

## Consultation response form

Please complete this form in full and return to [ECCenduserrights@ofcom.org.uk](mailto:ECCenduserrights@ofcom.org.uk).

<b>Consultation title</b>	Implementing the new European Electronic Communications Code: revised proposals for annual best tariff information and business customer definitions
<b>Full name</b>	[REDACTED]
<b>Contact phone number</b>	[REDACTED]
<b>Representing (delete as appropriate)</b>	Organisation
<b>Organisation name</b>	TalkTalk
<b>Email address</b>	[REDACTED]

## Confidentiality

We ask for your contact details along with your response so that we can engage with you on this consultation. For further information about how Ofcom handles your personal information and your corresponding rights, see [Ofcom's General Privacy Statement](#).

<b>Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? Delete as appropriate.</b>	Nothing
<b>Your response: Please indicate how much of your response you want to keep confidential. Delete as appropriate.</b>	None
<b>For confidential responses, can Ofcom publish a reference to the contents of your response?</b>	Yes

## Your response

Question	Your response
<p><b>Question 1: Do you agree with our proposed changes to the GCs and our Guidance on General Condition C1 in relation to annual best tariff information?</b></p>	<p>Confidential? – N</p> <p>Yes we fully support Ofcom’s proposed change to mean that Annual Best Tariff notifications would not be required to be sent in relation to any contract that was not previously subject to a commitment period.</p>
<p><b>Question 2: Do you agree with our proposal to remove financial thresholds from microenterprise and small enterprise customer definitions?</b></p>	<p>Confidential? – N</p> <p>Yes - we agree with Ofcom’s proposal.</p>
<p><b>Question 3: Do you agree with our proposal to revise the headcount threshold for small enterprises down to 10 staff members and to merge this definition with that for microenterprises? Please provide evidence to support your view.</b></p>	<p>Confidential? – N</p> <p>Yes - we agree with Ofcom’s proposal which is based on a sensible interpretation of the need to offer stronger protection to smaller businesses whilst acknowledging that larger businesses do not need or indeed want such protection and instead prefer to rely on their stronger contract negotiation power.</p>
<p><b>Question 4: Do you agree with our revised proposed definition of not for profit customer?</b></p>	<p>Confidential? – N</p> <p>Yes we agree with the underlying rationale for the proposed definition although we do not quite understand why there needs to be a different definition at all for not for profit customers as it would be substantially the same as that for small business customers.</p>
<p><b>Question 5: Do you agree that the guidance we have proposed to help providers identify</b></p>	<p>Confidential? – N</p> <p>Yes we agree with Ofcom’s proposal.</p>

**employee headcount should also apply  
to not for profit organisations?**

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