

Part A – Annexes

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Part A - Annex 14

Notification of proposed modifications to the General Conditions under section 48A(3) of the Act

Proposal to modify General Conditions 12, 14, 17, 23 and 24

1. Ofcom proposes to modify General Conditions 12, 14, 17, 23 and 24 of the General Conditions of Entitlement. The draft modifications are set out in Schedules 1 to 5 of this Notification.
2. Ofcom's reasons for making these proposals, and the effect of the proposed modifications, are set out in the accompanying consultation document.
3. Ofcom considers that the proposals comply with the requirements of sections 45 to 49C of the Act, insofar as they are applicable. Ofcom considers that the proposals are not of EU significance pursuant to section 150A(2) of the Act.
4. In making these proposals, Ofcom has considered and acted in accordance with its general duty as to telephone numbering functions under section 63 of the Act, its general duties under section 3 of the Act and the six Community requirements set out in section 4 of the Act.
5. Representations may be made to Ofcom about the proposals until **5pm on 28 May 2013**.
6. If implemented, the modifications shall enter into force on a date to be specified in Ofcom's final statement in relation to these proposals.
7. A copy of this Notification is being sent to the Secretary of State.
8. In this Notification:
 - a. "the Act" means the Communications Act 2003;
 - b. "General Conditions of Entitlement" means the general conditions set under section 45 of the Act by the Director General of Telecommunications on 22 July 2003, as amended from time to time;
 - c. "Ofcom" means the Office of Communications.
9. 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.
10. For the purposes 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.
11. The Schedules to this Notification shall form part of this Notification.

Stuart McIntosh
Competition Group Director

15 April 2013

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

SCHEDULE 1

The proposed modifications to General Condition 12 are made by the insertions and deletions marked in bold and highlighted in yellow in the following text.

12. ITEMISED BILLS

12.1 The Communications Provider shall provide to each of its Subscribers, on request, and either at no extra charge or for a reasonable fee, a basic level of itemised billing. The Communications Provider shall ensure that each itemised bill shows a sufficient level of detail to allow the Subscriber to:

- (a) verify and control the charges incurred by the Subscriber in using a Public Communications Network and/or related Publicly Available Telephone Services;
- (b) adequately monitor the Subscriber's usage and expenditure and thereby exercise a reasonable degree of control over their bills.

12.2 In carrying out the obligations under paragraphs 12.1(a) and (b) on or after the Effective Date in relation to any Subscriber who is a Consumer, the Communications Provider shall ensure that the detail provided in an itemised bill includes the Subscriber's Access Charge.

12.3 Ofcom may from time to time direct the minimum level of itemisation to be provided by the Communications Provider under paragraph 12.1.

12.4 The Communications Provider shall ensure that calls which are made from a Subscriber's telephone which are free of charge to that Subscriber, including calls to helplines, shall not be identified in the Subscriber's itemised bill.

12.5 The Communications Provider shall not be subject to this Condition in respect of any Subscriber where:

- (a) it provides Publicly Available Telephone Services to the Subscriber on a pre-paid basis; and
- (b) the Subscriber has an alternative means, free of charge, of adequately monitoring the Subscriber's usage and expenditure.

12.6 For the purposes of this Condition:

(a) "Subscriber's Access Charge" means the rate charged by the Communications Provider to the Subscriber in respect of retailing and originating a call to an Unbundled Tariff Number in accordance with General Condition 17;

(b) "Communications Provider" means a person who provides Publicly Available Telephone Services;

(c) "Consumer" has the meaning given to that term in General Condition 17;

- (d)** **“Effective Date” has the meaning given to that term in General Condition 17;**
- (e)** “Subscriber” means an End-User who is party to a contract with the Communications Provider for the provision of Publicly Available Telephone Services; **and**
- (f)** **“Unbundled Tariff Number” has the meaning given to that term in General Condition 17.**

SCHEDULE 2

The proposed modifications to General Condition 14 are made by the insertions and deletions marked in bold and highlighted in yellow in the following text.

14. **TRANSPARENCY**, CODES OF PRACTICE AND DISPUTE RESOLUTION

Basic Code of Practice regarding provision of Public Electronic Communications Services

- 14.1 The Communications Provider shall produce a basic Code of Practice for its Domestic and Small Business Customers which sets out at least where such customers may avail themselves of the information required to be published under Condition 10.2, as relevant to the provision of Public Electronic Communications Services. The Code of Practice shall be drafted in plain English which is easy to understand, and copies of the Code of Practice shall be provided on request and free of charge to any Domestic and Small Business Customer.

Codes of Practice for Premium Rate Services, NTS Calls, calls to 0870 numbers and calls to Personal Numbers

- 14.2 ~~Within two months of this Condition entering into force, all Subject to paragraph 14.7, an~~ Originating Communications Providers who provides Premium Rate Services, NTS calls, calls to 0870 numbers or calls to Personal Numbers, as appropriate shall:
- (a) establish and thereafter maintain a Code of Practice for the provision of information relating to Premium Rate Services for its Domestic and Small Business Customers, which conforms with the Guidelines set out in Annex 1 to this Condition;
 - (b) establish and thereafter maintain a Code of Practice for NTS Calls, calls to 0870 calls and calls to Personal Numbers for its Domestic and Small Business Customers, which conforms with the Guidelines set out in Annex 2 to this Condition; and
 - (c) comply with the provisions of the Codes of Practice referred to at 14.2 (a) and (b) above.
- 14.3 The codes of practice referred to in Condition 14.2 shall be drafted in plain English which is easy to understand, and copies of the codes of practice shall be provided on request and free of charge to any Domestic and Small Business Customer.

Codes of Practice for Complaints

- 14.4 The Communications Provider shall have and comply with procedures that conform to the Ofcom Approved Code of Practice for Complaints Handling when handling Complaints made by Domestic and Small Business Customers about its Public Electronic Communications Services.

Dispute Resolution

- 14.5 The Communications Provider shall implement and comply with a Dispute Resolution Scheme, including any final decision of the Dispute Resolution Body made in accordance with that Scheme, for the resolution of disputes between the Communications Provider and its Domestic and Small Business Customers in relation to the provision of Public Electronic Communications Services.

Code on the provision by Service Providers of consumer protection information for the provision of Services

- 14.6 ~~Within two months of this Condition entering into force, all~~ Service Providers shall:

(a) comply with the requirements set out in the Code at Annex 4 3.

Transparency obligations in relation to calls to Unbundled Tariff Numbers

- 14.7** From (and including) the Effective Date, the obligations in paragraphs 14.8 – 14.14 take effect and, to the extent that these obligations overlap with the requirements of paragraph 14.2 and Annex 2 to this Condition as they apply to the publication in price lists, websites, advertising or advertising material, of information and advice to Consumers on usage charges for calls to Unbundled Tariff Numbers, they supersede those requirements.
- 14.8** The Communications Provider shall publish the Access Charges that it sets on its website and in published price lists in a way that gives those charges the same prominence in terms of location and format given to charges for geographic calls, calls to mobiles and call packages, including bundles.
- 14.9** Without prejudice to the generality of paragraph 14.8, the Communications Provider shall give prominence to the following, in particular:
- (a)** the Access Charge that is payable for each package of tariffs that the Communications Provider makes available to Consumers;
 - (b)** whether calls to Unbundled Tariff Numbers are included within bundles of inclusive minutes purchased by Consumers from the Communications Provider, specifying in particular:
 - (i)** the number of call minutes to Unbundled Tariff Numbers that are so included;
 - (ii)** whether the inclusion of calls to Unbundled Tariff Numbers is conditional upon the time or day of the call; and
 - (iii)** whether any special offers, discount schemes or call bundling arrangements apply to the Service Charges payable in respect of the call minutes to Unbundled Tariff Numbers that are so included.
- 14.10** The Communications Provider shall publish in its advertising and promotional material which refers to call pricing a clear reference as to where on websites and published price lists the Access Charge for each tariff package which it makes available to Consumers can be found.

- 14.11** Unless the requirements of General Condition 23 or General Condition 24 apply, when a Consumer signs up for a Communications Provider’s service, that Communications Provider shall provide a clear reference as to where on websites and published price lists the Access Charge for each tariff package which it makes available to Consumers can be found.
- 14.12** The provisions of paragraph 14.13 apply where a Communications Provider advertises, promotes or procures the advertisement or promotion of any Unbundled Tariff Number which is available for use by Consumers in connection with the provision of a service by the Communications Provider.
- 14.13** The Communications Provider shall—
- (a)** include or procure the inclusion in any advertising and promotion of the Unbundled Tariff Number the Service Charge which applies in respect of a call by a Consumer to that number; and
 - (b)** ensure that the Service Charge is displayed in a prominent position and in close proximity to the Unbundled Tariff Number in any such advertising or promotion of the Unbundled Tariff Number.
- 14.14** The Communications Provider shall put in place procedures to enable enquiry and helpdesk staff to respond to complaints and enquiries about Access Charges and calls to Unbundled Tariff Numbers and to monitor their compliance with the obligations in paragraphs 14.8 – 14.12.
- 14.15** In this Condition:
- (a)** “Access Charge” has the meaning given to that term in General Condition 17;
 - (b)** “Communications Provider” means a person who provides Public Electronic Communication Services to Domestic and Small Business Customers;
 - (c)** “Complaint” means
 - a) an expression of dissatisfaction made by a customer to a Communications Provider related to either:
 - i) the Communications Provider’s provision of Public Electronic Communications Services to that customer; or
 - ii) the complaint-handling process itself; and
 - b) where a response or resolution is explicitly or implicitly expected;
 - (d)** “Consumer” has the meaning given to that term in General Condition 17;
 - (e)** “Dispute Resolution Body” means the body of persons responsible for administering a relevant Dispute Resolution Scheme;
 - (f)** “Dispute Resolution Scheme” means procedures approved or established from time to time by Ofcom for the purpose of this Condition in accordance with sections 52, 54 or 55 of the Act;

- (g)** “**Domestic and Small Business Customer**” means, in relation to a Communications Provider, a Customer of that Provider who is neither-
- (i) himself a Communications Provider; nor
 - (ii) a person who is such a Customer in respect of an undertaking carried on by him for which more than ten individuals work (whether as employees or volunteers or otherwise);
- (h)** “**Effective Date**” has the meaning given to that term in General Condition 17;
- (i)** “**Guidelines**” mean the guidelines as set out in either Annex 1, 2 or 3 to this Condition;
- (g)** “**Mobile Number**” means a Telephone Number, from a range of numbers in the National Telephone Numbering Plan, that is Adopted or otherwise used to identify Apparatus designed or adapted to be capable of being used while in motion;
- (j)** “**NTS Calls**” means:
- (i)** until (and including) the day prior to the Effective Date, calls to numbers identified in the National Telephone Numbering Plan as Special Services operating on the 08 number range and including calls to 0500 freephone numbers, but excluding calls to 0844 04 numbers for Surftime internet access services, calls to 0808 99 numbers for flat rate internet access call origination and calls to 0870 numbers;
 - (ii)** from (and including) the Effective Date, calls to numbers identified in the National Telephone Numbering Plan as Non-Geographic Numbers operating on the 08 number range (but excluding calls to 0844 04 numbers for Surftime internet access services, calls to 0808 99 numbers for flat rate internet access call origination and calls to 0870 numbers) and calls to 0500 numbers;
- (k)** “**Non-Geographic Number**” has the meaning given to that term in the National Telephone Numbering Plan;
- (l)** “**Ofcom Approved Code of Practice for Complaints Handling**” means the code of practice set out in Annex 4 to this General Condition 14.
- (m)** “**Originating Communications Provider**” means any Communications Provider that provides call origination services to Domestic and Small Business Customers but excluding Payphone Service Providers;
- (n)** “**Payphone Service Provider**” means a provider of a Public Pay Telephone;
- (o)** “**Personal Number**” has the meaning given to that term means a Telephone Number, from a range of numbers in the National Telephone Numbering Plan, assigned by a Personal Numbering Service Provider;

~~which allows a Subscriber to receive calls or other communications at almost any Telephone Number, including a Mobile Number;~~

- ~~(l) “Personal Numbering Service” means a service based on number translation that enables End-Users to be called or otherwise contacted, using a single Personal Number, and to receive those calls or other communications at almost any Telephone Number, including Mobile Numbers;~~
- ~~(m) “Personal Numbering Service Provider” means a provider of Personal Numbering Services;~~
- (p) **“Publicly Available Telephone Services”** means a service available to the public for originating and receiving national and international calls and access to Emergency Organisations through a number or numbers in a national or international telephone numbering plan, and in addition may, where relevant, include one or more of the following services: the provision of operator assistance services, Directory Enquiry Facilities, Directories, provision of Public Pay Telephones, provision of service under special terms, provision of specific facilities for End-Users with disabilities or with special social needs and/or the provision of non-geographic services;
- (q) **“Service”** means a Public Electronic Communication Service, but only to the extent it comprises the conveyance of speech, music or sounds;
- (r) **“Service Charge”** has the meaning given to that term in **General Condition 17;**
- (s) **“Service Provider”** means a provider of a Service.;
- (t) **“Terminating Communications Provider”** or **“TCP”** means the **Communications Provider which provides the electronic communications network on which a call terminates; and**
- (u) **“Unbundled Tariff Number”** has the meaning given to that term in **General Condition 17.**

[The Annexes to General Condition 14 have not been reproduced for the purposes of this consultation]

SCHEDULE 3

The proposed modifications to General Condition 17 are made by the insertions and deletions marked in bold and highlighted in yellow in the following text.

