KCOM

Requests for new wholesale services – Statement of Requirements

1. Introduction

1.1 KCOM is subject to a number of regulatory conditions in the Hull Area.[1] In particular, Significant Market Power ('SMP') conditions applying to KCOM in the Hull Area require us to meet reasonable requests for wholesale Network Access from alternative Communications Providers ('CPs'). This obligation is designed to ensure that CPs have a non-discriminatory wholesale route available to them that they can use to offer competing downstream retail services to both residential and business customers in the Hull Area. In addition to SMP conditions KCOM, like other qualifying providers in the UK, is also subject to 'symmetric' regulation that is designed to support the deployment of next generation broadband.

1.2 The Statement of Requirements ('SoR') process is designed to manage the broad range of wholesale services that CPs may seek to obtain from us. This includes requests for both regulated (SMP and non-SMP) and non-regulated products. It allows us to capture the wholesale product requirements of CPs in a formal and consistent way by using standardised forms.[2] This provides an audit trail of the specific request and documents for future reference. In responding to SoRs we will confirm which of these product categories the SoR that has been submitted relates and the applicable provisions.

1.3 This process document sets out the framework that KCOM uses to manage the submission, progress and assessment of SoRs and the associated actions that must be undertaken by CPs and KCOM.

1.4 KCOM's SoR process is managed in compliance with all legal and regulatory requirements.

1.5 If CPs need assistance in providing initial information, or need assistance in how best to develop requirements, please contact your KCOM Partner Account Manager (the 'Account Manager'). If you do not have an Account Manager assigned to you please contact the Director of NNS, Iain Shearman (iain.shearman@kcom.com) and he will allocate one of the KCOM Partner team members.[3] Alternatively, if you would like further details relating to the process you can obtain guidance from one of KCOM's regulatory team, who can be contacted at regulatory@kcom.com.

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[1] The Hull Area accords with the geographic boundary that is defined by KCOM's original license granted on 30 November 1987 by the Secretary of State under Section 7 of the Telecommunications Act 1984 to Kingston upon Hull City Council and Kingston Communications (Hull) plc (KCOM). A map detailing the boundaries to the Hull Area can be found at Annex 1 to this document.
[2] The SoR process uses the SoR Template in Annex 2 for all new forms of wholesale request other than new PSTN orders, which are dealt with using the template in Annex 3.
[3] KCOM's NSS division provides wholesale services in the rest of the UK and the KCOM Partner team are entirely separate to KCOM's downstream divisions that support end customers in Hull and east Yorkshire.

1.6 A SoR is not required for normal commercial engagement, service review and technical discussions. Where a CP wishes to engage with one or more of these reasons, this can take place directly with your Account Manager. If you do not have an Account Manager assigned to you please contact Iain Sherman at the above email address.

2. Scope

2.1 KCOM's SoR process covers receipt and management of the SoR from the CP (or group of CPs), through allocation of the Product Lead / Regulatory Lead, and onward to potential implementation of a solution.

2.2 It applies to:

- Existing and new products that fall within the KCOM product portfolio.

- All CP's that use the KCOM product portfolio.

2.3 All CP requests received will be evaluated and where commercial information (e.g. WRO) is made available it will be made available in the same manner to all CP's with no priority given to any CP over any other.

2.4 KCOM may make changes to a wholesale product where is considers this is required. In those cases where KCOM considers those changes to be material, KCOM will publish a SoR. For example, this may follow from:

- Customer feedback on improvements to one or more of the following aspects: service, products, operations, or shared infrastructure. Sources of such feedback might be customer services reviews, working groups / forums, and customer engagement activity.

- Where KCOM considers it provides an effective basis to allow common discussion relating to the strategic development of a product (or process).

2.5 In those cases where KCOM uses the SoR process for internal developments KCOM does however reserve the right to keep KCOM internal SORs confidential.

Types of SoR

A SoR managed under SMP regulation

2.5 KCOM will consider SMP requests with direct reference to the requirements of SMP conditions imposed on us in the Hull Area.

A SoR managed under alternative forms of regulation 'symmetric regulation'

2.6   KCOM will treat non-SMP requests made to us under 'symmetric' regulation in line with the terms of the relevant provisions and applicable guidelines. For example, in those instances where we qualify as a Network Provider we will consider network access requests that are made to us under the Communications (Access to Infrastructure) Regulation 2016 (the 'ATI Regulations')[4] on the basis of those regulations.[5]

A SoR managed as a commercial development

2.7   Where Network Access products are requested from KCOM by a CP (including KCOM's own downstream retail division) which are not products that KCOM is obliged to provide as a result of a finding of SMP, KCOM will still use a SoR and will be subject to oversight by KCOM's regulatory function in its operation of that process.

2.8   However, in the above cases it is legitimate for KCOM to treat such requests as it would any other commercial organisation and to accept or reject them on the basis of, among other things:

- fit with the assets, skills and resources available to KCOM;

- commercial attractiveness to KCOM; and

- opportunity cost to KCOM.

