles

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

### Before the consultation

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

### During the consultation

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

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

A2.5 We will consult for up to 10 weeks depending on the potential impact of our proposals. For this consultation we are consulting for a period of one month as this is category 3 consultation because the proposal is a simple administrative change with no change to the policy (that has already been subject to review and consultation).

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

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

### After the consultation

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

## Annex 3

# Consultation response cover sheet

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

## Cover sheet for response to an Ofcom consultation

### BASIC DETAILS

Consultation title:

To (Ofcom contact):

Name of respondent:

Representing (self or organisation/s):

Address (if not received by email):

### CONFIDENTIALITY

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

Nothing

☐

Name/contact details/job title

☐

Whole response

☐

Organisation

☐

Part of the response

☐

If there is no separate annex, which parts?

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

### DECLARATION

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

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

☐

Name

Signed (if hard copy)

## Annex 4

# Consultation question

Q1 *Do you agree with the proposed modification to GC11.7?*



# Notification of proposed modification to General Condition 11

## PROPOSAL FOR A MODIFICATION OF CONDITION 11 OF PART 2 OF THE GENERAL CONDITIONS UNDER SECTION 48A OF THE COMMUNICATIONS ACT 2003

### BACKGROUND

A. The Director General of Telecommunications published on 22 July 2003 a notification setting general conditions under section 45 of the Communications Act 2003 (the “**Act**”) which took effect on 25 July 2003. Since July 2003, the general conditions so set have been modified on several occasions and new general conditions have been set by Ofcom (collectively, the “**General Conditions**”).

B. General Condition 11 requires providers of Publicly Available Telephone Services with a turnover in those services of over £40 million per year to obtain approval of their metering and billing systems from third-party assessors against the requirements of the Ofcom Metering and Billing Direction. GC11.7 (f) defines the Ofcom Metering and Billing Direction by reference to the Direction made by Ofcom on 15 July 2008 (the “**2008 Direction**”). General Conditions 11.6 and 11.7(a), (e) and (g) make reference to an earlier direction made by Oftel.

C. On 31 July 2014 Ofcom published an instrument withdrawing the 2008 Direction made on 15 July 2008 and making a new Direction on metering and billing.

D. Ofcom propose to modify General Condition 11 in order to reflect the new Direction and to remove references to Oftel and a direction made by it that are now obsolete.

### PROPOSALS

1. In accordance with sections 48(1) and 48A(3) of the Act, Ofcom set out their proposals for modifications to General Condition 11.
2. The proposed modifications are set out in the Schedule to this document.
3. The effect of, and Ofcom’s reasons for making, the proposed modifications are set out in the accompanying consultation document.
4. Ofcom are satisfied that the proposed modifications satisfy the requirements of section 47(2) of the Act.
5. Ofcom consider that the proposed modifications are not of EU significance pursuant to section 150A(2) of the Act.

6. In making the proposals set out in this Notification, Ofcom have considered and acted in accordance with their general duties in section 3 of the Act and the six Community requirements in section 4 of the Act.
7. Any representations about the proposals should be made to Ofcom by [xxxx September] 2014.
8. The proposed modifications shall enter into force on the date of publication of the final Notification.
9. Copies of this Notification and the accompanying consultation document are being sent to the Secretary of State in accordance with section 48C(1) of the Act.
10. In this Notification:
  - (i) “**Act**” means the Communications Act 2003;
  - (ii) “**General Conditions**” have the meaning ascribed in recital A above; and
  - (iii) “**Ofcom**” means the Office of Communications.
11. Except insofar as the context otherwise requires, words or expressions shall have the meaning assigned to them in this Notification and otherwise any word or expression shall have the same meaning as it has in the Act.
12. For the purpose of interpreting this Notification:
  - (i) headings and titles shall be disregarded; and
  - (ii) the Interpretation Act 1978 shall apply as if this Notification were an Act of Parliament.
13. The Schedule to this Notification shall form part of this Notification.

Signed by

A handwritten signature in dark ink, appearing to be 'Lynn Parker', with a large loop at the top and a horizontal stroke at the bottom.

Lynn Parker

A person authorised by Ofcom under paragraph 18 of the Schedule to the Office of Communications Act 2002

**11 August 2014**

## **SCHEDULE**

### ***Proposed Modification to General Condition 11 of Part 2 of the General Conditions***

1. General Condition 11.6 shall be deleted.
2. General Condition 11.7 shall be re-numbered 11.6.
3. In General Condition 11.7(a), which shall become General Condition 11.6(a), “, or until 31 December 2010, the Oftel Metering and Billing Direction” shall be deleted.
4. General Conditions 11.7(e) and (g) shall be deleted.
5. General Conditions 11.7(f), (h), (i) and (j) shall be re-numbered 11.6(e) – (h), respectively.
6. General Condition 11.7(f), which shall become General Condition 11.6(e), shall be modified so that it says:

‘(e) “Ofcom Metering and Billing Direction” means any direction made by Ofcom under this Condition setting out various requirements relating to metering and billing accuracy, as applicable for the time being;’