

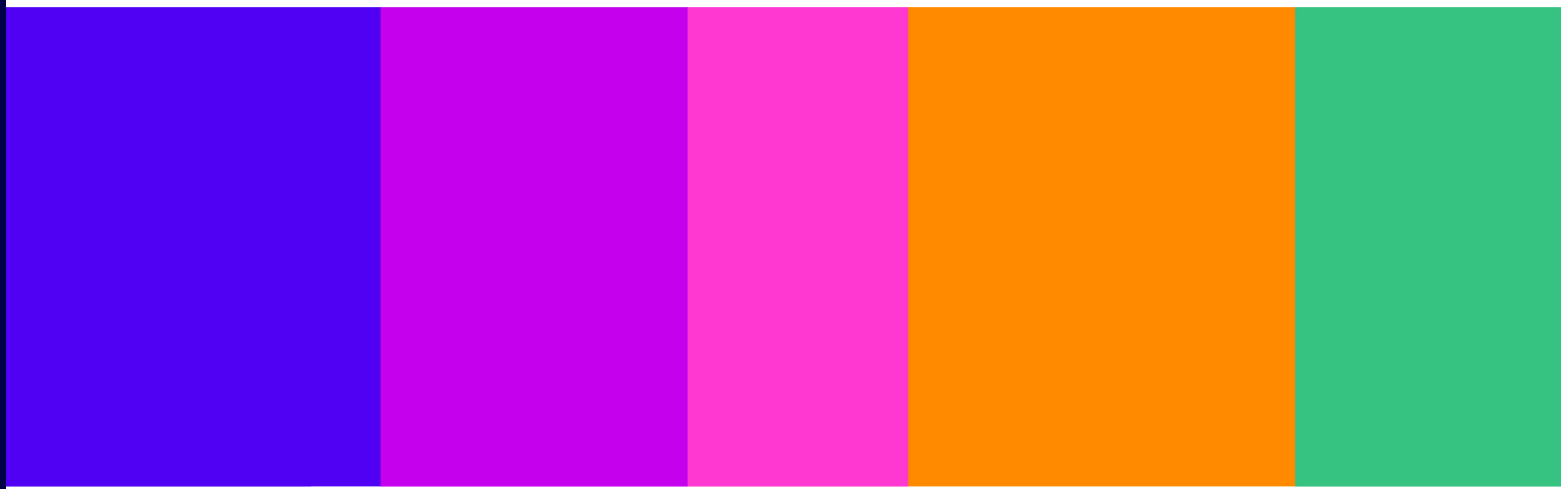
Reviews of Call Termination Markets and End-to-End Connectivity Condition

Annex A3b - Legal instrument for directions under SMP Condition 6 (WCT)

Statement

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Directions under SMP Condition 6 (WCT)

NOTIFICATION UNDER SECTION 49 OF THE COMMUNICATIONS ACT 2003 (“Notification”)

Notification under section 49 of the Communications Act 2003 and Condition 6 (Quality of service) requiring BT to publish quality of service information in relation to Interconnection

1. On 30 March 2021, Ofcom published a statement entitled “[Wholesale Voice Markets Review 2021-26](#)” (the “**2021 Voice Statement**”). The 2021 Voice Statement set out Ofcom’s conclusions on its review of specified markets, including the markets for wholesale call termination.
2. At [Annex 5](#) to the 2021 Voice Statement, Ofcom published a notification under sections 48(1) and 79(4) of the Communications Act 2003 (the “**Act**”) containing its market identifications, market power determinations and the setting of SMP conditions to be applied to BT and other communications providers.
3. [Annex 5](#) to the 2021 Voice Statement contained also a direction (the “**2021 Quality of Service Direction**”) to be applied to BT concerning the quality of service in relation to its provision of interconnection for the purpose of providing wholesale call termination.
4. On 18 July 2025, Ofcom published a consultation document entitled “[Reviews of Call Termination Markets and End-to-End Connectivity Condition](#)” (the “**2025 Consultation**”). In the 2025 Consultation, Ofcom consulted on new proposals to identify markets, make market power determinations and set and revoke SMP conditions applying to BT - and other specified communications providers - in relation to the wholesale call termination markets and BT’s provision of associated facilities, including Interconnection (i.e., the services provided by BT in association with the provision of wholesale call termination services to link its public electronic communications network to another public electronic communications network).
5. The 2025 Consultation also included proposals on withdrawing the directions to BT contained in [Annex 5](#) to the 2021 Voice Statement and giving new directions. In particular, pursuant to SMP Condition 6, Ofcom may direct BT in relation to the quality of service information it must publish in relation to the provision of such associated facilities as are reasonably necessary for the network access provided by BT in relation to wholesale call termination (including Interconnection).
6. A copy of the 2025 Consultation was sent to the Secretary of State in accordance with section 49C(1) of the Act.
7. The 2025 Consultation closed on 10 October 2025. Ofcom received several responses to its proposals set out in the 2025 Consultation and it has considered every such representation.

The Secretary of State has not notified Ofcom of any international obligation of the United Kingdom for the purposes of those proposals.

8. Today, Ofcom is publishing its statement entitled “Reviews of Call Termination Markets and End-to-End Connectivity Condition” (the “**2026 Statement**”), which accompanies this Notification. In the 2026 Statement, Ofcom sets new SMP conditions and gives new directions, in addition to revoking existing SMP conditions and withdrawing existing directions, in relation to the provision of wholesale call termination and associated facilities, including interconnection. This Notification contains Ofcom’s decisions for the directions mentioned in paragraph 5 above.

