

## Consultation response form

Please complete this form in full and return via email to [gcreview@ofcom.org.uk](mailto:gcreview@ofcom.org.uk) or by post to:

Lara Singer  
Ofcom  
Riverside House  
2A Southwark Bridge Road  
London SE1 9HA

<b>Consultation title</b>	Consultation on changes to the General Conditions of Entitlement: Changes to General Condition C6, other minor drafting changes and changes to the guidance on the Calling Line Identification facilities
<b>Full name</b>	██████████
<b>Contact phone number</b>	██████████
<b>Representing (delete as appropriate)</b>	Organisation - please provide the organisation's name below
<b>Organisation name</b>	SSE plc
<b>Email address</b>	████████████████████
<b>We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (delete as appropriate)</b>	<del>Nothing / Your name / Organisation name / Whole response / Part of the response (you will need to indicate which responses are confidential)</del>
<b>For confidential responses, can Ofcom publish a reference to the contents of your response?</b>	Yes/No

## Your response

<b>1. Do you agree with our proposed change to general condition C6.6? If not, please give reasons.</b>	Confidential? – N  Yes
<b>2. Do you agree with our proposed changes to the CLI Guidance? If not, please give reasons.</b>	Confidential? – N  Yes
<b>3. Do you have any comments on the proposed drafting changes and corrections set out in section 5 of this document?</b>	Confidential? – N  <b>We support the drafting changes proposed and note that a couple of these refer to adding a footnote to a condition to reference a relevant document or guidance. We suggest</b>

	<p>that any separate documents and guidance relevant to any of the new General Conditions (GCs) are referenced as footnotes to those conditions and that Ofcom takes the opportunity of this revision to the new GCs to check that all such relevant documents are referenced as footnotes. This would support transparency and aid compliance.</p>
<p>4. Are there any other drafting errors or cross-referencing errors that you think we should correct in the GCs?</p>	<p>Confidential? – N</p> <p>We have noted the following points, where a drafting error could be corrected:</p> <ul style="list-style-type: none"> <li>• Paragraphs 12 and 15(b)(ii) of Annex to GC C4: ‘<b>Relevant Provider</b>’ should perhaps be ‘<b>Regulated Provider</b>’;</li> <li>• Paragraph 20(c) of Annex to GC C4 refers to ‘<b>Complaint</b>’ where ‘<b>Complainant</b>’ would seem better; and</li> <li>• Paragraph C8.4 refers to ‘<b>Relevant Services</b>’ where it may be that ‘<b>Relevant Mobile Services</b>’ is intended.</li> </ul>
<p>5. Do you agree with our proposed changes to the non-provider numbering condition set out in section 6 of this document? If not, please give reasons.</p>	<p>Confidential? – N</p> <p>Yes</p>

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