3. The SoR formation and submission process

Development of a SoR for submission to KCOM

3.1   The sequence of activities detailed below are indicative and potentially iterative with the precise steps taken by a CP determined by the nature of the individual requirements. For example, the steps in the submission process will in part be determined by factors such as: the type of development being sought and the likely basis of the request; how well formed the proposed SoR is; whether the SoR needs KCOM early input; whether the information is complete, or revisions or additions are required etc. In order for us to meet the defined timescales in our product assessment and subsequent development (see section 5 below) it is important that the finalised SoR (step 5) contains all the requisite information and

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[4] *The Communications (Access to Infrastructure) Regulations 2016*, Statutory Instrument 2016, No.700, available at: http://www.legislation.gov.uk/uksi/2016/700/pdfs/uksi_20160700_en.pdf and https://www.ofcom.org.uk/__data/assets/pdf_file/0025/95191/Guidance-under-the-Communications-Access-to-Infrastructure-Regulations-2016.pdf.
[5] Network Provider is defined in the ATI Regulations as an "undertaking providing or authorised to provide a public electronic communications network (within the meaning of section 151(1) of the [Communications] 2003 Act)." A Network Provider is a specific example of an Infrastructure Operator under the terms of the ATI Regulations. Infrastructure Operators are defined as "(a) a network provider; (b) an undertaking providing physical infrastructure intended to provide a service of production, transport, transmission or distribution of- (i) gas; (ii) electricity, including public lighting; (iii) heating; or (iv) water, including disposal or treatment of waste water and sewage, and drainage systems; or (c) an undertaking providing physical infrastructure intended to provide transport services, including railways, roads, ports and airports."

is well specified. This helps limit the risk that the Final SoR will be held up for, or otherwise rejected for administrative reasons.[6]

Step 1:   Formulate your proposed requirements

Step 2:   Contact your KCOM Partner Account Manager (the 'Account Manager')

Step 3:   Produce a draft of the proposed product requirements and submit this using the SoR Template in Annex 2 ('Draft SoR') [7]

Step 4:   Discuss with your KCOM account manager / Joint Development Working Group ('JDWG')

Step 5:   Submit the completed SoR in finalised form using the SoR Template in Annex 2, together with all associated information ('Final SoR'), which will initiate the timetable defined in paragraphs 5.2 - 5.20 below for the development of relevant products.[8]

3.2   To help in KCOM's understanding of the type of wholesale service(s) that a CP requires we engage in an initial discussion phase. While an SoR is not required for these discussions, this early phase is used to both assist and inform the prospective formulation of a Draft SoR, or otherwise to help in the development of Wholesale Reference Offer(s) ('WRO'). KCOM also uses this phase to highlight the case for joint development with other CPs.

3.3   In the early discussion phase, the CP(s) may benefit from the involvement of one or more of KCOM's experts to assist in shaping the proposed requirements and we may therefore support discussions with one or more members of our technical, product, or business support teams. This is intended to provide a two way dialogue to help shape a future Draft SoR. KCOM may also use the discussions phase to drive the development of its own wholesale product offerings.

3.4   Once a CP, or group of CPs, has had an opportunity to consider the input from the KCOM team, we recommend that CP(s) produce a Draft SoR using the relevant SoR Template (Step 3). At this stage the Draft SoR should provide us with a sufficient level of detail as to allow us to fully explore the requirements and the likely scale of impact and changes that will be needed by us. This will allow us to fully engage our technical and product leads, or other members of a virtual team to ensure that the requirements are focussed, clear and complete.[9] The Draft SoR should be sent by email to the Account Manager and copied to the KCOM's regulatory team.

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[6] In those cases where we reject a SoR for one or other of these reasons this does not preclude CPs from re-submitting a complete SoR at a later date.
[7] The Annex 2 Template is available from KCOM as a Word document.
[8] The timetable detailed in paragraphs 5.2 forward relate to the provision of Network Access as required under SMP regulation. Where other forms of regulated wholesale access are sought under alternative provisions (e.g. the ATI Regulation) we will work to the timescales specified in the relevant regulations.
[9] To help get the most of the SoR template we ask CPs to provide a 'user story'. User stories form part of an agile approach to product development and place the focus of activity on the needs of the end customer and the value the new development offers. It therefore ensures that there is a clear understanding of what the development is trying to achieve and how that might be best supported.

3.5   KCOM will identify any issues with the Draft SoR and will use this stage of the process to clarify product, operational and technical details. This helps to ensure that SoRs submitted by a CP, or group of CPs, in finalised form (Step 5) are processed efficiently.

Sharing SoRs between CPs

3.6   As noted above, KCOM's SoR process enables a CP to raise a SoR, either on a standalone basis or in collaboration with a group of other CPs thereby enabling CP's to elect to request a dedicated development, or to make a joint submission. Moreover, during the submission process CPs currently have the choice to share details of the Draft SoR, with the level of sharing open to the CP to choose.

3.7   KCOM considers it important to encourage joint discussion of non-confidential elements of prospective developments between CPs, as collaborative developments can present a number of benefits. The key advantage being that it is likely to increase the viability a wholesale product.

