

## APPENDIX 1: GLOSSARY OF KEY TERMS

<b>Term</b>	<b>Description</b>
<b>1571</b>	Service that responds to calls when customers are either away or unable to answer an incoming call.
<b>The Act</b>	Competition Act 1998.
<b>AOT</b>	Advice Of Transfer.
<b>ARPM</b>	Average Revenue Per Minute, which is calculated by dividing total call revenues by call volumes (in minutes) and is a proxy for the average unit call prices paid by customers.
<b>ARPU</b>	Average Revenue Per User, which is calculated by dividing total revenues by the total number of customers and is a proxy for the average price paid by customers.
<b>ASA Ruling</b>	The ruling of the Advertising Standard Agency announced on 4 May 2016 and in force from 31 October 2016.
<b>BB</b>	Broadband.
<b>BT</b>	BT Group PLC, a public limited company with registration number 04190816 and registered office of 81 Newgate Street, London, EC1A 7AJ and British Telecommunications PLC, a public limited company with registration number 01800000 of the same registered office.
<b>BT Basic</b>	Reduced cost line rental and calls package for customers claiming certain Government benefits (income support, job seeker's allowance, pensions credits, employment support allowance and latterly universal credit). Now replaced by BT Home Essentials.
<b>BT Basic plus Broadband</b>	Reduced cost broadband package for customers receiving certain Government benefits (income support, job seeker's allowance, pensions credits, employment support allowance and latterly universal credit). No Broadband connection charge. Now replaced by BT Home Essentials Broadband.
<b>BT Call Protect</b>	Free service designed to block spam and nuisance calls either automatically (from numbers on the BT Blocklist) or upon request (from numbers on each customer's Personal Blocklist).
<b>BT Consultation Response</b>	BT's response to the Provisional Conclusions dated 19 May 2017.
<b>BT Home Essentials</b>	Replaced BT Basic and BT Basic Broadband in June 2021 as BT's social tariff. Comprises broadband bundles (which include line rental) and a phone-only plan (that excludes broadband).

<b>Term</b>	<b>Description</b>
<b>BT Line Rental Saver</b>	A BT product offering customers a discount when paying the entire sum up front. Line Rental Saver is and was not compatible with BT Home Phone Saver.
<b>BT SFV access</b>	An SFV access component of a BT SFV Service offered by BT.
<b>BT SFV calls</b>	An SFV calls component of a BT SFV Service offered by BT.
<b>BT SFV Service</b>	Any residential landline calling plan service provided by BT, except for the Excluded Services, which (i) includes landline line rental and (ii) has not been sold as part of a bundle with broadband. For these purposes, a bundle refers to a contract, or two or more closely related, linked or interdependent contracts which, individually or together, include and require the purchase of broadband as well as the landline calling plan service.
<b>BT Split Purchase Customers</b>	Members of the Class who, at any time during the applicable Claim Period as defined, have bought at the same time both (i) a BT SFV Service; and (ii) a broadband service, either from BT or any other provider. BT Split Purchase Customers are either BT Split Supplier Customers or BT Split Service Customers.
<b>BT Voice Only Customers</b>	Members of the Class who, at any time during the applicable Claim Period as defined, bought a BT SFV Service but did not, at the same time, buy a broadband service, either from BT or any other provider.
<b>Caller Display</b>	Shows the number of the person calling (in most cases), so the customer can decide whether to pick up the phone or not. Caller Display also provides customers who have certain handsets with a BT Text service which lets them send and receive texts on their landline.
<b>CCFS</b>	The Current Cost Financial Statements including the published cost accounting information and a statement from Ofcom, a Statement of Responsibility from BT, and an auditor's opinion. For 2009, the latter was provided by PricewaterhouseCoopers LLP.
<b>CFU</b>	Customer Facing Unit
<b>Claim Period</b>	(a) for residential BT Voice Only Customers, between 1 October 2015 and 1 April 2018 inclusive; (b) for business BT Voice Only Customers between 1 October 2015 and the date of the Tribunal's final determination of the Claims made by the Sub-class of

