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Purpose

As a Certification Body, Enigma QPM is required to make available the following information at all times:

- **Authority** under which the organization operates.
- Statement in relation to its **certification system**, including information on rules and procedures for granting, maintaining, extending, suspending and withdrawing certification of its clients.
- **Evaluation** procedures and **certification process** in relation to the certification scheme.
- Details of the means of obtaining financial support and **fees** charged to clients.
- Details of the **rights and requirements of applicants** and clients such as the use of logo and marks and the way in which a client can use information in relation to certification.
- Details of **complaints**, appeals and disputes procedures.
- A comprehensive **list of all certificated clients** against the scope of the certification scheme's standard.

Change History

Date / issue	Summary	Approved by
30.12.10	Original	RM
10.1.14	Client notification of changes added to 6	RM
18.8.14	To address the 2014 Direction and ISO 17065: 2012	RM
21.9.14	Comment about legal obligations with regard to information release.	RM
03.11.14	Section 4 – Approval changed from 1 year to 3	RM
24.10.17	Removed ref to 2008 direction. Added reference to Enigma client approvals in section 8.	RM

1. Authority under which the organization operates

The current Metering and Billing Approval Scheme aims to measure the accuracy of Metering and Billing within Communications Providers. The Scheme has been further adapted to suit the industry today and address the requirements of the Communications Act 2003.

The National Regulatory Authority (NRA), Ofcom, assisted by Approval Bodies, administers the Approval Scheme for Total Metering and Billing Systems (TMBS) employed by Communications Providers. Enigma QPM (Enigma) has been appointed by Ofcom as a TMBS Approval Body in accordance with General Condition 11.

Ofcom intend that Communications Providers (CPs), with a relevant turnover of £40M or greater, will have their Total Metering and Billing Systems assessed. The Approval Scheme requires Communication Provides to apply to an Approval Body to perform the assessment to judge compliance with the Metering and Billing Direction, this being the technical specification that TMBS certification and approval is assessed against. The Direction should be read in conjunction with the Scheme Guide.

Reference documents:

The United Kingdom Communications Act 2003

The Ofcom Metering and Billing Direction – A statement on the revisions to the direction (31 July 2014), (“Direction”)

ISO9001: 2008 when published Quality management system - Requirements

ISO 17065:2012 – Conformity assessment – requirements for bodies certifying products, processes and services

<http://stakeholders.ofcom.org.uk/telecoms/policy/metering-billing/approval-bodies>

2. Application & Certification System

CPs in the UK are subject to and must comply with General Condition 11 of the Notification under Section 48(1) of the Communications Act 2003. CPs can apply for, obtain and maintain Regulatory Approval once they have obtained a certificate of compliance with the 2014 Ofcom Metering and Billing Scheme. CPs and other organisations which affect end user bill accuracy, such as billing bureaus not governed by the Act can apply for TMBS certification outside the Approval Scheme. That is certification without approval. This is also the case for non-UK organisations seeking approval.

Application forms include a commitment to be bound by Enigma’s terms and conditions. Implementation of a Total Metering and Billing System (TMBS) requires comprehensive initial and ongoing assessment of the Applicant’s TMBS against the Direction, together with regular measurement of the TMBS accuracy.

Application for Certification can include any of the following, as per relevant Annexes to the Direction:

- Mandatory if over threshold
 - Fixed Publicly Available Telephone Service (PATS) – Overcharging - (Annex B)
 - Mobile Publicly Available Telephone Service (PATS) – Overcharging - (Annex B)
 - Wholesale Services – Overcharging and Undercharging - (Annex C)

- Voluntary
 - High Speed Internet (i.e. Broadband) - (Annex B)
 - Voice over Internet Protocol Services (VoIP) - (Annex B)
 - Undercharging detrimental to end users - (Annex B)

Ofcom and Enigma QPM encourage applications from CPs that are under the threshold and for the voluntary schemes. This is in part to prepare for meeting thresholds and changed requirements at a future date. However, the main motivation is to achieve the financial benefits of improved bill accuracy that results from a well implemented TMBS.

Following an initial enquiry by letter, phone, fax or via the Enigma web site, an application form will be provided on which to make a formal application for TMBS certification and or approval. Applicants are subject to strict client confidentiality and can be kept confidential until certification if required.

Applicants are required by the Direction to identify a senior Manager to manage the relationship with Enigma and a Billing Accuracy Programme Manager (BAPM) who will be responsible for day to day operational management

Information related to the following is required on the application form:

- Name and registered address of the Applicant
- Name and position of the Senior Manager
- Name and contact details of the BAPM
- Whether you are a UK CP providing PATS and have a relevant turnover in your most recent complete financial year exceeding £40 million (Approval is required).
- Whether you require Certification for Wholesale, Retail or both service types
- Identification of the Public Electronic Communications Services relevant to the Total Metering and Billing System for which Certification is sought.
- Any particular confidentiality requirements

Enigma will allocate a primary contact person for each applicant. A second contact person will also be made available.

Ref: F1 – Application Form

3. Evaluation and on-going surveillance

The application and approval process involves the following key activities, which are obviously subject to the assessment outcome of the previous activity:

- Application and assessment
- An approval plan agreed between the applicant, Enigma and Ofcom
- Initial assessment and gap analysis
- Full assessment
- Certification decision
- Notification (for UK regulatory approval)
- Approval Decision (for UK regulatory approval)
- On-going surveillance of monthly measurements reports
- Regular reviews of TMBS performance with the Billing Accuracy Programme Manager
- Re-certification based on results of surveillance and management of changes

A meeting will be arranged with successful applicants, to agree a suitable plan, so that a formal proposal can be developed, the acceptance of which will form a contract between the applicant and Enigma. Proposals will vary in accordance with relevant factors such as the scope of certification, size of the applicants business and number of relevant locations. Any agreement will be subject to periodic review as agreed.