3.8   In instances where either: a CP recognises the shared interest in joint development work; and/or a group of CPs approaches KCOM with a joint development request KCOM will establish a JDWG, whose purpose is to enable the effective development of a Draft SoR.[10] Participation in a JDWG will be subject to a strict code of practice. In those cases where a CP (or group of CPs) does not express a preference to the contrary, we intend to publish an outline of the Draft (SMP) SoR on our website.[11] Only where CPs actively request that we do not publish a Draft (SMP) SoR will we refrain from doing so.[12]

3.9   The approach set out above is designed to provide CPs with a mechanism to facilitate collaboration and as such increases the chances of developments being progressed. However, given this approach, it is important that when a joint SoR is developed that no Customer Confidential Information ('CCI') is included either in the Draft SoR or the Final SoR.

Customer Confidential Information

3.10   Regardless of the steps or the form that the SoR takes, we will ensure that commercially confidential information is treated with the utmost care.

3.11   Only in those instances where a CP expresses a clear preference for a standalone development should they include details of their CCI as part of either the Draft SoR, and / or Final SoR. In all other cases, CPs should only submit their CCI for a Draft SoR and Final SoR to their Account Manager and/or to KCOM's regulatory team. This CCI, which should be marked as 'commercially confidential'. Examples of CCI will include, amongst other things:

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[10] All participating CPs must agree to abide by the code of practice.
[11] We do not intend to publish details of any request made under the ATI Regulations.
[12] If a CP/CPs have any concerns relating to such an approach then please contact KCOM's regulatory team.

(i)   Demand (volume) forecasts; and

(ii)   Pricing preferences.

<u>Submission of the Final SoR</u>

3.12   KCOM encourages a CP (or a group collaborating on a SoR) to engage with us and discuss the steps appropriate to a given submission. It is clearly up to an individual CP, or group of CPs, to choose whether to submit a Final SoR without prior discussion. However, if it is the first time that such a submission has been made and/or there is uncertainty over any elements of the submission, the process is likely to be more effective with early engagement.

4   SoR Progression

4.1   Once the KCOM Product Lead (the 'Product Lead') has been assigned they will initiate KCOM's product development process and will ensure that the Account Manager is kept informed of progress.

4.2   During the SoR progression, decisions will be made regarding the offer that is made as well as implementation and delivery. Amongst other things, this will include the proposed mix of manual process or systems automation that is provided, the timing of any changes, and the phasing of KCOM's product release plans. Information relating to the product development phase will be communicated by the Product Lead.

5. SoR Assessment

<u>SoR assessment criteria</u>

5.1   The specific criteria used in reaching a decision on whether to accept a Final SoR will include:
- Does this proposal fit with our commercial strategy?
- Is there sufficient business benefits to the development?
- Does the product fall within a regulated (SMP) market?
- Does the product relate to other relevant regulation?
- What are the cross portfolio implications?
- What might the impact be if the proposal is not progressed?

<u>Timetable for the SoR Assessment</u>

5.2   Based on the above criteria KCOM will be determined if the SoR falls under the criteria for:

- **The regulated (SMP) process** – This process provides KCOM with 60 working days from the date on which the Final SoR was submitted to us[13]

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[13] This is subject to any formal 'on hold' period communicated to the CP (or CPs) that results from a Final SoR being submitted with missing mandatory information that is material to KCOM's assessment.
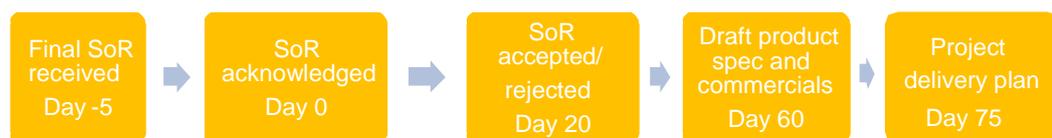
to arrive at a specified product and associated commercial model. It then provides a further 15 working days to have in place a product delivery plan with a delivery timescale against which the WRO will be published and orders can be placed against it.

- **The process for regulated (non-SMP) access** – This includes SoRs that are submitted under alternative forms of regulation. In these cases, only those details specified as mandatory under the relevant regulation need be completed in the SoR.[14]

- **The commercial process** – This process concerns all valid new SoRs which are not subject to a one or other of the regulated processes outlined above. Where a request is made by a CP (or group of CPs) for a wholesale service which we are not required by regulation to provide, the request will still be considered by us as a commercial proposition. However, we are under no obligation to comply with the process or timescales set out below, or to meet the request on regulated terms.

- **A SoR is either currently in development (but not currently available), or already available through use of an existing KCOM wholesale product** – In these instances a wholesale product is already in development and will therefore be made available through that process (including both regulated and non-regulated products), or our current portfolio provides the product being sought through the SoR process.

- **The SoR is not valid** – Examples of non-valid SoRs are those that might include: SoRs that request wholesale access infrastructure where we are not the Network Provider for the purposes of the request, or SoRs submitted by one or more companies that are not qualifying CPs.

