

C2 Information publication and transparency requirements

This condition aims to ensure the availability of adequate, up-to-date, comparable information for consumers on the prices, tariffs, terms and conditions of communications services, and any charges applicable on termination of their contract so as to enable consumers to compare easily the offers and services available in the market. In addition, it aims to ensure that pricing and charges relating to premium rate services, non-geographic numbers and personal numbers are clear.

C2.1 This **Condition** applies to all providers of **Public Electronic Communications Networks and/or Public Electronic Communications Services**, each of whom is a '**Regulated Provider**' for the purposes of this **Condition**.

C2.2 **Regulated Providers** shall ensure that clear and up-to-date information on the applicable prices and tariffs and standard terms and conditions in respect of access to and use of the services provided by them to **End-Users and/or Consumers is published in accordance with Conditions** C2.3 and C2.12. For the avoidance of doubt, this **Condition** does not require **Regulated Providers** to publish any bespoke or individual prices, tariffs or terms and conditions.

C2.3 The information published shall include at least the following:

- (a) the name and registered office address of the **Regulated Provider**;
- (b) a description of the services offered;
- (c) the standard tariffs of the **Regulated Provider** indicating the services provided and the content of each tariff element (with regard to charges for access, usage and/or maintenance), including details of any standard discounts applied, any special and targeted tariff schemes and any additional charges;
- (d) any compensation and/or refund policies, including specific details of any compensation and/or refund schemes offered;
- (e) any types of maintenance service offered;
- (f) the standard contract conditions offered, including any relevant **Fixed Commitment Period**, termination of the contract, and procedures and direct charges related to **Number Portability**; and
- (g) any available dispute resolution mechanisms, including those developed by the **Regulated Provider**.

C2.4

in respect of Unbundled Tariff Numbers, Regulated Providers shall publish the Access Charges that are payable for tariffs that they make available to Consumers and give those charges the same prominence in terms of location and format as is given to charges for geographic calls, calls to mobiles and call packages (including bundles) on the Regulated Provider's website, in its published price lists and in advertising and promotional material which refer to call pricing.

C2.5

Without prejudice to Condition C2.4, in respect of Unbundled Tariff Numbers, Regulated Providers shall give particular prominence to:

- (a) the Access Charge that is payable for each package of tariffs that they make available to Consumers; and
- (b) whether calls to Unbundled Tariff Numbers are included within bundles of inclusive calls or inclusive call minutes purchased by Consumers from the Regulated Provider, specifying in particular:
 - (i) the Unbundled Tariff Numbers to which the terms of the bundle apply;
 - (ii) if relevant, the number of call minutes to Unbundled Tariff Numbers that are so included;
 - (iii) if relevant, whether the inclusion of calls to Unbundled Tariff Numbers is conditional upon the time or day of the call; and
 - (iv) whether any special offers, discount schemes or call bundling arrangements apply to the Service Charges payable in respect of the call minutes or calls to Unbundled Tariff Numbers that are so included.

C2.6

In respect of Personal Numbers, for tariffs that Regulated Providers make available to Consumers, they shall:

- (a) publish usage charges, including any variations by time of day, and give those charges the same prominence in terms of location and format as is given to charges for geographic calls, calls to mobiles and call packages (including bundles) on the Regulated Provider's website and in its published price lists; and
- (b) in advertising and promotional material which refer to call pricing, publish the maximum charges applying to Personal Numbers.

C2.7

Without prejudice to Condition C2.6, in respect of Personal Numbers, Regulated Providers shall give particular prominence to whether calls to Personal Numbers are included within bundles of inclusive calls or inclusive call minutes purchased by Consumers from the Regulated Provider, specifying in particular, if relevant:

- (a) the number of call minutes to Personal Numbers that are so included; and
- (b) whether the inclusion of calls to Personal Numbers is conditional upon the time or day of the call.

C2.8

Where a Regulated Provider advertises, promotes or procures the advertisement or promotion of any Unbundled Tariff Number in connection with the provision by the Regulated Provider of a service to Consumers by means of that Unbundled Tariff Number, it 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

C2.10

In relation to Controlled Premium Rate Services ('CPRS'), Regulated Providers shall provide on request and free of charge the following information and advice to Domestic and Small Business Customers:

- (a) information about the CPRS mechanisms in the UK market, such as operator billing, premium rate Short Message Service (PSMS) payments, Service Charges for CPRS numbers, and voice shortcode charges, and how they are applied to the Customer's phone bill; and
- (b) information about the role of Regulated Providers in relation to:
 - (i) general CPRS enquiries and requests for number checks via the number-checker facilities provided by the Phone-paid Services Authority on its website;⁵ and
 - (ii) dealing with formal complaints about abuses of service content, non-compliance with the Phone-paid Services Authority's code of practice and other alleged unlawful operation of services and numbers.

C2.11

In providing information and advice in accordance with Condition C2.10, Regulated Providers shall provide:

- (a) basic information about how CPRS work including whether the service(s) in question were routed to service providers hosted on the Regulated Provider's own network or ²⁸ on the network of a different Communications Provider, together with a basic explanation of how revenue sharing with service providers operates;
- (b) information about the tariffs that apply on their network for calls to any CPRS number range, including where appropriate, the Regulated Provider's Access Charge;
- (c) contact details of individual service providers or the Communications Providers which host them, and where that information is available⁶;
- (d) service providers' customer service contact details where Consumers can obtain further information about services provided on the CPRS numbers found on their Bills;
- (e) information about the role and remit of the Phone-paid Services Authority in dealing with complaints and how to go about making a formal complaint to the Phone-paid Services Authority via the website, helpline or in writing;
- (f) information on the role of Alternative Dispute Resolution Schemes in resolving disputes concerning CPRS;
- (g) information about how Consumers can bar access from their telephone to all or specific CPRS number ranges for reasons of cost and/or content; and
- (h) information on any other options available to Consumers for seeking refunds in cases of abuse or scams involving CPRS.

C2.12

Where this Condition requires information to be published, it shall be effected by:

- (a) sending a copy of the information or any appropriate parts of it to any End-User who reasonably requests it, free of charge; and
- (b) placing a copy of the information in plain English, in an easily accessible and reasonably prominent manner on their website or, where there is no such website, in such manner and form as directed by Ofcom.

C2.14

Regulated Providers must have fully documented procedures in place to ensure that Customers and advice agencies are made aware of the existence of the requirements in this Condition including, for example, by referring to the requirements in sales and marketing literature