Ref: The Ofcom Metering and Billing Direction (31 July 2014), ("Direction")

4. Certification

The certificate, together with its annex, will specify:

- the name and registered address of the Communications Provider;
- the identification of the Public Electronic Communications Services relevant to the TMBS being certified.

The annexes from the Direction being certified conditions to be complied with to maintain the validity of the Certification.

A Certificate will normally be granted for a period of **three years**. Towards the end of this period the Applicant will need to apply formally for continuation of the existing certification and as appropriate approval; this is also known as renewal. (Note that this is distinct from annual contract renewal)

Where the scope needs to be extended or changed, then re-certification will be subject to satisfactory assessment of the relevant changes. Any changes or withdrawal of certification will be subject to formal agreement between the CP and Enigma. Formal notification of approval or withdrawal of approval will then follow where required.

Under Section 49(1) of the Act, before Enigma QPM issue, modify or withdraw any Approval, Ofcom is obliged to publish a Notification which:

- states that Enigma proposes to give, modify or withdraw the Approval;
- provides the text of the Approval;
- sets out the effect of the issue, modification or withdrawal of the Approval;
- gives the reasons for the proposal and specifies how and by when representations may be made to Enigma about the proposal.

It has been agreed with Ofcom that Enigma will publish a Notice of Consultation on its website providing the above details. Ofcom will then publish a Notification making reference to the Enigma Notice. The date by which representations are to be made will be at least one calendar month from the date of publication on Ofcom's website. Enigma will liaise with Ofcom to establish an effective date, taking into account web publishing delays within each organisation.

At the expiry of the notification period (see section 5), Enigma will consider all representations received, and will summarise them in a report on the Enigma website. An Approval will be prepared ready for issue to the applicant, incorporating as Enigma sees fit any modifications resulting from the notification. The Approval will specify:

- the name and registered address of the Communications Provider;
- conditions to be complied with to maintain the validity of the Approval;
- reference number of the Certificate of Technical Compliance.

The Approval will then be issued and a copy will be sent to Ofcom. Current Approvals issued by Enigma QPM will also be published on the Enigma web site.

TMBS's are certified when deemed to be compliant with the Direction. Certificates include the identification of the scope of services relevant to the certification. For CPs requiring TMBS Approval, this will be issued after successfully obtaining certification subject to a public consultation process as required by Section 48(1) of the UK Communications Act 2003.

Ref: Metering and Billing Approval Certificate – to be issued after successful evaluation of clients TMBS.

5. Fees

Proposals include estimates of the work required, including both on and off site work charged at a standard day rate. Expenses will be charged at cost. Invoices will be monthly with terms of 30 days.

Ref: Proposal – to be developed after initial meeting.

6. Rights and Requirements of Applicants

In order to gain privileged access to information, Enigma shall make adequate arrangements to safeguard the confidentiality of the information obtained in the course of its certification activities at all levels of its organization, including committees and external bodies or individuals acting on its behalf. These arrangements shall:

- protect proprietary information of a client against misuse and unauthorized disclosure; and
- grant the certification body the right to exchange information with other certification bodies and/or authorities to verify the authenticity of the information. *In the event of this occurring, the client shall be notified, unless prohibited by law.*

Enigma QPM shall:

- exercise control over ownership, use and display of licenses, certificates and logos that it can authorize certified operators to use;
- be able to request an operator to discontinue use of certificates and logos that it authorizes certified operators to use;
- apply suitable actions to deal with incorrect references to the certification system or misleading use of licenses, certificates or logos that it authorizes certified operators to use.

Enigma is subject to the requirements of accreditation by the UK Accreditation Service (UKAS) against the general requirements for bodies operating product certification systems ISO 17065:2012.

Clients have the responsibility to notify the certification body of any changes that might affect the scope or conformity of the TMBS with the Direction.

Terms and Conditions (Application form)

ISO 17065:2012 – Conformity assessment – requirements for bodies certifying products, processes and services

7. Complaints, Appeals and Disputes

All expressions of dissatisfaction with the activities of Enigma QPM raised by applicants, clients or other parties will be recorded, acknowledged within 10 working days and responded to within 20 working days.

Any complaints, appeals or disputes will be captured within this process. Expressions of dissatisfaction can be raised verbally, or by other means to any Enigma contact point. Clients will be allocated an independent Client Manager who is independent of the auditor who carries out the initial evaluation.

Where expressions of dissatisfaction cannot be satisfactorily resolved within 20 working days then the matter will be escalated to Ofcom or another suitable independent body.

Where formal appeals are made against evaluation decisions, then these will be addressed at an appeals committee set up by Enigma QPM, the members of which will be subject to agreement by the appellant. Failure to resolve matters will result in escalation to Ofcom or UKAS.

Enigma QPM contact details as per the web site Enigmaqpm.com

8. List of Certified Clients

A list of certified CPs is available on the [Enigma](#) web site. All notifications and notification results for Enigma's clients will be published on both the Enigma QPM and Ofcom web sites. Client certification will also be identified on the Enigma QPM web site, subject to any confidentiality requirements.

<http://www.enigmaqpm.com/tmbs-clients.php>