5.3   KCOM will make explicit which process it is following.

Timetable for the regulated (SMP) Process

5.3   The flow chart below identifies the key stages and obligatory timescales that KCOM will work to in assessing Final SoRs (i.e. stage 5 detailed in paragraph 3.1 above) for regulated (SMP) services.[15] All timescales that we refer to are working days and indicate the maximum period for our assessment but we will make every effort to respond as soon as possible.

| Final SoR received Day -5 | → | SoR acknowledged Day 0 | → | SoR accepted/ rejected Day 20 | → | Draft product spec and commercials Day 60 | → | Project delivery plan Day 75 |

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[14] KCOM has a preference for the use of a SoR. However, where a Communications Provider submits a request under the terms of relevant regulation without using our SoR Template in Annex 2 we will simply process the request in accordance with the relevant regulation.
[15] As noted in paragraph 2.6 above, where regulated, non-SMP requests are made (e.g. those made under the ATI Regulation) the timescales are determined by relevant regulations. For example, following the submission of a completed submission under Regulation 6 (of the ATI Regulation KCOM has two months from the date of a completed written request being provided to us to provide a final response to that request.

Submission of the Final SoR and KCOM acknowledgement

5.4   KCOM requests that a CP (or the Lead CP of a group of CPs) submit the Final SoR by email to the Account Manager and copy this to KCOM's Regulatory team (regulatory@kcom.com).

5.5   KCOM will acknowledge receipt of the Final SoR within five working days and will assign a Product Lead and allocate the necessary specialists to support them in reviewing the Final SoR. In the case of the regulatory process, this will include a Regulatory Lead.[16]

5.6   The Product Lead (the 'Product Lead') will be the person responsible for managing the SoR internally and will be the person who will provide updates to the CP, Lead CP, and any JDWG that has been established. This will include communication of our decision on whether to accept, or reject the Final SoR and will provide updates at appropriate intervals if the Final SoR is accepted. Once the Product Lead is assigned they will email the CP (or Lead CP) that submitted the Final SoR to identify themselves as the point of contact for the assessment and product development.

5.7   The decisions communicated by the Product Lead will be taken in consultation with the allocated KCOM team that may include one or more individuals from our marketing, technical, finance, regulatory and legal teams. (In instances where we consider other relevant resources are necessary for the assessment we will provide them.)

5.8   Both the Product Lead and the team supporting them operate in a way designed to preserve CCI.

Confirmation of KCOM's acceptance or rejection of the Final SoR

5.9   KCOM 's Product Lead will confirm within a period of 20 working days the Final SoR being received one of the following decisions:

- **KCOM confirms its acceptance of the Final SoR** – We will write to the relevant CP(s) confirming our acceptance of the Final SoR, which will take one or two forms:

    (i)   Confirmation that an initial offer will be made; or

    (ii)   Confirmation that a feasibility study is required.

- **KCOM confirms that it is placing the assessment of the Final SoR 'on hold'** – We will write to the relevant CP(s) confirming that we have placed our review of the Final SoR 'on hold' as there is single element of mandatory information which is material to our assessment that is

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[16] In other processes for regulated (non-SMP) access requests the Regulatory Lead may also discharge the project management function and act as the central point of communication with the CP or CPs making a request. In all cases, it will be clear to the CP or Lead CP who is acting in this capacity.

missing (e.g. volume forecasts). The Product Lead will identify the missing information and request that it be provided within a reasonable period of time. If the information that we have requested is not supplied to the Product Lead within a reasonable period (e.g. 15 working days, or a timescale otherwise agreed with the CP or at the JDWG), then we may reject the Final SoR.

- **KCOM confirms its rejection of the Final SoR** – We will write to the relevant CP(s) confirming our rejection of the Final SoR in those instances where:

  (i)   KCOM considers that the Final SoR is materially deficient either because the CP (or CPs) has failed to provide a range of mandatory information material to our assessment, or the information that has been provided is insufficient, inappropriate, or sufficiently well specified to allow us to make an informed assessment of the request, then we will reject it; or

  (iii)   KCOM considers that the Final SoR fails on the regulatory test criteria i.e. it does not fall within one of the regulated SMP markets. (However, while we may also choose to reject it under the regulatory provisions we could potentially take developments forward under one of the non-regulated criteria and the 'rejection' in this instance would only relate to the specified timetable for SMP products); or

  (iv)   KCOM considers that the Final SoR relates to a wholesale product that is already in development; or

  (v)   KCOM considers that the Final SoR is not valid.

5.10   In communicating the rejection of a Final SoR the Product Lead will provide a clear explanation to the CP (or CPs) as to the basis on which the Final SoR was rejected and what we consider is needed, either in the form of updates or revisions, before the SoR is re-submitted. The Product Lead will offer to work with the CP (or CPs) to address the highlighted issues (The correspondence rejecting a Final SoR will be copied to the Account Manager and the KCOM Regulatory Lead).