17. ALLOCATION, ADOPTION AND USE OF TELEPHONE NUMBERS

General Prohibitions on Adoption and Use

- 17.1 A Communications Provider shall not Adopt Telephone Numbers from Part A of the National Telephone Numbering Plan unless:
- (a) the Telephone Numbers have been Allocated to the Communications Provider; or
 - (b) the Communications Provider has been authorised (either directly or indirectly) to Adopt those Telephone Numbers by the person Allocated those Telephone Numbers.
- 17.2 The Communications Provider may only use a Telephone Number from Part A of the National Telephone Numbering Plan where that Telephone Number has been Allocated to a person, unless the use in question is for the purposes of indicating that the Telephone Number has not been Allocated.
- 17.3 The Communications Provider may only use (or, where specified, Adopt) a Telephone Number listed in Part C of the National Telephone Numbering Plan where such use or Adoption is in accordance with the designation attributed to that Telephone Number therein.

Requirements in Connection with the Adoption of Telephone Numbers

- 17.4 In providing an Electronic Communications Network or an Electronic Communications Service, the Communications Provider shall comply with:
- (a) all applicable restrictions and requirements as are set out in the National Telephone Numbering Plan; and
 - (b) any restrictions or requirements set out in a notification issued by Ofcom to that Communications Provider recording the Allocation of specific Telephone Numbers to it.
- 17.5 Where Telephone Numbers have been Allocated to the Communications Provider, that provider shall secure that such Telephone Numbers are Adopted or otherwise used effectively and efficiently.
- 17.6 The Communications Provider shall not unduly discriminate against another Communications Provider in relation to its Adoption or use of Telephone Numbers for purposes connected with the use by that other Communications Provider, or its Customers, of any Electronic Communications Network or Electronic Communications Service.

- 17.7 The Communications Provider shall take all reasonably practicable steps to secure that its Customers, in using Telephone Numbers, comply **(where applicable)** with the provisions of this Condition, ~~where applicable, and~~ the provisions of the National Telephone Numbering Plan **and the Numbering Condition.**

Requirements in Connection with the transfer of use of Allocated Telephone Numbers

- 17.8 The Communications Provider shall not transfer use of Telephone Numbers from the National Telephone Numbering Plan unless:
- (a) the Telephone Numbers have been Allocated to the Communications Provider; or the Communications Provider has been authorised (either directly or indirectly) to Adopt those Telephone Numbers by the person Allocated those Telephone Numbers;
 - (b) the telephone numbers are used in accordance with the National Telephone Numbering Plan; and
 - (c) the Telephone Numbers are Adopted or otherwise used effectively and efficiently.

Application for Allocation or Reservation of Telephone Numbers

- 17.9 When applying for an Allocation or reservation of Telephone Numbers, the Communications Provider shall:
- (a) use an appropriate application form as directed by Ofcom from time to time as it thinks fit;
 - (b) provide such information as is required by such application form; and
 - (c) provide to Ofcom, on request, any other information considered by Ofcom to be relevant to the application, and the supply of which does not place an undue burden on the Communications Provider.
- 17.10 Ofcom will determine, taking into account the provisions of the National Telephone Numbering Plan, any application for Telephone Numbers by the end of the period of three weeks after the date of the receipt by it of the completed application form. Where Ofcom has required any additional information under paragraph 17.9(c) in relation to any application, Ofcom will determine the application by the end of the period of three weeks after the date of the receipt by it of that additional information.

Allocation of Telephone Numbers for a limited period

- 17.11 Ofcom may Allocate Telephone Numbers to the Communications Provider for a limited period only if the duration is appropriate for the service concerned in view of the objective pursued and taking due account of the need to allow for an appropriate period for investment amortisation.
- 17.12 Where Telephone Numbers are Allocated to the Communications Provider by Ofcom for a limited period of time, Ofcom may withdraw any such Allocated numbers at the end of the set period.

Charging for Specified Geographic Numbers

- 17.13 The Communications Provider shall pay to Ofcom any applicable Annual Number Charge within 14 days of receipt of an invoice from Ofcom.
- 17.14 The Annual Number Charge will be billed annually in arrears following the end of each Charging Year.
- 17.15 The Annual Number Charge for a Communications Provider shall be:
- (a) the charges applicable to that Communications Provider calculated in accordance with paragraph 17.16; less
 - (b) any reduction applicable to that Communications Provider calculated in accordance with paragraph 17.17.
- 17.16 In respect of each Specified Geographic Number the Communications Provider must pay £0.1/365 for every day within the Charging Year for which that Specified Geographic Number is Allocated to it. Such amounts are payable irrespective of whether or not a Specified Geographic Number has been Adopted or is in use.
- 17.17 If relevant, the amount of any reduction for a Communications Provider in respect of a Charging Year shall be:
- (a) (the total number of the Communications Provider's Ported Numbers) x £0.1 ÷ (the Average Industry Utilisation Rate); plus
 - (b) (the total number of the Communications Provider's WLR Numbers) x £0.1 ÷ (the BT Average Utilisation Rate); plus
 - (c) (the total number of the Communications Provider's Public Payphone Numbers) x £0.1 ÷ (the Communications Provider Average Utilisation Rate).
- 17.18 If any reduction calculated pursuant to paragraph 17.17 exceeds the charges applicable to that Communications Provider calculated in accordance with paragraph 17.16, the Annual Number Charge shall be zero.

Withdrawal of a Number Allocation

- 17.19 It is hereby declared that Ofcom may withdraw an Allocation of Telephone Numbers from a Communications Provider where:

- (a) the Communications Provider has not Adopted those Telephone Numbers within six months, or such other period as Ofcom may from time to time direct, from the date on which the Telephone Numbers were Allocated, or
- (b) in relation to an Allocation of a series of Telephone Numbers the Communications Provider has not Adopted those Telephone Numbers to any significant extent within six months, or such other period as Ofcom may from time to time direct, from the date on which the series of Telephone Numbers was Allocated.

Requirements in connection with the use of telephone numbers

17.20 In preparation for the fulfilment of its obligations under paragraphs 17.22 to 17.32 from (and including) the Effective Date, the Communications Provider must take all steps it considers necessary and as Ofcom may direct prior to the Effective Date.

17.21 Before the Effective Date, where Customers of a Communications Provider are making calls to Non-Geographic Numbers starting 03, Harmonised numbers for harmonised services of social value (116XXX numbers) or Non-Geographic Numbers starting 0870, the Communications Provider shall comply with the designations for those numbers in Part A of the National Telephone Numbering Plan.

17.22 When providing an Electronic Communications Service by means of an Unbundled Tariff Number on or after the Effective Date, the Communications Provider must comply with the tariff principles set out in paragraphs 17.24 – 17.30 and any applicable maximum price specified in the National Telephone Numbering Plan.

17.23 Paragraph 17.22 does not apply in respect of—

- (a) calls to an Unbundled Tariff Number from a Public Pay Telephone;
- (b) calls originating outside of the United Kingdom to an Unbundled Tariff Number.

17.24 The retail price for a call to an Unbundled Tariff Number which is charged to a Consumer is the sum of—

- (a) the Access Charge Element; and
- (b) the Service Charge Element, subject to any special offers, discounts or call bundling arrangements which the Communications Provider offers to that Consumer.

17.25 The Access Charge must—

- (a) not vary within a Consumer's tariff package by reference to:
 - (i) the Unbundled Tariff Number that is called; or
 - (ii) the time or day of the call;
- (b) be set at a pence per minute rate.

17.26 The Service Charge—

- (a) must not vary according to the Communications Provider that retails or originates the call;
- (b) must not vary by the time or day of the call;
- (c) must be no greater than any applicable maximum price specified in the National Telephone Numbering Plan;
- (d) may be set at a pence per minute, a pence per call rate, or a rate which combines a pence per minute rate and a pence per call rate;
- (e) must not require another Communications Provider to have systems able to accommodate more price points than are required under paragraph 17.31, unless that Communications Provider agrees otherwise.

17.27 For the purpose of calculating an Access Charge Element, the Communications Provider:

- (a) may round up the length of the call to 1 minute for a call lasting less than 1 minute; and
- (b) for a call lasting more than 1 minute but less than a whole number of minutes, must treat that call in accordance with the rounding principles it would apply to a geographic call of an equivalent length for the purpose of billing a Consumer.

17.28 For the purpose of calculating the Service Charge Element where the Service Charge comprises or includes a pence per minute rate, the Communications Provider must round up the length of the call to the next nearest whole second for a call lasting less than a whole number of seconds (so that, for example, a call lasting 3 minutes 14.5 seconds would be charged in respect of the Service Charge Element, at the applicable Service Charge multiplied by 3.25).

17.29 This paragraph applies if the following conditions are satisfied—

- (a) the Consumer has purchased a bundle of inclusive call minutes from the Communications Provider;
- (b) the terms and conditions of the bundle provide for the Access Charge Element to be waived in respect of any call to an Unbundled Tariff Number, regardless of the Unbundled Tariff Number which is called, to the extent there are remaining minutes in the bundle; and
- (c) the call counts towards remaining minutes in the bundle of inclusive minutes purchased by the Consumer.

17.30 Where paragraph 17.29 applies, the Access Charge Element shall be deemed to be zero.

17.31 For the purpose of calculating and billing the Service Charge Element of the retail price for calls to Unbundled Tariff Numbers on or after the Effective Date, the Communications Provider must ensure that:

- (a) with effect for the period of 12 months beginning on the Effective Date, it has systems able to accommodate up to eighty (80) different price points; and
- (b) with effect from the expiry of the period referred to in paragraph 17.31(a), it has systems able to accommodate up to one hundred (100) different price points.

17.32 In relation to the obligations under paragraph 17.31, the price points accommodated by the systems of the Communications Provider must:

- (a) reflect on a fair and reasonable basis the rates proposed by other providers in respect of their Service Charges, taking account of the volume and range of such proposals; and
- (b) be set in increments of no less than £0.01.