Decision to give directions

9. Ofcom is directing BT as set out in the Schedule to this Notification under section 49 of the Act in relation to Interconnection to the extent specified.
10. Pursuant to Condition 6.1, Ofcom is directing that BT must publish all such information as to the quality of service in relation to such associated facilities as are reasonably necessary for the network access provided under Condition 1, in such manner and form, and including such content, as Ofcom may from time to time direct.
11. The directions set out in the Schedule to this Notification shall apply in relation to the services specified in the directions.
12. Unless otherwise stated in the Schedule to this Notification, the directions set out in that Schedule shall take effect on 1 April 2026 and shall have effect until the publication of a notification under section 49 of the Act withdrawing such directions.

Decision to withdraw directions

13. Ofcom is withdrawing the 2021 Quality of Service Direction, such withdrawal to take effect on 1 April 2026.

Ofcom’s legal duties and tests

14. The effect of, and reasons for making, the decisions referred to in this Notification are set out in the 2026 Statement.
15. In giving the directions set out in the Schedule to this Notification and withdrawing the 2021 Quality of Service Direction, Ofcom has acted in accordance with sections 49 and 49A of the Act.
16. In making all of the decisions referred to in this Notification, Ofcom has considered and acted in accordance with its general duties set out in section 3 of the Act and the six requirements in section 4 of the Act.
17. As required by section 2B(2) of the Act, Ofcom has also had regard to the [Statement of Strategic Priorities](#) in making the decisions referred to in this Notification. In accordance with the “growth duty” set out in section 108 of the Deregulation Act 2015, Ofcom has also considered the importance for the promotion of economic growth of carrying out this market review in a way which ensures that regulatory action is taken only when it is

needed, and any action taken is proportionate, having had regard to the "[Growthy Duty: Statutory Guidance](#)".

Notification to the Secretary of State

18. Copies of this Notification and the 2026 Statement have been sent to the Secretary of State in accordance with section 49C of the Act.

Interpretation

19. For the purpose of interpreting this Notification (which for the avoidance of doubt includes the Schedule and the Annex to the Schedule):
 - (a) save where otherwise defined in this Notification, and except in so far as the context otherwise requires, words or expressions shall have the meaning assigned to them in the notification of decisions for SMP services conditions (WCT) contained in Annex A3a ("Legal Instrument for SMP services conditions (WCT)") of the 2026 Statement;
 - (b) otherwise any word or expression shall have the same meaning as it has in the Act;
 - (c) headings and titles shall be disregarded;
 - (d) expressions cognate with those referred to in this Notification shall be construed accordingly; and
 - (e) the Interpretation Act 1978 (c. 30) shall apply as if this Notification were an Act of Parliament.
20. The Schedule to this Notification and the Annex to the Schedule form part of this Notification.

Signed:



Ben Harries

Policy Director, Infrastructure and Connectivity Group, Ofcom

A person duly authorised in accordance with paragraph 18 of the Schedule to the Office of Communications Act 2002

26 March 2026

SCHEDULE

Part 1: Definitions and Interpretation

1. In this Schedule and the Annex to this Schedule –
 - (a) “**Dominant Provider**” means BT;
 - (b) “**IP Interconnection Circuit Fault**” means a degradation or problem with IP Interconnection Circuits which is identified by the Dominant Provider or a Third Party and which is registered on the Dominant Provider’s operational support system;
 - (c) “**Interconnection**” means services provided by the Dominant Provider in association with the provision of wholesale call termination to link its public electronic communications network to another public electronic communications network;
 - (d) “**Interconnection KPIs**” mean the KPIs set out in the Annex to this Schedule;
 - (e) “**IP Interconnection Circuits**” means circuits provided by the Dominant Provider to enable interconnection at an IP Point of Connection;
 - (f) “**IP Point of Connection**” means a point at which the Dominant Provider’s public electronic communications network and a Third Party’s public electronic communications network are linked by means of internet protocol technology;
 - (g) “**KPI**” means key performance indicator;
 - (h) “**Reporting Period**” means each of the four periods of three calendar months which make up a calendar year, the first of such periods starting on 1 April 2026 and ending on 30 June 2026 and each of the following three-month periods starting on the day after the last day of the previous period;
 - (i) “**Restored Service**” means the point at which the IP Interconnection Circuit, in relation to which an IP Interconnection Circuit Fault was registered, becomes available again for use by the Third Party; and
 - (j) “**Working Day**” means any day other than Saturdays, Sundays, public holidays or bank holidays in the United Kingdom.

Part 2: Direction

2. The Dominant Provider shall publish the information as set out in the Annex to this Schedule.
3. The information required by paragraph 2 above shall be published within 14 Working Days of the last Working Day of the Reporting Period in respect of that Reporting Period.
4. Nothing in this Direction shall require the Dominant Provider to publish confidential information relating to its business or that of a Third Party.

Annex – Interconnection KPIs

Part 1: Indicators

5. The Dominant Provider shall publish separately and in each case in aggregate form, the information required in KPI (i) as it relates to IP Interconnection Circuits, in relation to the provision of Interconnection to all Third Parties.
6. The KPI referred to in paragraph 5 above is as follows:

KPI (i)	Average time to restore service: the average time (in hours) during the Reporting Period for the Dominant Provider to achieve Restored Service after an IP Interconnection Circuit Fault has been registered.
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Part 2: Volumes

7. The Dominant Provider shall publish separately and in each case in aggregate form, the information required in KPI (ii) as it relates to IP Interconnection Circuits, in relation to the provision of Interconnection to all Third Parties:
8. The KPI referred to in paragraph 7 above is as follows:

KPI (ii)	Volume of faults reported: the number of IP Interconnection Circuit Faults where the Dominant Provider subsequently achieves Restored Service during the Reporting Period.
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