Detailed assessment of the requirement: Draft product specification and commercial model

5.11   Where KCOM's Product Lead has confirmed that it has accepted the Final SoR an initial offer will be made and then we will set out details of that initial offer within 40 working days of our acknowledgment of the Final SoR (or a time appropriately adjusted for a period where our acceptance/rejection decision was placed 'on hold' as a result of deficient information).

5.12 Where KCOM's Product Lead has confirmed that a feasibility study is required (e.g. technical, or space assessment), or subsequent assessment has identified that such a study is necessary then we will have completed that study within 40 working days of the acknowledgement of the Final SoR.

5.13 KCOM will provide a further 20 working days to enable:

(i) KCOM's Product Lead to present the details of the initial offer to the CP / Lead CP / JDWG who submitted the Final SoR; and/or

(ii) KCOM's Product Lead to present the details of the feasibility study to the CP / Lead CP / JDWG who submitted the Final SoR.

5.14 This additional period will enable us to review any issues that the party/parties raise with the initial offer and to consider the finding of any feasibility study. The Product Lead will review any feedback that is provided and factor it into our final decision.

Product delivery decision: SoR productisation

5.15 KCOM will provide the CP (or Lead CP) with the finalised product specification and the commercial model within 60 working days of the Final SoR being submitted. This will include the draft WRO and associated technical specification (i.e. KCOM's Customer Interface Publication (CIP)).

5.16 Alternatively, where the feasibility study indicates that KCOM cannot deliver the specified Draft SoR then the Product Lead will communicate this fact and will set out the basis for rejecting the Final SoR to the CP (or Lead CP). If a CP disagrees with the feasibility assessment then they can raise a complaint with us by following the process set out in paragraphs 7.1 - 7.5 below and directly with the Director of Regulatory Affairs who can be contacted at: marvin.luttrell@kcom.com.

Exceptional circumstances: SoR productisation

5.17 In exceptional circumstances, KCOM can extend the period to finalise the product specification and commercial model up to 85 working days in those cases where it is able to demonstrate that the SoR is particularly complex.

Product delivery plan: SoR productisation

5.18 KCOM will provide the CP (or Lead CP) with an outline delivery plan for operationalisation of the WRO within 75 working days of the Final SoR being submitted. This will include a date for the publication of the WRO and associated CIP. We will also publish the KCOM Draft WRO in the New Services section of our website with the target Ready for Service ('RFS') date.[17]

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[17] http://www.kcomplc.com/regulatory/kcom-wholesale/service-information/new-services/

5.19 In particular, this delivery phase will culminate in a complete product, with service wrap and processes testing complete. To that end, feasibility work will have been completed (e.g. beta test activity), any trail tests will have been undertaken and necessary hardware ordered and delivered.

5.20 Once the above work has been completed the WRO (and CIP) will be published (having notified Ofcom) on the RFS date in the relevant product section of our website and the draft WRO will be removed from the New Services section.

KCOM interactions with CPs, Lead CPs and the JDWG

5.21 In those instances where a CP expresses a clear view that they want a standalone development then the Product Lead will limit all interactions relating to the Draft and Final SoR with that CP.

5.22 In those instances where a SoR has been developed on a collaborative basis the Product Lead will provide the JDWG with visibility of the development process.

5.23 In those cases where KCOM use the SoR process as a vehicle to develop its own WRO, or other new wholesale products then we may establish a JDWG for those purposes. The purpose of this will be to help provide us with a conduit of views on a development path. Where we establish a JDWG (reactively or proactively), either for this purpose or for other collaborations they will operate on a common basis with the Lead CP playing a particular role. Specifically:

- The Lead CP will be nominated by the CP participants submitting the Draft and Final SoR (excluding all CCI).

- The Lead CP will provide the formal conduit for the communication of clarifications on the SoR or any agreement to changes and will ensure visibility and communications are maintained with the JDWG.

- The Lead CP will ensure that JDWG are kept aware of progress and issues, regardless of whether it is a CP SoR, or KCOM generated SoR.

- The Lead CP will assist other CPs' understanding of the offer being made by KCOM and will assist KCOM by providing clear majority feedback from the CPs.

- KCOM will communicate its decision to accept/reject a SoR and it is the Lead CP's role to advise the participating CPs of our decision, as well as advising them of any associated advice from KCOM on re-submission.

6. SoR templates

6.1 KCOM uses two templates for SoR requests:

Annex 2 - New Service product development - Statement of Requirements (SoR) is to be used for all new product and service requests. This Template has been designed so that it meets the regulatory obligations placed on KCOM operating in the Hull Area to publish guidelines in relation to requests for network access made to us. It is anticipated that most requests using this template will be in the form of a request from a CP to KCOM for a regulated network access service. It is important that the relevant mandatory information is supplied using this form.

Annex 3 - PSTN New Services - Statement of Requirements (SoR) is specifically geared to capture requirements for new PSTN based services where there are no technical, data standards or operational issues to be resolved, but where the key issues are purely commercial (for example a new Premium Rate Service service).