17.33 For the purposes of this Condition:

- (a) “Access Charge” means a rate set by a Communications Provider in accordance with paragraph 17.25 in respect of retailing and originating a call to an Unbundled Tariff Number and conveying it up to and including the Assumed Handover Point for the purpose of calculating the amount payable by a Consumer for making such a call;
- (b) “Access Charge Element” means, in respect of a call to an Unbundled Tariff Number retailed to a Consumer:
 - (i) the amount produced by multiplying the Access Charge applicable to that Consumer by the length of the call, in accordance with paragraph 17.27; or
 - (ii) where paragraph 17.29 applies, zero.
- (c) “Affiliated Company” means any subsidiary or holding company of the Communications Provider, or any subsidiary of a holding company of the Communications Provider, all as defined in section 1159 of the Companies Act 2006;
- (d) “Annual Number Charge” is a charge invoiced by Ofcom to a Communications Provider in respect of a Charging Year and is calculated in accordance with paragraph 17.15;
- (e) “Assumed Handover Point” means the point of interconnection nearest to the origination of a call to an Unbundled Tariff Number at which the call may be handed over to the Electronic Communications Network of another Communications Provider for conveyance. For these purposes, where the call is routed via a Transit Network, the Assumed Handover Point is deemed to be the nearest point of ingress from the Electronic Communications Network on which the call originates to that Transit Network;
- (f) “Average Industry Utilisation Rate” means the weighted average utilisation rate of Specified Geographic Numbers for the industry as calculated by

Ofcom and notified to Communications Providers prior to the first Charging Year;

- (g) “BT” means BT Group plc.;
- (h) “BT Average Utilisation Rate” means the average utilisation rate of Specified Geographic Numbers Allocated to BT as calculated by Ofcom and notified to BT prior to the first Charging Year;
- (i) “Charging Year” means the 12 month period beginning on 1 April and ending on 31 March (excluding 29 February in any leap year), and the first Charging Year shall be 1 April 2013 to 31 March 2014;
- (j) “Communications Provider” means a person who provides an Electronic Communications Network or an Electronic Communications Service;
- (k) “Communications Provider Average Utilisation Rate” means the average utilisation rate of Specified Geographic Numbers Allocated to the relevant Communications Provider as calculated by Ofcom and notified to the Communications Provider prior to the first Charging Year;
- (l) **“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;**
- (m) **“Effective Date” means [date to be inserted into final condition – 18 months from date on which modifications are made] 2014;**
- (n) “Geographic Area Code” has the meaning given to it in the National Telephone Numbering Plan;
- (o) “Geographic Number” has the meaning given to it in the National Telephone Numbering Plan;
- (p) “Non-Geographic Number” has the meaning given to it in the National Telephone Numbering Plan;
- (q) **“Numbering Condition” means the condition binding non-providers relating to the use of Unbundled Tariff Numbers and made on [date to be inserted into final condition] 2013 under section 59 of the Act;**
- (r) “Ported Number” means a Specified Geographic Number Allocated to the Communications Provider which Ofcom is satisfied (pursuant to information received from the Communications Provider by 1 December of the Charging Year (or such other date as Ofcom notifies prior to the start of the Charging Year)) was on a particular day (as specified by the Communications Provider) between 1 September and 31 October of the Charging Year (or such other time period as Ofcom notifies prior to the start of the Charging Year) subject to an arrangement under which that Communications Provider had ported, in accordance with GC 18, that Specified Geographic Number to a person who was not an Affiliated Company;
- (s) “Public Payphone Number” means a Specified Geographic Number Allocated to the Communications Provider which Ofcom is satisfied (pursuant to information received from the Communications Provider by 1 December of

the Charging Year (or such other date as Ofcom notifies prior to the start of the Charging Year)) was on a particular day (as specified by the Communications Provider) between 1 September and 31 October of the Charging Year (or such other time period as Ofcom notifies prior to the start of the Charging Year) in use in respect of a Public Pay Telephone service provided under a Universal Service Obligation;

- (t) **“Service Charge” means the rate set by a Communications Provider in accordance with paragraph 17.26 in respect of conveying a call to an Unbundled Tariff Number from the Assumed Handover Point to the point of termination and enabling a Consumer to use an Unbundled Tariff Number to access any service provided by means of that number;**
- (u) **“Service Charge Element” means, in respect of a call to an Unbundled Tariff Number retailed to a Consumer—**
- (i) **the amount produced by multiplying the Service Charge for that Unbundled Tariff Number by the length of the call in accordance with paragraph 17.28, where the Service Charge is charged at a pence per minute rate;**
- (ii) **an amount equal to the Service Charge for that Unbundled Tariff Number, where the Service Charge is charged at a pence per call rate;**
- (iii) **an amount equal to sum of the amounts calculated under paragraphs (i) and (ii) of this definition, where the Service Charge is charged at a rate which combines a pence per minute rate and a pence per call rate;**
- (v) **“Specified Geographic Number” means a Geographic Number (identified by the Geographic Area Code) set out in the Annex;**
- (w) **“Transit Network” means the Electronic Communications Network of a Communications Provider used to convey a call from the Electronic Communications Network of another Communications Provider to the Electronic Communications Network of a third Communications Provider;**
- (x) **“Unbundled Tariff Number” means a Non-Geographic Number starting 084, 087, 090, 091, 098 or 118;**
- (y) **“WLR” means Wholesale Line Rental, a regulated wholesale service sold by BT, which is used by the Communications Provider to provide retail customers with exchange lines and, in turn, access to other narrowband telephony services (for example, telephone calls, facsimile and dial-up internet access);**
- (z) **“WLR Number” means a Specified Geographic Number Allocated to the Communications Provider which Ofcom is satisfied (pursuant to information received from the Communications Provider by 1 December of the Charging Year (or such other date as Ofcom notifies prior to the start of the Charging Year)) was on a particular day (as specified by the Communications Provider) between 1 September and 31 October of the Charging Year (or such other time period as Ofcom notifies prior to the start of the Charging Year) subject**

to an arrangement under which that Communications Provider was providing WLR to a person who was not an Affiliated Company.

[The Annex to General Condition 17 has not been reproduced for the purposes of this consultation]

SCHEDULE 4

The proposed modifications to General Condition 23 are made by the insertions and deletions marked in bold and highlighted in yellow in the following text.

23. SALES AND MARKETING OF MOBILE TELEPHONY SERVICES

[Paragraphs 23.1 – 23.4 to General Condition 23 have not been reproduced for the purposes of this consultation]

Mobile Service – Information at Point of Sale

23.5 The Mobile Service Provider must use reasonable endeavours to ensure that before entering into or amending a contract for a Mobile Telephony Service the customer:

- (a) is authorised to do so;
- (b) intends to enter into this contract; and
- (c) is provided with the information set out below in a clear, comprehensible and accurate manner in paper or another Durable Medium which is available or accessible to the Customer or, where the Customer enters into or amends the contract during a sales call, by telephone:
 - (i) the identity of the legal entity the Customer is contracting with; its address and telephone, fax and/or e-mail contact details;
 - (ii) a description of the Mobile Telephony Service; the key charges (including minimum contract charges, **and** any early termination charges, if applicable **and, from (and including) the Effective Date and if the Customer is a Consumer, the Access Charge**); payment terms; the existence of any termination right, including termination procedures; the likely date the Mobile Telephony Service will be provided, in case the provision of the Mobile Telephony Service is not immediate; and any minimum period of contract.

Where the Customer enters into a contract during a sales call, in addition to the oral provision of this information the Mobile Service Provider must use reasonable endeavours to ensure that this information is sent to the Customer in good time following the call in paper or another Durable Medium.

[Paragraphs 23.6 – 23.10 to General Condition 23 have not been reproduced for the purposes of this consultation]

Definitions

23.11 For the purpose of this Condition:

- (a) **“Access Charge” means the rate to be charged by the Mobile Service Provider to the Customer in respect of retailing and originating a call to an Unbundled Tariff Number in accordance with General Condition 17;**
- (b) **“Consumer” has the meaning given to that term in General Condition 17;**
- (c) “Customer” means Domestic and Small Business Customer as defined in section 52 (6) of the Act;
- (d) “Durable Medium” means a medium on which a Customer can store and retrieve unaltered information for a period of time adequate for the purposes of the information;
- (e) **“Effective Date” has the meaning given to that term in General Condition 17;**
- (f) “Mobile Service” means a service consisting in the conveyance of signals, by means of a mobile Public Electronic Communications Network, through the agency of Wireless Telegraphy to or from Apparatus designed or adapted to be capable of being used while in motion;
- (g) “Mobile Telephony Service” means a Publicly Available Telephone Service that is a Mobile Service (and includes any SMS service sold as part of the package);
- (h) “Prepaid Mobile Telephony Service” means a Mobile Telephony Service for which the Customer pays charges in advance of the service being provided;
- (i) “Mobile Service Provider” means the provider of a Mobile Telephony Service;
- (j) “Mobile Service Retailer” means any person who sells or markets a Mobile Telephony Service directly to a Domestic or Small Business Customer; **and**
- (k) “SIM Only Contract” means a contract for a Mobile Telephony Service where the Customer only obtains a Subscriber Identity Module (‘SIM’) card from the Mobile Service Provider and the notice period for cancelling this contract does not exceed one calendar month; **and**
- (l) **“Unbundled Tariff Number” has the meaning given to that term in General Condition 17.**

SCHEDULE 5

The proposed modifications to General Condition 24 are made by the insertions and deletions marked in bold and highlighted in yellow in the following text.

24. SALES AND MARKETING OF FIXED-LINE TELECOMMUNICATIONS SERVICES

[Paragraphs 24.1 – 24.5 to General Condition 24 have not been reproduced for the purposes of this consultation]

Information at Point of sale

24.6 The Gaining Communications Provider must take all reasonable steps to ensure that before entering into a contract for a Fixed-Line Telecommunications Service the Customer who is transferring the line:

- (a) is authorised to do so;
- (b) intends to enter into the contract; and
- (c) is provided with the information set out below in a clear, comprehensible, prominent and accurate manner, in paper or another Durable Medium which is available or accessible to the Customer or, where the Customer enters into the contract during a sales call, by telephone:
 - (i) the identity of the legal entity the Customer is contracting with and its telephone, website and/or e-mail contact details;
 - (ii) a description of the Fixed-Line Telecommunications Service requested; the key charges, including minimum contract charges, **and** any early termination charges, if applicable **and, from (and including) the Effective Date and if the Customer is a Consumer, the Access Charge**; payment terms; the existence of any termination right, termination procedures and the Customer's right to cancel at no cost from the point of sale to the completion of the Transfer Period; the arrangements for provision of the service, including the order process and, as accurately as possible, the likely date of provision of the service and any minimum period of contract.

[Paragraphs 24.7 – 24.18 to General Condition 24 have not been reproduced for the purposes of this consultation]

Definitions

24.19 For the purpose of this Condition:

- (a) **“Access Charge” means the rate to be charged by the Gaining Communications Provider to the Customer in respect of retailing and originating a call to an Unbundled Tariff Number in accordance with General Condition 17;**
- (b) **“Cable Network”** means a hybrid fibre-coax Electronic Communications Network that uses a combination of optical fibres and coaxial cable;
- (c) **“Cancel Other”** means the industry term for a functionality that enables the Losing Communications Provider to cancel wholesale orders (during the Transfer Period) placed by the Gaining Communications Provider which can only be used in the circumstances set out in 24.14;
- (d) **“Communications Provider”** means the provider of an Electronic Communications Network and/or Electronic Communications Service, both as defined in section 32 of the Act;
- (e) **“Consumer” has the meaning given to that term in General Condition 17;**
- (f) **“CPS”** means Carrier Pre-Selection, a facility which allows a customer of a Publicly Available Telephone Service to select a provider designated in advance to apply on every occasion where no other providers have been pre-selected for the use of a telephone number;
- (g) **“Domestic and Small Business Customer”** has the meaning set out in section 52 (6) of the Act;
- (h) **“Durable Medium”** means any instrument which enables the Customer to store information addressed personally to him in a way accessible for future reference for a period of time adequate for the purposes of the information and which allows the unchanged reproduction of the information stored;
- (i) **“Effective Date” has the meaning given to that term in General Condition 17;**
- (j) **“Failure to Cancel”** means where the Gaining Communications Provider has not cancelled a transfer, after a request from the Customer during the Transfer Period;
- (k) **“Fixed-Line Telecommunications Services”** means Narrowband call and/or line rental services provided to Domestic and Small Business Customer;
- (l) **“Gaining Communications Provider”** means the Communications Provider to whom the customer is transferring;
- (m) **“LLU”** means Local Loop Unbundling, the process by which a dominant provider’s local loops are physically disconnected from its network and connected to a competing provider’s network.
- (n) **“Losing Communications Provider”** means the Communications Provider from whom the customer is transferring;
- (o) **“Narrowband”** means services provided over a traditional Public Communications Network, excluding services provided over a Cable Network;
- (p) **“Slamming”** means where a request for CPS, WLR and/or LLU has been made without the Customer’s express knowledge and/or consent; that is in the following circumstances:

- (i) where the Customer has never been contacted by the Gaining Communications Provider;
 - (ii) where the Customer has been contacted by the Gaining Communications Provider, but has not given the Gaining Communications Provider authorisation to transfer some or all of their telephone calls and/or line rental to the Gaining Communications Provider;
 - (iii) where the Customer has agreed to purchase a product or service from the Gaining Communications Provider and the Gaining Communications Provider has submitted a request for a different product or service which the Customer has not agreed to purchase; or
 - (iv) where the Customer has agreed to transfer some or all of their telephone calls and/or line rental to the Gaining Communications Provider having understood, as a result of a deliberate attempt by the Gaining Communications Provider to mislead, that they are making an agreement with a different Communications Provider;
- (q)** “**Transfer Period**” means the period of 10 Working Days from before a customer’s order can be activated;
- (r)** “**Unbundled Tariff Number**” has the meaning given to that term in **General Condition 17**;
- (s)** “**WLR**” means Wholesale Line Rental, a facility which BT provides other CPs with the ability to offer monthly line rental and associated services (such as fault repair) on the BT line; and
- (t)** “**Working Days**” means the hours between 09.00 – 17.00 on Monday to Friday with the exception of bank holidays.

