

Directive 2002/22/EC of the European Parliament and of the Council of  
7 March 2002 on universal service and users' rights relating to electronic  
communications networks and services (Universal Service Directive) (repealed)

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## ANNEX I

### DESCRIPTION OF FACILITIES AND SERVICES REFERRED TO IN ARTICLE 10 (CONTROL OF EXPENDITURE), ARTICLE 29 (ADDITIONAL FACILITIES) AND ARTICLE 30 (FACILITATING CHANGE OF PROVIDER)

#### Part A:

##### Facilities and services referred to in Article 10

- (a) Itemised billing
- (b) Selective barring for outgoing calls or premium SMS or MMS,...
- (c) Pre-payment systems
- (d) Phased payment of connection fees
- (e) Non-payment of bills
- (f) Tariff advice
- (g) Cost control

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Part B:

Facilities referred to in Article 29

- (a) Tone dialling or DTMF (dual-tone multi-frequency operation)
- (b) Calling-line identification

Part C:

Implementation of the number portability provisions referred to in Article 30

ANNEX II

INFORMATION TO BE PUBLISHED IN ACCORDANCE WITH ARTICLE 21

- 1. Name(s) and address(es) of undertaking(s)
- 2. Description of services offered
  - 2.1. Scope of services offered
  - 2.2. Standard tariffs indicating the services provided and the content of...
  - 2.3. Compensation/refund policy, including specific details of any compensation/refund schemes offered....
  - 2.4. Types of maintenance service offered.
  - 2.5. Standard contract conditions, including any minimum contractual period, termination of...
- 3. Dispute settlement mechanisms, including those developed by the undertaking.
- 4. Information about rights as regards universal service, including, where appropriate,...

ANNEX III

QUALITY OF SERVICE PARAMETERS

For undertakings providing access to a public communications network

For undertakings providing a publicly available telephone service

Note 1

Note 2

ANNEX IV

CALCULATING THE NET COST, IF ANY, OF UNIVERSAL SERVICE OBLIGATIONS AND ESTABLISHING ANY RECOVERY OR SHARING MECHANISM IN ACCORDANCE WITH ARTICLES 12 AND 13

Part A:

Calculation of net cost

Part B:

Recovery of any net costs of universal service obligations

ANNEX V

PROCESS FOR REVIEWING THE SCOPE OF UNIVERSAL SERVICE IN ACCORDANCE WITH ARTICLE 15

In considering whether a review of the scope of universal...  
social and market developments in terms of the services used...  
In considering whether the scope of universal service obligations be...  
are specific services available to and used by a majority...

ANNEX VI

INTEROPERABILITY OF DIGITAL CONSUMER EQUIPMENT REFERRED TO IN ARTICLE 24

- 1. Common scrambling algorithm and free-to-air reception
- 2. Interoperability for analogue and digital television sets

ANNEX VII

CONDITIONS FOR THE MINIMUM SET OF LEASED LINES REFERRED TO IN ARTICLE 18

Note:  
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- 1. Non discrimination
- 2. Cost orientation
- 3. Transparency
  - 3.1. ....
  - 3.2. ....
  - 3.3. ....

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- (1) [OJ C 365 E, 19.12.2000, p. 238](#) and [OJ C 332 E, 27.11.2001, p. 292](#).
- (2) [OJ C 139, 11.5.2001, p. 15](#).
- (3) [OJ C 144, 16.5.2001, p. 60](#).
- (4) Opinion of the European Parliament of 13 June 2001 (not yet published in the Official Journal), Council Common Position of 17 September 2001 ([OJ C 337, 30.11.2001, p. 55](#)) and Decision of the European Parliament of 12 December 2001 (not yet published in the Official Journal). Council Decision of 14 February 2002.
- (5) [OJ L 24, 30.1.1998, p. 1](#).
- (6) [OJ L 165, 19.6.1992, p. 27](#). Directive as last amended by Commission Decision No 98/80/EC ([OJ L 14, 20.1.1998, p. 27](#)).
- (7) See page 33 of this Official Journal.
- (8) [OJ L 95, 21.4.1993, p. 29](#).
- (9) [OJ L 144, 4.6.1997, p. 19](#).
- (10) See page 7 of this Official Journal.
- (11) [OJ L 115, 17.4.1998, p. 31](#).
- (12) [OJ L 184, 17.7.1999, p. 23](#).