7. Complaints about the basis of rejection for regulated access

7.1   If the CP (or Lead CPs) does not agree with the basis on which the Final SoR has been rejected, or is concerned about the way that a Final SoR has been developed, or is planned for launch then in the first instance they should raise those concerns with the Product Lead.

7.2   If the CP (or Lead CP) is not satisfied with the answer that the Product Lead has provided them they can raise their concerns directly with KCOM's Director of Regulatory Affairs, who can be contacted at: marvin.luttrell@kcom.com).

7.3   Any KCOM raised complaint relating to the rejection of a Final SoR will be dealt with promptly, and in an open and constructive manner.

7.4   Having reviewed the complaint from the CP (or Lead CP) the Director of Regulatory Affairs will seek to resolve the issue. In those cases where a resolution to the issue cannot be found the Director of Regulatory Affairs will write to the CP (or Lead CP where it is a group request) setting out KCOM's position.[18]

7.5   Those CPs that have a commercially driven SoR rejected by KCOM are asked to raise any issues with the decision directly with their Account Manager.

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[18] In those cases where a CP considers the reason that a Final SoR has been rejected then they are able to contact the Communications regulator, Ofcom. Ofcom's guidelines for making a complaint can be found at: https://www.ofcom.org.uk/about-ofcom/policies-and-guidelines

Annex 1: The geographic scope of KCOM's regulated market

A1.1   The blue shaded area depicted in Map 1 below details the geographic scope of the economic markets where KCOM holds SMP and network access to those markets is provided on regulated terms.

A1.2   KCOM's network extends beyond the Hull Area defined in Map 1 below and into the East Riding of Yorkshire. While KCOM may provide wholesale services in this expansion area that decision will be driven either by non-SMP regulatory requirements or by commercial considerations.

Map 1: The Hull Area
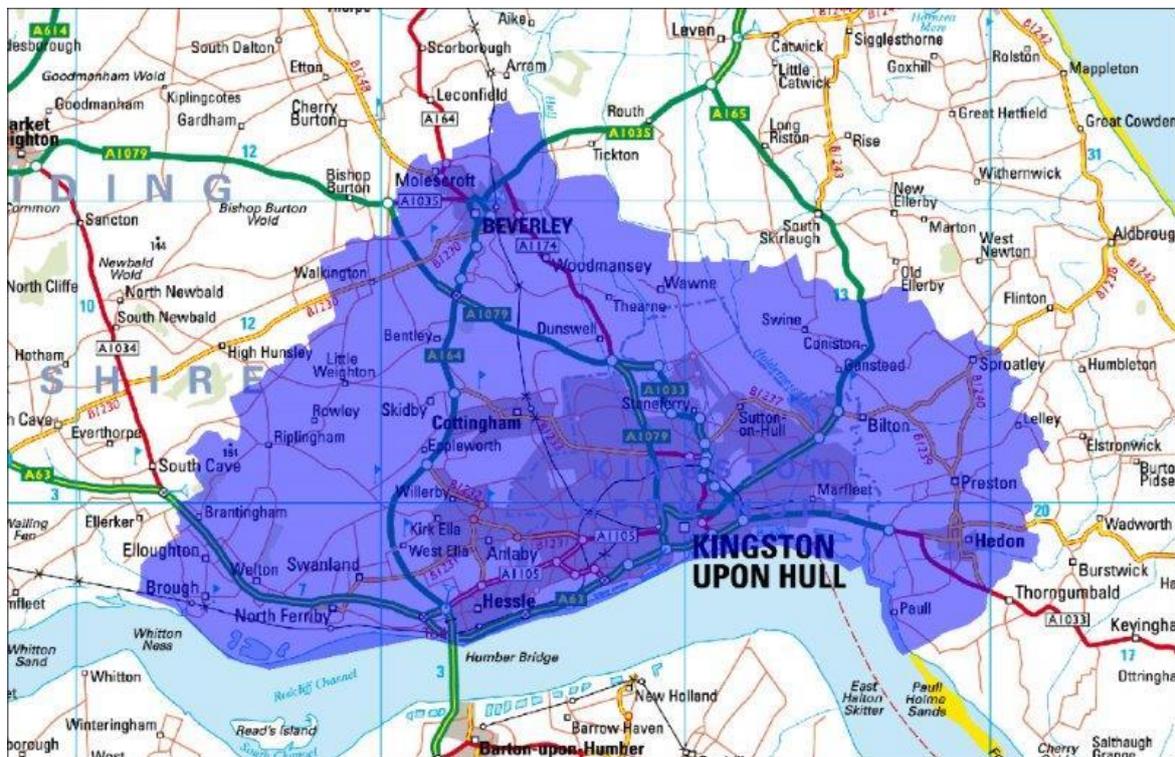
Annex 2

KCOM new services product development – Statement of Requirements (SoR)

This SoR Template should be used for the submission of both the Draft SoR and the Final SoR for all regulated processes.

Please ensure that all mandatory information is supplied (indicated by an * in the free text fields) and be as specific as possible. A lack of clarity in the SoR, incomplete forms, or ill-specified requirements will lead to delays in processing the SoR. (Note, where a regulated (non-SMP) request is being made on that information specific to the relevant regulation needs to be provided)
.
Please remove all guidance notes (provided in italics) from the completed form.