Part A – Annex 15

Notification of proposed modifications to the provisions of the Numbering Plan under section 60(3) of the Act

1. General Condition 17 of the General Conditions of Entitlement has effect by reference to the provisions of the Numbering Plan.
2. In accordance with section 60 of the Act, Ofcom proposes to modify the provisions of the Numbering Plan.
3. The draft modifications to the Numbering Plan are set out in the Schedules to this Notification.
4. Ofcom's reasons for making these proposals, and the effect of the proposed modifications, are set out in the accompanying consultation document.
5. Ofcom considers that the proposed modifications comply with the requirements of section 60(2) of the Act.
6. In making these proposals, Ofcom has considered and acted in accordance with their general duty as to telephone numbering functions under section 63 of the Act, their general duties under section 3 of the Act and the six Community requirements set out in section 4 of the Act.
7. Representations may be made to Ofcom about the proposed modifications until **5pm on 28 May 2013**.
8. If implemented:
 - a. the modifications in Schedule 1 shall enter into force on the date of Ofcom's final statement in relation to these proposals; and
 - b. the modifications in Schedule 2 shall enter into force on a date to be specified in Ofcom's final statement in relation to these proposals.
9. In this Notification:
 - a. "the Act" means the Communications Act 2003;
 - b. "the General Conditions of Entitlement" means the general conditions set under section 45 of the Act by the Director General of Telecommunications on 22 July 2003, as amended from time to time;
 - c. "Ofcom" means the Office of Communications; and
 - d. "Numbering Plan" means the National Telephone Numbering Plan published by Ofcom pursuant to section 56(1) of the Act, and amended from time to time.

10. 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.
11. For the purposes 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.
12. The Schedules to this Notification shall form part of this Notification.

Stuart McIntosh
Competition Group Director

15 April 2013

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

SCHEDULE 1

The following proposed modification to the Numbering Plan shall enter into force upon the date of Ofcom's final statement in relation to these proposals.

1. In Part A Section A1 'Public Telephone Network Numbers', the modification marked in bold text and highlighted in yellow shall be made to the entry for the number 116006:

116006	6-digit Freephone Free to caller Number used to access 'Helpline for victims of crime' service ('Type B Access Code')
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2. In paragraph 1 of the 'Definitions and Interpretation' section, the following deletion marked in bold shall be made to the definition of 'Sexual Entertainment Services':

'Sexual Entertainment Service' means a Premium Rate Service, **other than services operating on mobile short codes**, which is an entertainment service of a clearly sexual nature, or any service for which the associated promotional material is of a clearly sexual nature, or indicates directly, or implies, that the service is of a sexual nature;

SCHEDULE 2

The proposed modifications to the Numbering Plan are marked in bold and highlighted in yellow in the following text, save for Table A1 (Part A) and Table C5 (Part C) which have been replaced in their entirety with the proposed modifications and are shown highlighted in yellow. These proposed modifications shall enter into force on a date to be specified in Ofcom's final statement in relation to these proposals.



The National Telephone Numbering Plan

[The contents page has not been reproduced for the purposes of this consultation]

Definitions and Interpretation

1. For the purpose of interpreting these conditions the following definitions shall apply:

'100-Number Block Area' means a geographic area in which 100-number blocks have been made available for Allocation, as indicated in Appendix A of this Plan;

'1471 Erasure' means a facility that enables the record of the last call received (where accessible through dialling 1471) to be removed so as to no longer be available on dialling 1471;

'Access Charge' means a rate set by a Communications Provider in accordance with General Condition 17 in respect of retailing and originating a call to an Unbundled Tariff Number for the purpose of calculating the amount payable by a Consumer for making such a call;

'Access Code' means a short Non-Geographic Number, usually beginning with '1', that allows End-Users to access a wide range of services;

'Act' means the Communications Act 2003;

'Administrative Code' means a Telephone Number that is Adopted or otherwise used for administrative purposes only;

'Automatic Call Trace' means a facility that can, where practicable, trace the origin of an incoming call;

'BT' means British Telecommunications plc, whose registered company number is 1800000, and any of its subsidiaries or holding companies, or any subsidiary of such holding companies, all as defined in section 1159 of the Companies Act 2006;

'BT's Standard Local Call Retail Price' means the retail price for a Local Call made by BT customers which operates as the standard retail price before the application of calling packages and discounts as shown on BT's retail price list;

'C7' refers to a standard for common channel signalling in Electronic Communications Networks (also known as 'SS7');

'Called Party' means the person being contacted by means of a telephone call;

'Calling Line Identification' means a facility that enables identification of the number from which a call is being made or to which a return call could be made;

'Calling Parties' means persons making contact by means of a telephone call;

'Call Return' means a facility, based on the accessibility of Calling Line Identification, which enables identification of the number from which a call is being made or to which a return call could be made;

'Carrier Pre-Selection' means a facility which allows a Subscriber to whom a Publicly Available Telephone Service is provided by means of a Public Communications Network to select which Pre-selected Provider of such Services provided wholly or partly by means of that Network is the Pre-Selected Provider he wishes to use to carry his calls by designating in advance the selection that is to apply on every occasion when there has been no selection of Provider by use of a Telephone Number;

'Carrier Pre-Selection Code' means a non-diallable four (4) digit Network Code commencing with the digit eight (8) (i.e. 8XXX), that is Adopted or otherwise used in connection with the provision of Carrier Pre-Selection;

'Communications Provider' means a person who provides an Electronic Communications Network or an Electronic Communications Service;

'Communications Provider Identification Code' means an Administrative Code Allocated to Communications Providers that is Adopted or otherwise used to identify other Communications Providers;

'Conservation Area' means a geographic area indicated as such in Appendix A of this Plan;

'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;

'Corporate Number' means a Non-Geographic Number Allocated to a Communications Provider where the number is to be assigned by that Communications Provider to a specific Customer and in this definition 'Customer' shall only refer to a customer which is a body corporate. The cost of a call to a Corporate Number is paid for through the telephone bill of the Subscriber and charged at Special Service rates;

'Default Reseller Identification Code' means the Reseller Identification Code ('RID') 'AAA' which can be used on any network where no individual Reseller Identification Code is selected;

‘Dominant Provider’ has the same meaning as in any SMP Condition in force concerning Carrier Pre-Selection that is imposed on a person by Ofcom under section 90 of the Act;

‘Freephone Number’ means a number that is reached free of charge to the Customer except where a charge is notified to the End-User at the start of the call;

‘Free to caller Number’ means a number that is accessed at no charge to the Customer and, in the case of a Public Pay Telephone, without having to use coins and cards;

‘Free to caller’ means, in relation to a Non-Geographic Number, one that can be accessed by a Consumer at a retail price of zero and, in the case of a Public Pay Telephone, without having to use coins and cards;

‘General Conditions of Entitlement’ means those conditions set by the Director General of Telecommunications on 22 July 2003 by way of a Notification published pursuant to section 48(1) of the Act, and modified by Ofcom from time to time;

‘Geographic Area Code’ means a Public Communications Network Number identified with a particular geographic area;

‘Geographic Number’ means a Public Communications Network Number:

- (i) that is Adopted or otherwise used for routing calls to the physical location of the Network Termination Point of the Subscriber to whom the Telephone Number has been assigned; and
- (ii) the initial digits of which comprise a Geographic Area Code from Appendix A of this Plan;

‘Geographic Number Portability Code’ means a Network Code used for the Portability of Geographic Numbers;

‘Harmonised number for harmonised services of social value (116XXX numbers)’ means a Type B Access Code used to provide a service meeting a common description on the same 116XXX number throughout European Union Member States;

‘Inbound Routing Code’ means a Network Code Adopted or otherwise used for routing purposes and which may be used to identify Electronic Communication Services, carriers and End-Users;

‘Indirect Access’ means a facility which allows a Subscriber to whom a Publicly Available Telephone Service is provided by means of a Public Communications Network to select which such Service provided wholly or partly by means of that Network is the service he wishes to use by the use of a Telephone Number on each separate occasion on which a selection is made;

‘Indirect Access Provider’ means a provider of Indirect Access services;

‘International Mobile Station Identity’ means a string of decimal digits up to a maximum length of 15 digits which identifies a unique subscription to a Mobile Service in accordance with International Telecommunication Union (ITU)-T Recommendation E.212;

‘Integrated Services Digital Network’ means a Network based on the existing digital Public Communications Network which provides digital links to Customers and end to end digital connectivity between them;

‘Internal Network Portability Code’ means a Network Code which is used to ensure that Portability is effective within a Network;

‘Internal Routing Code’ means a Network Code which is used for routing purposes within an Electronic Communications Network;

‘International Signalling Point Code’ means a Signalling Point Code that constitutes an independent address for international purposes, in accordance with ITU-T Recommendation Q.708;

‘Local Call’ means a call made from one Geographic Number to another Geographic Number within a limited geographic area;

‘Local Dialling’ means the ability for a Calling Party to contact a Called Party within the same Geographic Area Code area by dialling only the Local Number;

‘Local Number’ means a Geographic Number excluding the Geographic Area Code;

‘Location Independent Electronic Communications Service’ means a service that includes the assignment of a Non-Geographic Number to a Customer but where:

- (i) the location of the Customer’s Apparatus identified by that number at the time of use is not necessarily permanently associated with a particular Network Termination Point;
- (ii) number translation from that number to a Geographic Number is not provided as part of the service; and
- (iii) the service is not a Mobile Service;

‘Mobile Network Code’ means a Network Code that is part of the International Mobile Station Identity and identifies the home network of a unique subscription to a Mobile Service;

‘Mobile Number’ means a Non-Geographic Number that is Adopted or otherwise used as part of a Mobile Service to identify Apparatus designed or adapted to be capable of being used while in motion;

‘Mobile Number Portability Code’ means a Network Code used for the Portability of Mobile Numbers;

‘Mobile Service’ means a service consisting in the conveyance of Signals, by means of an Electronic Communications Network, where every Signal that is conveyed thereby has been, or is to be, conveyed through the agency of Wireless Telegraphy to or from Apparatus designed or adapted to be capable of being used while in motion;

‘National-Dialling-Only Number’ means a Geographic Number that is indicated to be ‘Free for National Dialling Only’ in the National Numbering Scheme;

‘National Numbering Scheme’ means the detailed data published by Ofcom and updated from time to time in relation to the Allocation and availability of Telephone Numbers;

‘National Signalling Point Code’ means a Signalling Point Code that constitutes an independent address for national purposes, in accordance with ITU-T Recommendations Q.704 and Q.705;

‘Network Code’ means a Telephone Number that is Adopted or otherwise used for network purposes only;

‘Network Specific Signalling Point Codes’ means a Signalling Point Code that identifies separate points within a network;

‘Non-Geographic Number’ means any Public Communications Network Number other than a Geographic Number;

‘Non-Geographic Number Portability Code’ means a Network Code used for the Portability of Non-Geographic Numbers (other than Personal Numbers or Mobile Numbers);

‘Non-Geographic Number Portability Transit Code’ means a Network Code used for the Portability and transit routing of Non-Geographic Numbers (other than Personal Numbers or Mobile Numbers);

‘Number Portability Code’ means any of the following: a Geographic Number Portability Code; a Mobile Number Portability Code; a Non-Geographic Number Portability Code; a Non-Geographic Number Portability Transit Code; a Personal Number Portability Code; a Personal Number Portability Transit Code;