<b>Term</b>	<b>Description</b>
	BT Voice Only Customers or their earlier settlement (or settlement of any part thereof); and (c) for BT Split Purchase Customers between 1 October 2015 and the date of the Tribunal's final determination of the Claims made by the Sub- class of BT Split Purchase Customers or their earlier settlement (or settlement of any part thereof).
<b>Class / Class Members</b>	All persons domiciled in any part of the United Kingdom (except in the Hull Area) – or their UK-domiciled personal representatives – who, during the Claim Period, bought a BT Standalone Fixed Voice Service except for the Excluded Services.
<b>CLA</b>	Critical Loss Analysis.
<b>CMA</b>	The Competition and Markets Authority.
<b>CM1</b>	The first written submissions filed by the CMA on the relevant legal principles and tests to be applied dated 29 July 2021.
<b>CM2</b>	The second written submissions filed by the CMA on the relevant legal principles and tests to be applied dated 14 November 2023.
<b>CMA Market Definition Guidelines</b>	The guidelines on <i>Market Definition</i> (OFT 403) published by the Office of Fair Trading and adopted by the CMA.
<b>Commission MD Notice</b>	The European Commission's Notice on the definition of relevant market or the purposes of Community competition law.
<b>Commitments</b>	BT'S voluntary commitments entered into with BT as part of the 2017 Review. They were due to expire in March 2021 but were amended and renewed, as part of the 2020 Review, for another five-year period.
<b>Consumer Experience Research Report</b>	Ofcom, "The Consumer Experience 2015" dated 10 February 2016.
<b>COT</b>	Customer Options Team. A customer would speak to this team if they wished to cancel their contract.
<b>CP</b>	Communication Provider, a person who (within the meaning of section 32(4) of the Communications Act 2003) provides an electronic communication network or an electronic communications service.
<b>CPI</b>	Consumer Price Index.
<b>CR</b>	Class Representative, i.e., Mr Justin Le Patourel.
<b>CX</b>	Customer Experience.
<b>DAM</b>	Detailed Attribution Methods.

<b>Term</b>	<b>Description</b>
<b>D&amp;A charges</b>	Depreciation and Amortisation charges.
<b>DSAC</b>	Distributed Stand-alone Costs. DSAC is calculated by first estimating the SAC for a network increment and then allocating the common cost included in the SAC of the increment among the individual services within it.
<b>Dual Play (DP)</b>	A bundle comprising voice and broadband services.
<b>EM</b>	Email, as a channel for marketing.
<b>EPMU</b>	Equi-proportional mark-up.
<b>The Evidence to the 2017 Statement</b>	Evidence supporting the 2017 Statement dated 26 October 2017.
<b>Excluded Services</b>	BT Basic and BT Home Phone Saver services.
<b>FAC</b>	A Fully Allocated Cost approach, which allocates all of the costs of a firm (including fixed and common costs) across the output of the firm. Fully Allocated Cost approaches generally attempt to allocate costs to reflect cost causality, and hence attribute costs to the respective output
<b>Fault Fix Guarantee (FFG)</b>	BT service launched in 2017 that compensates customers in the event their line or broadband faults are not repaired within a certain period of time.
<b>FPS</b>	Fixed Price Solus – an early name for HPS.
<b>G2M</b>	Go To Market.
<b>Glass (Project Glass)</b>	Project run by legal to review T&Cs and update to clearer contractual terms around the period 2015/16.
<b>HM</b>	Hypothetical Monopolist.
<b>Home Phone Saver (HPS)</b>	Telephone-only package that includes line rental, unlimited landline calling plans and certain calling features sold at a fixed price for a certain period of time (usually approximately 30 months), which was launched in June 2014.
<b>Hull Area</b>	The area defined as the Licence Area in the licence 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.
<b>HM</b>	Hypothetical monopolist.
<b>Insights Team</b>	BT Market research team.
<b>Isabela/Isabela portfolio</b>	Name of project in November 2013 relating to the introduction of the new “C” calling plans UWC/UEWC/UAC replacing the previous P calling plans (UWP/UEWP/UAP).
<b>IVR</b>	Interactive Voice Response.