- *Essential items marked * that are missing will lead either to the SoR being placed 'on hold' while that information is sought or otherwise rejected for clarification.*

- *Information that is considered Commercially Confidential Information ('CCI') commercial information including volumes and pricing info.*

- *Information requested will feed into the business case for that requirement*

KCOM Statement of Requirements (SoR)
1.   SoR title* *Please assign a title that appropriately described the substance of the request being made*
2. Outline description and aim* *Provide a clear and concise summary of:* - *What wholesale product development you are seeking* - *Summary of volume forecast (note that these should be consider CCI and submitted separately to KCOM by the individual CPs.)* - *Other benefits –business driven (e.g. improving operational performance)* - *Key risks or considerations* - *Define the regulatory or legal driver for the requirement (e.g. which regulated market does this apply, or under which regulatory provision is the request being made)*
3. User story*

Please complete the user story scenarios, placing the focus on requirements, not solutions. They should include sufficient information for the Product Lead to understand the drivers and importance of the developments. They should always include details of: the person using the service (the actor); what the user needs the service for (the narrative); and why the user needs it (the goal).

As an **end user**, I would like to be able to…

- *Please insert description (be clear who the end user is and what the end user wants to be able to do with the new product)*

So that…

- *Please insert description (amongst other things, think about why the end user wants to do the thing that you have described and when they might want them)*

As a **Communications Provider**, I want to…

- *Please insert description (be clear what you as a CP want to be able to do e.g. make available new innovative products)*

So that…

- *Please insert description (amongst other things, think about why you as a CP want to be able to do this thing you have described and when you want to deliver it.)*

As a **Supplier**, I want to…

- *Please insert description (be clear what KCOM wants to be able to do e.g. make available new wholesale products)*

So that…

- Please insert description *(amongst other things, think about what KCOM want to be able to do this thing you have described and when we want to deliver it.)*

5. Market context*
State specifically what the market for the proposition is. Include details such as:
- *What market analysis/research has been completed*
- *Market sectors & customer segmentation*
- *Total market size/volume*
- *Current and expected growth rate of the market and expected market share*
- *Market adoption stage, and growth drivers*
- *Number of calls/call minutes/channels/circuits etc, individuals, households, number of organisations and value (£ revenue)*
- *What are the efficiencies and cost savings associated by year or quarter*
- *Does this change positively impact on the following areas, and if so, how?*

- *CO2 and energy use, reduction of Waste, or positively affect our combined end users and their environment*

6. Required by date*

- *Desired launch date*

7. Target Price & Volumes*

- *Please indicate what volumes you expect to purchase and at what price. Please include as much information as possible.*

- *Where CPs provide this information as CCI they should provide that information to their KCOM Account Manager where this is a Draft SoR, or to the KCOM Product Lead where a Final SoR is submitted. In the latter case, this information should be submitted as soon as possible after the KCOM Product Lead has been assigned and no later than three working days after they have emailed you to confirm that assignment.*

- *If volume consumption depends on the price then defined the ranges of volume to price e.g. at £20 per unit estimated volumes would be 400; at £35 per unit estimated volumes would be 330.*

Please include:

- *Volumes forecasts by quarters over a three years period with the associated target price (or range) for the product*

Are there any timing considerations and dependencies, e.g. seasonal variations?

8. Requirement Category*

- *Revenue Growth*

- *Customer Satisfaction*

- *Cost Reduction / Commercial enhancement*

- *Product feature / Service enhancement*

9. Priority to Your Business*

Please indicate how high a priority it is for your business

- ▪ C1 – Critical Business Imperative
- ▪ C2 – High Priority commercial development with significant revenue potential
- ▪ C3 – Normal commercial development

Area	Company name / Lead CP	Contact Details
Submitting CP – standalone submission*		
Submitting to JDWG (Title)*		
Agreed Lead CP*		
Supporting CP – 1 *		
Supporting CP – 2 *		
Supporting CP – [..] *		
Supporting CP – [-n]*		
Date / Issue ref	**Comments**	**Updated By**
Date / Issue number	*Any key comments of changes*	[Product Lead (or other assigned project manager)]

Annex 3

PSTN New Services – Statement of Requirements (SoR)