‘Originating Communications Provider’ means the Communications Provider from whose Electronic Communications Network the call originates;

‘Payphone Service Provider’ means a provider of a Public Pay Telephone;

‘Parallel Running’ means a facility provided by a Communications Provider when any range of Telephone Numbers is in the process of being changed whereby, in order to assist End-Users of the Public Communications Network to adjust to such a change, an End-User may for a limited period of time dial a Telephone Number which has been superseded by another Telephone Number and still be connected to the Network Termination Point of the Called Party;

‘Partial Calling Line Identity’ means a facility which enables identification of the Public Communications Provider and the Switch Number from which the call is being made, and which is typically generated either where analogue systems are connected to a digital network, or on international gateways where a switch receives ingress traffic only, or other situations where a full Calling Line Identification cannot be provided;

‘Partial Calling Line Identity Code’ means a Network Code that is Adopted or otherwise used in connection with the identification of the Public Communications Provider and the Switch Number e.g. for malicious call identification;

‘Per Call Release of CLI’ means the ability to release the identity of the Caller in accordance with normal Calling Line Identification;

‘Personal Number’ means a Non-Geographic Number, from a range of numbers in Part A of this Plan, assigned to a Subscriber by a Personal Numbering Service Provider and used to provide a Personal Numbering Service;

‘Personal Number Portability Code’ means a Network Code used for the Portability and transit routing of Personal Numbers;

‘Personal Number Portability Transit Code’ means a Network Code used for the Portability and transit routing of Personal Numbers;

‘Personal Numbering Service’ means a service based on number translation that enables an End-User to be called or otherwise contacted at a single Personal Number, and to receive those calls or other communications at almost any Telephone Number, including a Mobile Number;

‘Personal Numbering Service Provider’ means a provider of Personal Numbering Services;

‘Portability’ shall have the meaning ascribed to that term in General Condition 18 of the General Conditions of Entitlement;

‘Premium Rate’ shall have the meaning ascribed to that term in Part A1 of this Plan;

‘Pre-selected Provider’ means a provider of a Public Communications Network who has notified the Dominant Provider that it is able and willing to provide Carrier Pre-Selection to Subscribers to whom the Dominant Provider provides Publicly Available Telephone Services;

‘Public Communications Network’ means an Electronic Communications Network used wholly or mainly for the provision of Public Electronic Communications Services which support the transfer of information between Network Termination Points. For the purposes of this Plan the term ‘Public Communications Network’ shall include Integrated Services Digital Networks;

‘Public Communications Network Number’ means a Telephone Number that is **available for Allocation**, Adopted or otherwise used on a Public Communications Network and is not a Network Code, an Administrative Code, a Telex Service Number or an X.25 Data Network Number;

‘Radiopaging Service’ means Electronic Communications Services consisting in the conveyance of Signals by means of Wireless Telegraphy where every Signal, apart from simple acknowledgement, is ultimately transmitted from a station for Wireless Telegraphy comprised in the Communications Provider’s Electronic Communications Network to a station for Wireless Telegraphy or Wireless Telegraphy Apparatus that is not comprised in that network;

‘Reseller Identification Code’ means a three-character alphabetic Administrative Code (e.g. ‘AAB’) that is Adopted or otherwise used to identify a reseller of BT’s wholesale services;

‘Service Charge’ means the rate set by a Communications Provider in accordance with General Condition 17 in respect of conveying a call to an Unbundled Tariff Number to the point of termination and enabling a Consumer to use an Unbundled Tariff Number to access any service provided by means of that number;

‘Sexual Entertainment Service’ means a Premium Rate Service, which is an entertainment service of a clearly sexual nature, or any service for which the associated promotional material is of a clearly sexual nature, or indicates directly, or implies, that the service is of a sexual nature;

‘Signalling Point Code’ means a Network Code Adopted or otherwise used in Public Communications Networks using C7 that identifies the originating or terminating node of each C7 message. A node may have more than one Signalling Point Code Allocated to enable the node to be partitioned into logically separate entities to identify various functions;

'Special Service' means a service paid for through the telephone bill of a Subscriber;

'Standard Area' means a geographic area indicated as such in Appendix A of this Plan (see footnote 1 to Appendix A);

'Subscriber Number' means a Telephone Number allocated to a Subscriber;

'Switch' means Apparatus within an Electronic Communications Network that performs the function of switching or routing calls;

'Switch Number' means a number or code that identifies an individual Switch;

'Targeted Transit Code' means a Network Code that is Adopted or otherwise used to route calls relating to particular Electronic Communications Services between two points of Interconnection on an Electronic Communications Network;

'Telex Service' means a real-time switched service for the delivery of text via a direct or indirect connection to a discrete telex network;

'Telex Service Number' means a Telephone Number that is Adopted or otherwise used in connection with Telex Services;

'Terminating Communications Provider' means a Communications Provider on whose Electronic Communications Network a call terminates;

'Type A Access Code' means a type of Access Code that is available for use by all providers of a Public Communications Network and is used in such a way as to enable End-Users to access designated services across all Public Communications Networks;

'Type B Access Code' is a type of Access Code that is Allocated individually by Ofcom and is Adopted in such a way as to either (i) enable End-Users to access services provided by their Communications Provider or (ii) enable End-Users to access services provided by other Communications Providers (eg, Indirect Access, Directory Enquiry Facilities and Harmonised numbers for harmonised services of social value);

'Type C Access Code' is a type of Access Code that is available for use for service provision within a Communications Provider's own Electronic Communications Network;

'Unbundled Tariff Number' means a Non-Geographic Number starting 084, 087, 090, 091, 098 or 118;

'Withhold CLI' means an ability to not supply the identity of the Calling Party in accordance with normal Calling Line Identification;

'X.25 Data Network' means an Electronic Communications Network that supports the X.25 low speed packet switched data service;

'X.25 Data Network Identification Code' means a four (4) digit Network Code that identifies a particular X.25 Data Network; and

'X.25 Data Network Number' means a ten (10) digit Telephone Number that is added to an X.25 Data Network Identification Code to form the End-User's address on an X.25 Data Network.

2. Any word or expression not defined in paragraph 1 shall have the same meaning as it has-
 - (i) in paragraph 1 (*Definitions*) of Part 1 of the Schedule to the Notification published by the Director General of Telecommunications on 22 July 2003 under section 48(1) of the Act and modified by Ofcom from time to time;
 - (ii) if it has no meaning ascribed as mentioned in (i) above, in the Act.
3. The Interpretation Act 1978 shall apply as if this Plan were an Act of Parliament.

Introduction

- 1 This Plan is divided into three Parts.
 - 2 Part A of the Plan sets out the numbers that Ofcom has determined are available for Allocation as Telephone Numbers in accordance with Section 56(1)(a) of the Act.
 - 3 Parts **A and B** of the Plan sets out:
 - (i) such restrictions as Ofcom considers appropriate on the Adoption and other uses of the numbers listed in Part A in accordance with Section 56(1)(b) and (c) of the Act; **and**
 - (ii) **such requirements as Ofcom considers appropriate, for the purposes of protecting consumers, in relation to the tariff principles and maximum prices applicable to numbers listed in Part A in accordance with Section 56(1)(ba) of the Act.**
 - 4 Part C of the Plan sets out other Telephone Numbers that are administered by Ofcom but are not available for Allocation, together with:
 - (i) the designation attributed to those Telephone Numbers; **and**
 - (ii) **such requirements as Ofcom considers appropriate, for the purposes of protecting consumers, in relation to the tariff principles and maximum prices applicable to those numbers in accordance with Section 56(1)(ba) of the Act.**
- Part C should be read in conjunction with paragraph 17.3 of General Condition 17 of the General Conditions of Entitlement.

Part A: Telephone Numbers Available for Allocation

A1: Public Communications Network Numbers		
Number(s) beginning (unless otherwise stated)	Designation	Applicable tariff principles and maximum prices
01 and 02	Geographic Numbers – see Appendix A for full detail of appropriate Geographic Area Codes available	Not applicable
030	Non-Geographic Numbers: used by public sector bodies and not-for-profit bodies	Calls charged at a geographic rate: calls charged at up to the same rate the customer would pay to call a UK Geographic Number, with calls to 03 numbers counting towards inclusive call minutes if the customer has remaining inclusive minutes to UK Geographic Numbers, and included in any discount structures that apply to UK Geographic Numbers
033	Non-Geographic Numbers	
034	Non-Geographic Numbers: used for migrating numbers from matching 084 numbers	
037	Non-Geographic Numbers: used for migrating numbers from matching 087 numbers	
055	Corporate Numbers	
056	Location Independent Electronic Communications Service	Not applicable
070	Personal Numbers	
076	Radiopaging Service	
(except 07624 – see Part C5)		
071 to 075 inclusive and 077 to 079 inclusive	Mobile Services	
080	Non-Geographic Numbers	Free to caller
(except 0800 plus 6 digits – see Part C5)		
082	Non-Geographic Numbers: Internet for schools	Not applicable

A1: Public Communications Network Numbers		
Number(s) beginning (unless otherwise stated)	Designation	Applicable tariff principles and maximum prices
0843, 0844 and 0845	Non-Geographic Numbers	<p>Retail charge to a Consumer of a call calculated by reference to the applicable Access Charge and Service Charge and in accordance with the tariff principles in paragraphs 17.24 – 17.30 of the General Conditions of Entitlement.</p> <p>The applicable Service Charge must not exceed:</p> <ul style="list-style-type: none"> • 5.833 pence per minute, exclusive of VAT, where the Service Charge comprises or includes a pence per minute rate; or • 5.833 pence per call, exclusive of VAT, where the Service Charge is set exclusively at a pence per call rate.
0870, 0871, 0872 and 0873	Non-Geographic Numbers	<p>Retail charge to a Consumer of a call calculated by reference to the applicable Access Charge and Service Charge and in accordance with the tariff principles in paragraphs 17.24 – 17.30 of the General Conditions of Entitlement.</p> <p>The applicable Service Charge must not exceed:</p> <ul style="list-style-type: none"> • 10.83 pence per minute, exclusive of VAT, where the Service Charge comprises or includes a pence per minute rate; or • 10.83 pence per call, exclusive of VAT, where the Service Charge is set exclusively at a pence per call rate.

A1: Public Communications Network Numbers		
Number(s) beginning (unless otherwise stated)	Designation	Applicable tariff principles and maximum prices
090 and 091 (except 0908 and 0909 – see Part C5)	Non-Geographic Numbers	Retail charge to a Consumer of a call calculated by reference to the applicable Access Charge and Service Charge and in accordance with the tariff principles in paragraphs 17.24 – 17.30 of the General Conditions of Entitlement.
098	Non-Geographic Numbers: used to provide Sexual Entertainment Services	The applicable Service Charge must not exceed: <ul style="list-style-type: none"> • 300 pence per minute, exclusive of VAT, where the Service Charge comprises or includes a pence per minute rate; or • 500 pence per call, exclusive of VAT, where the Service Charge is set exclusively at a pence per call rate.
116000	6-digit Non-Geographic Number: used to access 'Hotline for missing children' service ('Type B Access Code')	Free to caller
116006	6-digit Non-Geographic Number: used to access 'Helpline for victims of crime' service ('Type B Access Code')	
116111	6-digit Non-Geographic Number: used to access 'Child helplines' service ('Type B Access Code')	
116117	6-digit Non-Geographic Number used to access 'Non-emergency medical on-call service' ('Type B Access Code')	
116123	6-digit Non-Geographic Number used to access 'Emotional Support Helplines' service ('Type B Access Code')	

118XXX	6-digit Non-Geographic Numbers used to access a Directory Enquiry Facility ('Type B Access Codes')	Retail charge to a Consumer of a call calculated by reference to the applicable Access Charge and Service Charge and in accordance with the tariff principles in paragraphs 17.24 – 17.30 of the General Conditions of Entitlement.
124 to 140, 143 to 146, 148 to 149, 160 to 169, and 181 to 189 inclusive	Non-Geographic Numbers of up to 5-digits used to access an Indirect Access Provider ('Type B Access Codes')	Not applicable

A2: Telex Service Numbers (up to 10-digits long)	
Number(s)	Designation
Numbers beginning 2 to 9	Telex Service Numbers – see Appendix B for detail of appropriate initial Geographic Area Codes