<b>Term</b>	<b>Description</b>
<b>Kognito</b>	BT internal call data database.
<b>Laika</b>	Code name of project relating to annual price changes for Year 2015/2016, which began in 2015.
<b>Line Rental Plus (LRP)</b>	Line rental package containing more features than standard line rental (e.g. free paper bills, three way calling and bill alerts), which was available from December 2014.
<b>Line Rental Saver (LRS)</b>	Tariff that allows customers to pay for 12 months of line rental in advance at a discounted price (in comparison to the standard line rental monthly price).
<b>LLU</b>	Local Loop Unbundling. Unlike WLR, this wholesale access product allows CPs to provide both retail line rental and broadband services.
<b>LRIC</b>	The concept of Long Run Incremental Cost for a particular service, which measures all costs which are incremental to providing the service on a long-term basis. It includes the direct costs of providing the service and the indirect costs that vary in the long-run depending on demand for the service.
<b>LRV</b>	Long-run variable.
<b>LRVF</b>	Long-run variable/fixed.
<b>LRP</b>	BT's Line Rental Plus.
<b>LRS</b>	BT's Line Rental Saver.
<b>margin squeeze</b>	A margin squeeze occurs where the undertaking with a substantial degree of market power reduces or "squeezes" the margin between the price it charges for the input to its competitors on the downstream market and the price its downstream operations charge to its own customers, such that the downstream competitor is unable to compete effectively. A margin squeeze requires that the undertaking supplying the relevant input has a substantial degree of market power in the market where it sells the input – that is, the upstream market.
<b>Mortality Question</b>	The number (or rate) of Class Members expected to have died by the distribution date.
<b>MPC</b>	Marginal propensity to consume measures the proportion of an increase in an individual's income that arises due to a 'shock' that would be spent, as opposed to being saved.
<b>MPF</b>	Metallic Path Facility. MPF enables CPs to supply bundled fixed voice and broadband access to customers, based on LLU.
<b>MTP</b>	Medium Term Plan.

<b>Term</b>	<b>Description</b>
<b>My Anytime Calls</b>	My anytime call plan. Personalised calling plan BT launched in September 2018 where customers were offered an anytime calling plan for a price based on a projection of their call usage.
<b>NPS</b>	Net Promoter Score.
<b>Ofcom</b>	The Office of Communications.
<b>Ofcom Automatic Compensation</b>	Service that compensates customers in the event their line or broadband faults are not repaired within a certain period of time, which BT joined on 1 April 2019.
<b>OOO</b>	Out Of Contract (the customer's minimum term has expired).
<b>Openreach Care Level 1 (CL1)</b>	Product provided via Openreach that ensures customers' line-related faults are fixed within three working days (excluding weekends).
<b>Openreach Care Level 2 (CL2)</b>	Product provided via Openreach that ensures customers' line-related faults are fixed within two working days (including Saturdays).
<b>PAD</b>	Primary Accounting Documents.
<b>PCN</b>	Price Change Notification
<b>PCP</b>	Primary Cross-connection Point; Green Cabinet where lines from main exchange wiring connections go a point closer to a residence or business known as the "Distribution Point" (DP).
<b>Personal Representative Question</b>	Number (or proportion) of Class Members expected to have died by the distribution date, where there is no personal representative by the distribution date.
<b>PSTN</b>	Public Switched Telephone Network.
<b>PTC</b>	Propensity to Call
<b>RFS</b>	BT's Regulatory Financial Statements.
<b>Right Plan</b>	Digital tool that recommends the best value calling plan to customers based on their call usage, as provided by BT from December 2014 until October 2017. Right Plan was known as Optimiser in its initial development phase.
<b>Robin</b>	Code name for internal price change project at BT and related to annual price changes for 2014/2015. Part way through this price change the project code name changed to Window.
<b>SAC</b>	Stand-Alone Costs. SAC measures the cost that would have been hypothetically incurred in producing a given service or increment if it was offered on a standalone basis, i.e. by a firm producing only the relevant service or increment.
<b>SAD</b>	Secondary Accounting Documents.

<b>Term</b>	<b>Description</b>
<b>SFV</b>	Standalone Fixed Voice.
<b>SFV access</b>	The access component of an SFV Service, which is the provision of a fixed telephone line connection (i.e. a landline) with the ability, once the call component is added, to make calls. The access component is a prerequisite for the purchase of outgoing calls and the vast majority of customers will make some calls. The access component is usually paid for by a periodic fixed line rental charge for access to the network.
<b>SFV calls</b>	The calls component of an SFV Service, which allows the consumer to make outgoing calls over the telephone line. This is often paid for by a variable payment for calls made under a calling plan.
<b>SFV customers</b>	Purchasers of an SFV Service.
<b>SFV Services</b>	Any residential landline calling plan service provided by any communications provider, except for BT Basic, which (i) includes landline line rental and (ii) has not been sold as part of a bundle with broadband. For these purposes, a bundle refers to a contract, or two or more closely related, linked or interdependent contracts which, individually or together, include and require the purchase of broadband as well as the landline calling plan service.
<b>SG&amp;A</b>	Sales, General & Administrative costs.
<b>SLR</b>	BT's Standard Line Rental.
<b>SML Call Plans</b>	Minutes-based call plans launched in 2019 which were either "Small" pay-as-you-go packages, "Medium" plans with a set number of minutes or "Large" unlimited minutes plans. These plans were offered in place of UAC, UEWC and UWC call plans.
<b>SMP</b>	Significant market power, a concept which is equivalent to dominance.
<b>SRV</b>	Short-run variable.
<b>Solus</b>	BT term for a landline-only customer but they could be an SPC.
<b>Split Purchase Customers (SPCs)</b>	SFV Customers who bought at the same time both (i) an SFV Service; and (ii) a broadband service, either from the same provider or from different providers.
<b>Split service customers</b>	Members of the Class who, at the same time, buy: (i) a BT SFV Service; and (ii) a broadband service from BT.
<b>Split supplier customers</b>	Members of the Class who, at the same time, buy: (i) a BT SFV Service; and (ii) a broadband service from a provider other than BT.