1	Name of Operator providing Service	
2	Name of Service - The service that will be access by the number range	
3	Brief Description of Service	
4	Number Range(s) - The number range that the Operator is requesting to be implemented in the KCOM network	
5	Proposed date of introduction - Ready for Service (RFS) Date	
6	Geographic Coverage - Locations where the numbering range(s) are to be introduced	
7	Is this a trial service? Duration of trial?	
8	Retail charge information (if applicable)	
9	Switch Connections - Switch Connections calls are to be routed to/from the requested party. (Please quote internetworking point codes and Operator's Switch Connection serving the number range). Provide reference of existing routing plan (e.g. as per NNG xxx) or attach a proposed new routing plan as appropriate.	
10	Payments	
	Proposed payment	
	For Non NTS Services:-	
	Does this payment meet no more than your reasonable costs of providing the service?	
	(Please provide appropriate level of information to justify).	
	For NTS Services: -	
	Is this payment consistent with the Published Determiniation on NTS principles	
	(Please provide appropriate level of information to justify).	
11	Operator Test Numbers - Test numbers accessed on the Operators Switch Connection to test the service during implementation of the order.	
	Test Numbers available	
12	Other Information - (Please delete as appropriate)	
	Is access required from:	
	(a) Ordinary Lines (includes Residential, Business, Private Payphones, ISDN)	
	(b) MPF (Meter pulsing)	
	(c) Public Payphones	
	(d) Operator Controlled	
	(e) Chargecards	
13	Is additional capacity required?	
14	Are there any standards/technical implications to the service you are proposing? If "Yes" please attach a note describing in detail.	

GLOSSARY

Access Code means a three, four or five digit code which initiates a Telecommunications Service (such as an Indirect Access Call).

Capacity means the telecommunication capacity to be made available at an Interconnect Route.

Capacity Order means an order for Capacity placed by one Party on the other.

Chargeband means the tariff charge on the KCOM network for access to service by KCOM customers.

D means the first digit immediately following the NNG.

DE means the first two digits immediately following the NNG.

DEF means the first three digits immediately following the NNG.

DMA (Data Management Amendment) means such reconfiguration of the KCOM System or the Communication Providers System as is necessary for access, routing and charging of Calls.

E means the first digit immediately following the D.

ETSI means the European Telecommunications Standards Institute.

Hull Area means the geographic boundary set by our Original License Area (OLA).

Indirect Access Call means a call where a Calling Party on one party's System has chosen to convey that Call to the other parties System by prefixing that Call with an Access Code.

Interconnect Link means a link connecting a KCOM Switch Connection with an Operators Switch Connection passing through a Point Of Interconnection.

IWPC (Interworking Point Code) means a numeric code used in C7 signalling messages to identify the originating and destination Switch Connections between which telephony traffic will be routed. Codes allocated by KCOM.

KCOM means KCOM (Hull) and otherwise referred to as KCH.

KCOM DLE means a digital Switch in the KCOM System which Switch connects by that Switch alone calls from other exchanges in the KCOM System to RCU's or exchange lines directly connected to that Switch.

KCOM Interconnection Price List means the price list having that name which contains charges for Telecommunications Services and Capacity published by KCOM from time to time.

KCOM Switch Connection means a KCOM Exchange at which calls handed over:

(a) from the System are initially switched; or

(b) to the Operator System are finally switched;

by KCOM.

Reference Interconnect Offer means the regulated interconnection agreement between KCOM and an Operator.

National Coverage means access to the requested number range is available from all customers within the UK.

Network Termination Point has the meaning in schedule of the Notification setting the SMP (fixed narrowband wholesale) Conditions as in force at the date of this Agreement;

NNG means a national number group being the code (excluding the leading zero) comprising for UK telephone numbers (a) for geographical numbers, four digits (b) for non-geographic, three digits.

NTS means Number Translation Services.

Number Range means NNG, D, E, DE and/or DEF as appropriate.

Number Translation Services Call means a Call to non-geographic telephone numbers (other than a Call destined for a mobile handset) if the party receiving the Call translates the dialled digits and routes the Call in accordance with such translation, including without limitation, PRS Calls, Local Call Fee Access Service Calls, Freephone Calls, National Call Fee Access Calls and other specially charged services.

Operator Switch Connection means an Operator Exchange at which calls handed over:

(a) from the KCOM System are initially switched; or

(b) to the KCOM System are finally switched;

by the Operator.

POI (Point of Interconnection) means a physical point where the KCOM System and the Operator System are connected for calls to be handed over from one System to another.

Ready for Service Date means the date on which testing of Capacity at a Switch Connection is satisfactorily completed and such Capacity is ready for service (in accordance with the Reference Interconnect Offer.

SDH means Synchronous Digital Hierarchy.

Signalling Link means a 64 kbit/s digital path within a 2 Mbit/sec Interconnect Link between two ITU-T C7 signalling nodes which is used for signalling.

Signalling Type means C7 (ITU-T No.7 Signalling) or TS 16 (Time Slot 16 Signalling)

Switch means telecommunication apparatus within a System which performs the function of switching and routing Messages between two or more points within such System and/or between one such point and another System.

Switch Connection means A KCOM Switch Connection or, as the context requires, an Operator Switch Connection.

Traffic Forecast means a forecast of traffic at a KCOM Switch Connection or Operator Switch Connection, such forecast provided by one party to the other pursuant to Annex 3 of the Reference Interconnect Offer.

Traffic Stream means a group of Calls carried from a specific place in one party's System to a specific place in the other party's System.

Transmission Delay means the delay due to equipment processing and propagation delay through the transmission media. ETSI prETS 300 283 refers.

Working Day means any day other than Saturdays, Sundays, public or bank holidays in the United Kingdom.