A3: Network Codes	
Number(s)	Designation
Number Portability Codes	
504000 to 504799 inclusive	6-digit Non-Geographic Number Portability Codes
504800 to 504899 inclusive	6-digit Personal Number Portability Codes
505000 to 505799 inclusive	6-digit Non-Geographic Number Portability Transit Codes
505800 to 505899 inclusive	6-digit Personal Number Portability Transit Codes
510000 to 599999 inclusive	6-digit Geographic Number Portability Codes
7603 to 7622 inclusive 7630 to 7639 inclusive 7650 to 7653 inclusive 7655 to 7658 inclusive 7680 7682 to 7692 inclusive 7694 to 7698 inclusive 7991 to 7998 inclusive	4-digit Mobile Number Portability Codes
Signalling Point Codes and Mobile Network Codes	
00000 to 01023 inclusive and 12288 to 16383 inclusive	5-digit National Signalling Point Codes
X-XXX-Z (where Z is in the range 0 to 7)	5-digit International Signalling Point Codes designated by Ofcom
234-00 to 234-99 and 235-00 to 235-99 inclusive	5-digit Mobile Network Codes
Other Network Codes	
001 - 999 Public Communications Provider Identity (inclusive) 000 – 999 Switch Number (inclusive)	3-digit plus 3-digit Partial Calling Line Identity Codes
7000 to 7089 inclusive	4-digit Targeted Transit Codes
8000 to 8889 inclusive and 8900 to 8999 inclusive	4-digit Carrier Pre-Selection Codes
089930 to 089999 inclusive	10-digit Inbound Routing Codes
4-digit numbers	X25 Data Network Identification Codes

A4: Administrative Codes	
Number(s)	Designation
000 to 999 inclusive	Communications Provider Identification Codes
AAB to ZZZ inclusive	Reseller Identification Codes

Part B: Restrictions on the Adoption and use of and requirements in relation to Telephone Numbers in Part A

B1: General restriction on the Adoption and use of Telephone Numbers in Part A

- B1 Those to whom Ofcom has Allocated any Telephone Number listed in Part A of the Plan shall not Adopt or otherwise use it, except in accordance with the applicable designation given in Part A for that number range.

B2: General restrictions on the Adoption and use of Telephone Numbers in Part A1

- B2.1 Public Communications Network Numbers in Part A1 shall comprise ten (10) digits (excluding the national prefix code '0') unless otherwise indicated in that Part or in the National Numbering Scheme.
- B2.2 The digit structure for Public Communications Network Numbers (other than Access Codes) is referred to in the National Numbering Scheme as follows: 'SABCDEF GHI' where 'S' equates to the first digit after the '0' (for example S is 1 or 2 for Geographic Numbers).

B3: Specific Restrictions on the Adoption and use of Telephone Numbers

B3.1 Geographic Numbers

Out of Area use of Geographic Numbers

- B3.1.1** A Geographic Number shall be assigned only to a Subscriber whose Network Termination Point is physically located within the geographic area associated with that number (having regard to the relevant Geographic Area Code), unless:
- a. the Subscriber has requested a Geographic Number that includes the relevant Geographic Area Code; and
 - b. charges for calls to that Geographic Number remain consistent with charges for calls to other Geographic Numbers that include the same Geographic Area Code.

Local Dialling

- B3.1.2** Geographic Numbers shall not be Adopted or otherwise used other than where Calling Parties with Geographic Numbers with the same Geographic Area Code as the Called Party are able to dial using only the Local Number except where:
- a. those numbers are National-Dialling-Only Numbers – see B3.1.5 below; or
 - b. Calling Parties are dialling from Geographic Numbers with a Geographic Area Code in respect of which Local Dialling has been closed – see B3.1.3 below.

B3.1.3 Local Dialling shall not be provided from Geographic Numbers with a Geographic Area Code listed in the table below, with effect from the date specified.

Geographic Area Code	Effective Date
01202	1 November 2012

Numbering Reorganisations

B3.1.4 Where a numbering reorganisation makes provision for a replacement Allocation of Telephone Numbers pursuant to Section 62(3) of the Act, the person to whom a replacement Telephone Number is Allocated shall ensure that there is:

- a. an adequate period of advance notification and publicity to End-Users prior to the replacement Telephone Number being Adopted or otherwise used;
- b. upon Adoption of the replacement Telephone Number, a period of Parallel Running when dialling to the original and replacement Telephone Numbers is available wherever technically possible; and
- c. immediately following the period of Parallel Running and for a further period of time specified by Ofcom, a changed number announcement played to a Calling Party who dials the original Telephone Number.

'National-Dialling-Only' Numbers

B3.1.5 A National-Dialling-Only Number shall not be Adopted or otherwise used, except:

- a. as a full Geographic Number (including its Geographic Area Code); and
- b. in circumstances where that number will not be visible to, or capable of dialling by, End-Users.

Where a National-Dialling-Only Number is Adopted or used for outgoing call services a presentation number that is either a Non-Geographic Number or that permits Local Dialling shall appear to the Called Party for Calling-Line Identification purposes. In the event of a code change to eight-digit numbering in a geographic area, those who have Adopted or used National-Dialling-Only Numbers shall migrate to the appropriate new range by the end of Parallel Running.

Standard Areas

B3.1.6 Geographic Numbers that relate to a Standard Area are Allocated in blocks of 10,000 but shall be treated as ten (10) units of 1,000 for the purposes of assigning numbers to Subscribers. Where a Communications Provider has assigned a number from a particular 1,000 number unit to a Subscriber, it may not assign a number from a different unit until all numbers in the first unit have been assigned.

Conservation Areas

B3.1.7 Subject to paragraph 3.1.8, Geographic Numbers that relate to a Conservation Area shall only be Adopted in units of 1,000 numbers at a time.

B3.1.8 Where a block of 10,000 Geographic Numbers has been Allocated in relation to a Standard Area, but the area has subsequently been designated as a Conservation Area, then:

- a. paragraph 3.1.7 does not apply in relation to that particular number block; but
- b. paragraph 3.1.6 shall continue to apply in relation to that particular number block.

100-Number Block Areas

B3.1.9 One hundred blocks of 100 numbers in each 100-Number Block Area have been specified in the National Numbering Scheme. These blocks shall only be Adopted in units of 100 numbers at a time.

B3.2 Non-Geographic Numbers starting 03

B3.2.1 Those who Adopt or otherwise use Non-Geographic Numbers starting 03 shall not share with any End-User any revenue obtained from providing a service on those numbers.

B3.2.2 Those who are Allocated Non-Geographic Numbers starting 030 shall assign those numbers only to Subscribers that are public sector bodies or not-for-profit bodies.

B3.2.3 Those Communications Providers who Adopt or otherwise use Non-Geographic Numbers starting 034 or 037 shall only do so for the purpose of providing a service to a Customer who is migrating from a Non-Geographic Number starting 084 or 087 which is exactly identical to the 034 or 037 number except for the second digit (a “matching 084 or 087 number”). A Non-Geographic Number starting 034 or 037 shall not be Adopted or otherwise used by a Communications Provider where no matching 084 or 087 number is in use by a Customer.

B3.3 Location Independent Electronic Communications Services

B3.3.1 Those who Adopt or otherwise use Non-Geographic Numbers starting 056 shall not share with any End-User any revenue obtained from providing a service on those numbers.

B3.4 Personal Numbers

B3.4.1 Those Adopting Personal Numbers shall not share with any End-User any revenue obtained from providing a Personal Numbering Service.

B3.5 Harmonised numbers for harmonised services of social value (116XXX numbers)

B3.5.1 The following general conditions are attached to the right of use of 116XXX numbers:

- a. the service provides information, or assistance, or a reporting tool to citizens, or any combination thereof;
- b. the service is open to all citizens without any requirement of prior registration;

- c. the service is not time-limited;
- d. there is no payment, or payment commitment as a pre-requisite to use the service; and
- e. the following activities are excluded during a call: advertisement; entertainment; marketing and selling; using the call for the future selling of commercial services.

B3.5.2 The following specific conditions are attached to the right of use of individual 116XXX numbers:

Number	Service for which this number is reserved	Specific conditions attached to the right of use for this number
116000	<p><i>Name of service:</i> Hotline for missing children</p> <p><i>Description:</i> The service (a) takes calls reporting missing children and passes them on to the Police; (b) offers guidance to and supports the persons responsible for the missing child; (c) supports the investigation.</p>	Service continuously available (i.e. 24 hours a day, 7 days a week, nation-wide).
116006	<p><i>Name of service:</i> Helpline for victims of crime</p> <p><i>Description:</i> The service enables victims of crime to get emotional support in such circumstances, to be informed about their rights and about ways to claim their rights, and to be referred to the relevant organisation. In particular, it provides information about (a) local police and criminal justice proceedings, (b) possibilities of compensation and insurance matters. It also provides support in finding other sources of help relevant to the victims of crimes.</p>	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.
116111	<p><i>Name of service:</i> Child helplines</p> <p><i>Description:</i> The service helps children in need of care and protection and links them to services and resources; it provides children with an opportunity to express their concerns, talk about issues directly affecting them and contact someone in an emergency situation.</p>	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when

		the service will next become available.
116117	<p><i>Name of service:</i> Non-emergency medical on-call service</p> <p><i>Description:</i> The service directs callers to the medical assistance appropriate to their needs, which are urgent but non-life threatening, especially, but not exclusively, outside normal office hours, over the weekend and on public holidays. It connects the caller to a skilled and supported call-handler, or connects the caller directly to a qualified medical practitioner or clinician</p>	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.
116123	<p><i>Name of service:</i> Emotional support helplines</p> <p><i>Description:</i> The service enables the caller to benefit from a genuine human relationship based on non-judgemental listening. It offers emotional support to callers suffering from loneliness, in a state of psychological crisis, or contemplating suicide.</p>	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.

B3.5.3 The person to whom a 116XXX number has been Allocated shall only use that number in conjunction with the sub-allocatee(s) named in the National Numbering Scheme. A 116XXX number shall not be sub-allocated without prior agreement from Ofcom.

B3.6 Telex Service Numbers

B3.6.1 Telex Service Numbers shall not be Adopted or otherwise used other than as full national numbers, i.e. including the Geographic Area Code and, where relevant, an Adoptees' identifying digit.

B3.7 Number Portability Codes

B3.7.1 In addition to the general restriction at B1, Number Portability Codes shall only be Adopted or otherwise used in accordance with the applicable designation given for that number range in Part A. For the avoidance of doubt, the Portability of Telephone Numbers need not be enabled by the use of Number Portability Codes.

B4: Requirements in relation to the tariff principles and maximum prices applicable to Telephone Numbers in Part A1

- B4.1** Subject to paragraph B4.2, where a Consumer makes a call to a Non-Geographic Number, the Communications Provider shall comply with the tariff principles and maximum prices (if any) set out or referred to in Part A1, in the column headed “Applicable tariff principles and maximum prices”.
- B4.2** The tariff principles and maximum prices set out or referred to in Part A1 in the column headed “Applicable tariff principles and maximum prices” do not apply to Payphone Service Providers in respect of calls to Unbundled Tariff Numbers.

Part C: Telephone Numbers not available for Allocation

The Telephone Numbers in this Part C are not available for Allocation, because:

- (i) the Telephone Number is made available for use without Allocation to an individual Communications Provider; or
- (ii) the Telephone Number is part of a numbering range that has previously been, but which is no longer, available for Allocation.