<b>Term</b>	<b>Description</b>
<b>SSNIP</b>	Small but Significant (5-10%) and Non-Transitory increase in price.
<b>S&amp;S</b>	Simmons & Simmons LLP.
<b>TSO</b>	Technology, Services and Operations.
<b>True Solus</b>	BT term for customer who had only a landline i.e. a VOC.
<b>UAC</b>	Unlimited Anytime Calls. Calling plan launched by BT Consumer in November 2013.
<b>UWC</b>	Unlimited Weekend Calls. Calling plan launched by BT Consumer in November 2013.
<b>Variable Calls</b>	Calls made outside the scope of an inclusive calls plan.
<b>VFM</b>	Value For Money.
<b>Voice Only Customers (VOCs)</b>	SFV Customers who bought an SFV Service but did not, at the same time, buy a broadband service, either from the same provider or any other provider.
<b>VULA</b>	Virtual Unbundled Local Access.
<b>WC</b>	Workable Competition.
<b>WCO</b>	Wholesale Call Origination. This enables calls to be made over a fixed voice line.
<b>Wholesale Line Rental (WLR)</b>	A wholesale landline access product which enables CPs to provide retail line rental services.
<b>Window</b>	Code name for 2014/15 Price Change Project (used part way through the project to replace the code name “Robin”).
<b>WLR</b>	Wholesale Line Rental.
<b>2004 Financial Reporting Notification</b>	Ofcom, “The regulatory financial reporting obligations on BT and Kingston Communications final statement and notification” dated 22 July 2004.
<b>2004 LLMR Statement</b>	Ofcom, “Review of the retail leased lines, symmetric broadband origination and wholesale trunk segments markets 2004”.
<b>2006 Consultation</b>	Ofcom, “Retail Price Controls: Explanatory Statement and Proposals” dated 21 March 2006.
<b>2006 Statement</b>	Ofcom, “Retail Price Controls: Explanatory Statement” dated 19 July 2006.
<b>2009 Consultation</b>	Ofcom, “Fixed Narrowband Retail Services Markets: Consultation on the identification of markets and determination of market power” dated 19 March 2009. Together with the 2009 Statement, it forms part of the 2009 Review.
<b>2009 Statement</b>	Ofcom’s 2009 review entitled, “Fixed Narrowband Retail Services Markets: Identification of markets and determination of market power” dated 15 September 2009.



<b>Term</b>	<b>Description</b>
	Together with the 2009 Consultation, it forms part of the 2009 Review.
<b>2009 Review</b>	Ofcom's 2009 Consultation and 2009 Statement.
<b>2013 Statement</b>	Ofcom, "Review of the fixed narrowband services markets: Statement" dated 26 September 2013.
<b>2014 Report</b>	Ofcom's report on the "Cost and Value of Communications Services in the UK" dated 28 January 2014.
<b>2016 Statement</b>	Ofcom, "Making Communications work for everyone: initial conclusions from the Strategic Review of Digital Communications" dated 26 February 2016, which followed the 2015 Consultation.
<b>2017 Provisional Conclusions</b>	Ofcom's Provisional Conclusions, "Review of the market for standalone landline telephone services" dated 28 February 2017.
<b>2017 review</b>	Ofcom's 2017 review of "the market for standalone landline telephone services", leading to, and encompassing, the Provisional Conclusions and the 2017 Statement.
<b>2017 Statement</b>	Ofcom's "Review of the market for standalone landline telephone services; Statement" dated 26 October 2017.
<b>2020 Consultation</b>	Ofcom's consultation entitled "Protecting voice-only landline telephone customers" dated 10 December 2020 regarding the Commitments and BT's offer of new, further voluntary commitments. The 2020 Consultation led to the 2021 Statement.
<b>2020 Review</b>	The 2020 Consultation and the 2021 Statement.
<b>2021 Statement</b>	Ofcom's "Protecting voice-only landline telephone customers" dated 25 March 2021.