C1: Public Communications Network Numbers not individually Allocated	
Numbers beginning or in entirety where marked *	Designation
0 (unless specified elsewhere in this Part C OR in Part A)	Access to a number unobtainable tone or equivalent message
1 (unless specified elsewhere in this Part C OR in Part A)	Access to a number unobtainable tone or equivalent message
00	Access to international Telephone Numbers
100*	Access to operator assistance (Type A Access Code)
101*	Access to non-emergency service (Type A Access Code)
111*	Access to NHS non-emergency healthcare services (Type A Access Code)
112*	Access to emergency services (Type A Access Code)
123*	Access to speaking clock (Type A Access Code)
141*	Access to Withhold Calling Line Identification (Type A Access Code)
1470*	Access to Per Call Release of CLI (Type A Access Code)
1471*	Access to Call Return (Type A Access Code)
1472* to 1474*, 1476*, 1478*, and 1479*	Access to Calling Line Identification services (Type A Access Code)
1475*	Access to 1471 Erasure (Type A Access Code)
1477*	Access to Automatic Call Trace (Type A Access Code)
155*	Access to international assistance operator (Type A Access Code)
18000* to 18009*	Access to voice text services for the deaf (Type A Access Codes)
195*	Access to blind and disabled Directory Enquiry Facilities (Type A Access Code)
999*	Access to emergency services
120 to 122, 142, 150 to 152, 154, 156 to 159, 170 to 179, 190, 191, 193, 194, and 196 to 198	Access to network services (Type C Access Codes)

C2: X25 Data Network Numbers	
Number(s)	Designation
Any ten (10) digit number	X25 Data Network Numbers

C3: Network Codes	
Number(s)	Designation
01024 to 12287 inclusive	5-digit National Signalling Point Codes for routing within networks
504900 to 504999 and 505900 to 505999	6-digit Internal Network Portability Codes
8890 to 8899 inclusive	4-digit Carrier Pre-Selection Codes for routing within networks
08990 to 08992	10-digit Internal Routing Codes

C4: Administrative Codes	
Number(s)	Designation
AAA	Default Reseller Identification Code

C5: Public Communications Network Numbers which have been individually Allocated		
Numbers beginning (unless otherwise stated in this Part or in the National Numbering Scheme)	Designation	Applicable tariff principles and maximum prices
07624	Radiopaging Service and Mobile Services (Isle of Man Communications Commission). These numbers are no longer available for Allocation, but numbers which have been Allocated may be Adopted or otherwise used.	Not applicable
0908 and 0909	Non-Geographic Numbers used to provide Sexual Entertainment Services. These numbers are no longer available for Allocation, but numbers which have been Allocated may be Adopted or otherwise used.	<p>Retail charge to a Consumer of a call calculated by reference to the applicable Access Charge and Service Charge and in accordance with the tariff principles in paragraphs 17.24 – 17.30 of the General Conditions of Entitlement.</p> <p>The applicable Service Charge must not exceed:</p> <ul style="list-style-type: none"> • 300 pence per minute, exclusive of VAT, where the Service Charge comprises or includes a pence per minute rate; or • 500 pence per call, exclusive of VAT, where the Service Charge is set exclusively at a pence per call rate.
0500	Non-Geographic Numbers. These numbers are no longer available for Allocation. A number within this range may not be Adopted or otherwise used, unless that number was Allocated and assigned to a Subscriber prior to this number range being closed, in which case that particular number may continue to be used for the purpose of serving that Subscriber.	No charge to caller (except where charges shall be notified to callers at the start of the call)

C5: Public Communications Network Numbers which have been individually Allocated		
Numbers beginning (unless otherwise stated in this Part or in the National Numbering Scheme)	Designation	Applicable tariff principles and maximum prices
0800 (plus 6-digit)	Non-Geographic Numbers. These numbers are no longer available for Allocation. A number within this range may not be Adopted or otherwise used, unless that number was Allocated and assigned to a Subscriber prior to this number range being closed, in which case that particular number may continue to be used for the purposes of serving that Subscriber.	Free to caller

C6: Requirements in relation to the tariff principles and maximum prices applicable to Telephone Numbers in Part C5

- C6.1** Subject to paragraph C6.2, where a Consumer makes a call to a Non-Geographic Number, the Communications Provider shall comply with the tariff principles and maximum prices (if any) set out or referred to in Part C5, in the column headed “Applicable tariff principles and maximum prices”.
- C6.2** The tariff principles and maximum prices set out or referred to in Part C5, in the column headed “Applicable tariff principles and maximum prices” do not apply to Payphone Service Providers in respect of calls to Unbundled Tariff Numbers.

[Appendices A and B have not been reproduced for the purposes of this consultation]

Part A – Annex 16

Notification of proposed modifications to the Premium Rate Services Condition under section 120A(3) of the Act

Proposal to modify the PRS Condition

1. Ofcom proposes to modify the PRS Condition. The draft modifications are set out in the Schedule to this Notification.
2. Ofcom's reasons for making these proposals, and the effect of the proposed modifications, are set out in the accompanying consultation document.
3. Ofcom considers that the proposals comply with the requirements of sections 47, 120 and 120A of the Act, insofar as they are applicable.
4. In making these proposals, Ofcom has considered and acted in accordance with their general duties under section 3 of the Act and the six Community requirements set out in section 4 of the Act.
5. Representations may be made to Ofcom about the proposals until **5pm on 28 May 2013**.
6. If implemented, the modifications shall enter into force on a date to be specified in Ofcom's final statement in relation to these proposals.
7. A copy of this Notification is being sent to the Secretary of State.
8. In this Notification:
 - a. "the Act" means the Communications Act 2003;
 - b. "Ofcom" means the Office of Communications; and
 - c. "PRS Condition" means the condition set under section 120 of the Act by the Director General of Telecommunications on 23 December 2003, as amended from time to time.
9. 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.
10. For the purposes 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.
11. The Schedule to this Notification shall form part of this Notification.

Stuart McIntosh
Competition Group Director

15 April 2013

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

Schedule

The proposed modifications to the PRS Condition are made by the insertions and deletions marked in bold and highlighted in yellow for ease of reference in the text below:

1. The Communications Provider and Controlled Premium Rate Service Provider shall comply with:
 - (a) directions given in accordance with an Approved Code by the Enforcement Authority and for the purposes of enforcing the provisions of the Approved Code; and
 - (b) if there is no Approved Code, the provisions of the order for the time being in force under section 122 of the Act.
2. In this Condition,
 - (a) “Act” means the Communications Act 2003;
 - (b) “Approved Code” means a code approved for the time being under section 121 of the Act;
 - (c) “Communications Provider” means either:
 - (i) a person who:
 - (A) is the provider of an Electronic Communications Service or an Electronic Communications Network used for the provision of a Controlled Premium Rate Service; and
 - (B) is a Controlled Premium Rate Service Provider in respect of that Controlled Premium Rate Service;
 - (ii) a person who:
 - (A) is the provider of an Electronic Communications Service used for the provision of a Controlled Premium Rate Service; and
 - (B) under arrangements made with a Controlled Premium Rate Service Provider, is entitled to retain some or all of the charges received by him in respect of the provision of the Controlled Premium Rate Service or of the use of his Electronic Communications Service for the purposes of the Controlled Premium Rate Service; or
 - (iii) a person who:
 - (A) is the provider of an Electronic Communications Network used for the provision of a Controlled Premium Rate Service; and
 - (B) has concluded an agreement relating to the use of the Electronic Communications Network for the provision of that

Controlled Premium Rate Service with a Controlled Premium Rate Service Provider;

- (d) “Chatline Service” means a service which consists of or includes the enabling of more than two persons (the participants) to simultaneously conduct a telephone conversation with one another without either:
- (i) each of them having agreed with each other; or
 - (ii) one or more of them having agreed with the person enabling such a telephone conversation to be conducted, in advance of making the call enabling them to engage in the conversation, the respective identities of the other intended participants or the telephone numbers on which they can be called. For the avoidance of any doubt, a service by which one or more additional persons who are known (by name or telephone number) to one or more of the parties conducting an established telephone conversation can be added to that conversation by means of being called by one or more of such parties is not on that account a Chatline Service, if it would not otherwise be regarded as such a service;
- (e) “Controlled Premium Rate Service” means a Premium Rate Service (other than a service which is only accessed via an International Call or a service which is delivered by means of an Electronic Communications Service and is provided by the person who is also the provider of the Electronic Communications Service) **in respect of which falls within one or more of the following categories:**
- (i) **until the Effective Date,** the service is obtained through a Special Services Number (except an 0843/4 number), and the charge for the call by means of which the service is obtained or the rate according to which such call is charged is a charge or rate which exceeds 5 pence per minute for BT customers inclusive of value added tax; **or**
 - (ii) **from and including the Effective Date, the service is obtained through a PRS Number and the Service Charge for the call by means of which the service is obtained is a rate which exceeds 5.833 pence per minute or 5.833 pence per call, exclusive of value added tax;**
 - (iii) the service is obtained other than through a Special Services Number, **or a PRS Number,** and the charge for the call by means of which the service is obtained or the rate according to which such call is charged is a charge or rate which exceeds 10 pence per minute inclusive of value added tax (and which also includes, for the avoidance of any doubt, a service delivered by means of an Electronic Communications Service which is charged by means of a Payment Mechanism and for which the charge exceeds 10 pence inclusive of value added tax); **or**
 - (iv) the service is a Chatline Service; **or**
 - (v) the service is Internet Dialler Software operated; **or**
 - (vi) the service is a Sexual Entertainment Service;
- (f) “BT” means British Telecommunications plc, whose registered company number is 1800000, and any of its subsidiaries or holding companies, or an subsidiary of

such holding companies, all as defined by section 736 of the Companies Act 1985, as amended by the Companies Act 1989 and the Companies Act 2006;

- (g) “Controlled Premium Rate Service Provider” means a person who:
- (i) provides the contents of a Controlled Premium Rate Service;
 - (ii) exercises editorial control over the contents of a Controlled Premium Rate Service;
 - (iii) packages together the contents of a Controlled Premium Rate Service for the purpose of facilitating its provision; or
 - (iv) makes available a facility comprised in a Controlled Premium Rate Service;
- (h) “Dial-up Telephone Number” means the telephone number used by an end user's computer that connects it to the Internet;
- (i) “Effective Date” means [date to be inserted into final modification – 18 months from the date the condition is made] 2014;**
- (j)** “Enforcement Authority” means, in relation to an Approved Code, the person who under the code has the function of enforcing it;
- (k)** “Facility” includes reference to those things set out in section 120(14) of the Act;
- (l)** “International Call” means a call which terminates on an Electronic Communications Network outside the United Kingdom;
- (m)** “Internet Dialler Software” is software that replaces a Dial-up Telephone Number with a different Dial-up Telephone Number; other than where it is used so that:
- (i) an end-user's existing Internet Service Provider replaces the Dial-up Telephone Number; or
 - (ii) an end-user moves from his existing Internet Service Provider to another Internet Service Provider or is so moved with his consent;
- (n)** “Internet Service Provider” means a person who provides end-users, by means of a Dial-up Telephone Number, with connection to the Internet in the ordinary course of its business;
- (o)** “National Telephone Numbering Plan” means a document published by Ofcom from time to time pursuant to sections 56 and 60 of the Act;
- (p) “Non-Geographic Number” shall have the meaning ascribed to it in the National Telephone Numbering Plan;**
- (q)** “Premium Rate Service” shall have the meaning ascribed to it by section 120(7) of the Act;
- (r)** “Payment Mechanism” is a mechanism whereby the charge for a service delivered by means of an Electronic Communications Service is paid to the Communications Provider providing the Electronic Communications Service;

(s) “PRS Number” means a Non-Geographic Number starting 087, 090, 091 or 118;

(t) “Service Charge” shall have the meaning ascribed to it in the National Telephone Numbering Plan;

(u) “Sexual Entertainment Service” means an entertainment service of a clearly sexual nature, or any service for which the associated promotional material is of a clearly sexual nature, or indicates directly, or implies, that the service is of a sexual nature; and

(v) “Special Services Number” means a telephone number designated by Ofcom in the National Telephone Numbering Plan as Special Services basic rate, Special Services higher rate or Special Services at a Premium Rate.

3. For the purposes of interpreting this Condition, except in so far as the context otherwise requires, words or expressions shall have the same meaning as ascribed to them in paragraph 2 above and otherwise any word or expression shall have the same meaning as it has been ascribed in the Act.

Part A – Annex 17

Notification of proposed access-related conditions under section 48A(3) of the Act

Proposal to set access-related conditions in relation to each of the persons specified in Schedule 1 to this Notification

1. Ofcom proposes to set access-related conditions which are to apply to the persons specified in Schedule 1 to this Notification. The draft access-related conditions are set out in Schedule 2 to this Notification.
2. Ofcom's reasons for making this proposal, and the effect of the proposed conditions, are set out in the accompanying consultation document.
3. Ofcom considers that the proposals comply with the requirements of sections 45 to 49C and sections 73 to 74 of the Act, insofar as they are applicable.
4. In making these proposals, Ofcom has considered and acted in accordance with their general duties under section 3 of the Act and the six Community requirements set out in section 4 of the Act.
5. Representations may be made to Ofcom about the proposals until **5pm on 28 May 2013**.
6. If implemented, the access-related conditions shall enter into force on a date to be specified in Ofcom's final statement in relation to these proposals.
7. A copy of this Notification is being sent to the Secretary of State in accordance with section 48C(1) of the Act.
8. In this Notification:
 - a. "the Act" means the Communications Act 2003;
 - b. "Ofcom" means the Office of Communications.
9. 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.
10. For the purposes 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.
11. The Schedules to this Notification shall form part of this Notification.

Stuart McIntosh
Group Director, Competition

15 April 2013

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

SCHEDULE 1**List of Terminating Communications Providers**

Name of Communications Provider	Company Number
24 Seven Communications Ltd	04468566
4D Interactive Ltd	02676756
Admiral Telecom Ltd	05841130
Affiniti Integrated Solutions Ltd	02817039
Aggregated Telecom Ltd	03882936
Aloha Telecommunications Ltd	07210905
API Telecom Ltd	07945651
Bellingham Telecommunications Ltd	07038166
Bicom Systems Ltd	05529411
Bluecom (UK) Ltd	04483434
British Telecommunications Plc	01800000
Budget Numbers Ltd	05006466
Business Broadcast Communications Ltd	06949556
Buzz Networks Ltd	03260342
Cable & Wireless Worldwide	01541957
Callagenix Ltd	03963819
Cheers International Sales Ltd	06288825
Citrus Telecommunications Ltd	03517870
Cloud9 Communications Ltd	07153956
Colt Technology Services	02452736
Connect Telecom UK Ltd	04198443
Content Guru Ltd	05653869
Core Telecom Ltd	05332008
Eclipse Tel Ltd	06718575
Edge Telecom Ltd	03101247
Eircom UK Ltd	03478971
Elephant Talk Communications PRS UK Ltd	05890632
Equinet Technologies Ltd (trading as SwitchConnect)	06840452
Everything Everywhere Ltd	02382161
Firstsound Ltd	02845928
FleXtel Ltd	02772380
Floren Ltd	05602047
Gamma Telecom Holdings Ltd	04287779
Globecom International Ltd	003650V (Isle of Man)
iHub Ltd	SC213090
In Call Solutions Ltd	05799390
i-Net Communications Group Plc	04036526
Instant Communications Ltd	07435377
InTechnology Plc	03916586

Invoco Ltd	04465219
Invomo Ltd	06267056
lovox Ltd	06057954
IPV6 Ltd	06711525
JT (Jersey) Ltd	83487 (Jersey)
Known Future Ltd (trading as Voxhub)	04555918
Lanonyx Telecom Ltd	07658086
Level 3 Communications Ltd	03514850
Level 3 Communications UK Ltd	02495998
Localphone Ltd	06085990
Magrathea Telecommunications Ltd	04260485
Manx Telecom	005629V (Isle of Man)
Marathon Telecom Ltd	93007 (Jersey)
MDNX Enterprise Services Ltd	04287100
Media Telecom Ltd	07126854
Mintaka Ltd	07064805
Nationwide Telephone Assistance Ltd	04315226
Net Solutions Europe Ltd	03203624
Nexbridge Communications Ltd	07179973
Nexus Telecommunications plc	03895766
Nodemax Ltd	06127089
Number Solutions Ltd	05053505
Numbergroup Network Ltd	07390438
Orange Business Holdings UK Ltd	03051335
Orbtalk Ltd	05382664
OVH Ltd	05519821
Phone Buddy Ltd	04171159
Planet Numbers Ltd	03823269
Premier Voicemail Ltd	03172426
Premium O Ltd	06762329
Proton Telecom Ltd	05570915
QiComm Ltd	05422551
QX Telecom Ltd	03820728
Rabco Telecommunications	n/a
Reality Network Services Ltd	04267969
Relax Telecom Plc	06777698
Resilient Networks Plc	01403177
Rhema Telecom Ltd	03795952
Simwood eSMS Ltd	03379831
Six Degrees Unified Comms Ltd	04335920
Skycom Ltd	04101655
Sky Telecom Ltd	06974505
Spitfire Network Services Ltd	02657590
Spoke (Interactive) Ltd	02372101
Stardex (UK) Ltd	SC192625

Storacall Technology Ltd (trading as X-ON)	02578478
Swiftnet Ltd	02469394
Syntec Ltd	03529985
TalkTalk Communications Ltd	03849133
Telappliant Ltd	04632756
Telecom2 Ltd	06926334
Teledesign Ltd	03254784
Telephone Box Ltd	07198723
Telephony Services Ltd	05134355
TeleWare Telecom Ltd	06458538
Telsis Systems Ltd	02312314
TelXL Ltd	04249562
TG Support Ltd	05370731
Titanium Ltd	06952284
Tuxtel Ltd	06774113
Verizon UK Ltd	02776038
Via-Vox Ltd	04646978
Virgin Media Ltd	02591237
Virgin Media Wholesale Ltd	02514287
Virtual Universe Ltd	03064568
Vodafone Business Solutions Ltd	02186565
Vodafone Ltd	01471587
VoIP-Un Ltd	05225497
Vortex Telecom Ltd	06107494
Voxbone SA	BE 0478.928.788 (Belgium)
Wavecrest (UK) Ltd	03042254
Wavenet UK Ltd	03919664
Wightfibre Ltd	05470659
Windsor Telecom Plc	03752620
Zamir Telecom Ltd	05286517
Zap Communications Ltd	07374634
Zimo Communications Ltd	05374218
Ziron (UK) Ltd	07597853

SCHEDULE 2

Access-related conditions

Part 1: Definitions and interpretation

1. In this Schedule:

“**Act**” means the Communications Act 2003;

“**Assumed Handover Point**” means the point of interconnection nearest to the origination of a call to a Free-to-caller Number at which the call may be handed over to the Electronic Communications Network of another Communications Provider for conveyance. For these purposes, where the call is routed via a Transit Network, the Assumed Handover Point is deemed to be the nearest point of ingress from the Electronic Communications Network on which the call originates to that Transit Network;

“**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;

“**Effective Date**” means [*date to be inserted in final condition – 18 months after proposed modifications to GC17 are made*];

“**Free-to-caller Number**” means:

- (i) a Non-Geographic Number starting 080; or
- (ii) a Non-Geographic Number in the format 116XXX;

“**Originating Communications Provider**” means a provider of a Public Electronic Communications Network;

“**Origination Services**” means the origination of calls made by Consumers to Free-to-caller Numbers (but excluding calls originated from a Public Pay Telephone) and the conveyance of those calls to the Assumed Handover Point;

“**Non-Geographic Number**” has the meaning ascribed to that term in the National Telephone Numbering Plan;

“**Terminating Communications Provider**” means each person specified in Schedule 1 (and, in respect of each person, any of its subsidiaries or holding companies, or any subsidiary of such holding companies, all as defined by section 1159 of the Companies Act 2006); and

“**Transit Network**” means the Electronic Communications Network of a Communications Provider used to convey a call from the Electronic Communications Network of another Communications Provider to the Electronic Communications Network of a third Communications Provider.

2. For the purpose of interpreting the conditions set out in Part 2 of this Schedule:

- (a) words or expressions shall have the meaning ascribed to them in this Part 1 and otherwise any word or expression shall have the same meaning as it has

- in the Act;
- (b) the Interpretation Act 1978 shall apply as if each of the conditions were an Act of Parliament; and
- (c) headings and titles shall be disregarded.

Part 2: The Conditions

Condition 1 – Requirement to purchase Origination Services

- 1.1 From (and including) the Effective Date, the Terminating Communications Provider shall purchase Origination Services from an Originating Communications Provider in response to a reasonable request in writing.
- 1.2 The purchase of Origination Services shall:
 - (a) occur as soon as reasonably practicable; and
 - (b) be on fair and reasonable terms and conditions (including charges).

Condition 2 – Requirement to notify revised charges for Origination Services

- 2.1 This condition applies if the Terminating Communications Provider has an agreement to purchase Origination Services from an Originating Communications Provider.
- 2.2 By [*date to be inserted in final condition – one month from date on which access condition is made*] the Terminating Communications Provider shall notify the Originating Communications Provider in writing of the charges for Origination Services which the Terminating Communications Provider proposes to apply to that Originating Communications Provider from (and including) the Effective Date in accordance with paragraph 1.2(b).

Part A – Annex 18

Notification of proposed telephone numbering condition binding non-providers under section 48(1) of the Act

Proposal to set a numbering condition binding non-providers

1. Ofcom proposes to set a numbering condition that will apply to persons other than communications providers. The draft numbering condition is set out in the Schedule to this Notification.
2. Ofcom's reasons for making this proposal, and the effect of the proposed condition, are set out in the accompanying consultation document.
3. Ofcom considers that the proposal complies with the requirements of sections 45(10), 47 to 49 and 59 of the Act, insofar as they are applicable.
4. In making this proposal, Ofcom has considered and acted in accordance with their general duties under section 3 of the Act and the six Community requirements set out in section 4 of the Act.
5. Representations may be made to Ofcom about the proposal until **5pm on 28 May 2013**.
6. If implemented, the numbering condition shall enter into force on a date to be specified in Ofcom's final statement in relation to this proposal.
7. A copy of this Notification is being sent to the Secretary of State.
8. In this Notification:
 - a. "the Act" means the Communications Act 2003;
 - b. "Ofcom" means the Office of Communications.
9. 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.
10. For the purposes 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.

11. The Schedule to this Notification shall form part of this Notification.

Stuart McIntosh
Group Director, Competition

15 April 2013

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

SCHEDULE

Numbering condition binding non-providers

Part 1: Definitions and interpretation

1. In this Schedule:

“**Act**” means the Communications Act 2003;

“**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;

“**Effective Date**” means [*date to be inserted in final condition – 18 months after date on which condition is made*];

“**General Conditions of Entitlement**” means those conditions set by the Director General of Telecommunications on 22 July 2003 by way of a Notification published pursuant to section 48(1) of the Act, and modified by Ofcom from time to time;

“**Facility**” shall be interpreted in accordance with section 120(14) of the Act;

“**National Telephone Numbering Plan**” means a document published by Ofcom from time to time pursuant to sections 56 and 60 of the Act;

“**Non-Geographic Number**” has the meaning given to it in the National Telephone Numbering Plan;

“**Relevant Service**” means a service which consists in—

- (a) the provision of the contents of communications transmitted by means of an electronic communications network; or
- (b) allowing a Consumer of an electronic communications service to make use, by the making of a transmission by means of that service, of a Facility made available to Consumers of the electronic communications service.

“**Service Charge**” means the rate set by a Communications Provider in accordance with General Condition 17 of the General Conditions of Entitlement in respect of conveying a call to an Unbundled Tariff Number to the point of termination and enabling a Consumer to use an Unbundled Tariff Number to access a Relevant Service provided by means of that number;

“**Service Provider**” means a person other than a Communications Provider who is allocated or makes use of an Unbundled Tariff Number for the purpose of enabling Consumers to access a Relevant Service; and

“**Unbundled Tariff Number**” means a Non-Geographic Number starting 0843, 0844, 0845, 0870, 0871, 0872, 0873, 090, 091, 098 or 118.

2. For the purpose of interpreting the condition set out in Part 2 of this Schedule:

- (a) words or expressions shall have the meaning ascribed to them in this Part 1 and otherwise any word or expression shall have the same meaning as it has

in the Act;

- (b) the Interpretation Act 1978 shall apply as if the condition were an Act of Parliament; and
- (c) headings and titles shall be disregarded.

Part 2: The Condition

Condition 1 – Advertising requirements in relation to the use of a telephone number

- 1.1 This condition applies where a Service Provider advertises, promotes or procures the advertisement or promotion of any Unbundled Tariff Number which is available for use by Consumers in connection with the provision of a Relevant Service by the Service Provider.
- 1.2 The Service Provider shall include or procure the inclusion in any advertising and promotion of the Unbundled Tariff Number the Service Charge which applies in respect of a call by a Consumer to that number.
- 1.3 The Service Provider shall ensure that the Service Charge is displayed in a prominent position and in close proximity to the Unbundled Tariff Number in any such advertising or promotion of the Unbundled Tariff Number.