

Cost of relevant calls

29B. The Contractor shall not enter into, renew or extend a contract or other arrangement for telephone services unless it is satisfied that, having regard to the arrangement as a whole, persons will not pay more to make relevant calls to the practice than they would to make equivalent calls to a *geographical number*.

29B.1. Where the Contractor is party to an existing contract or other arrangement for telephone services under which persons making relevant calls to the practice call a number which is not a *geographical number*, the Contractor must comply with sub-clause 29B.2.

29B.2. The Contractor shall –

29B.2.1. before 1st April 2011, review the arrangement and consider whether, having regard to the arrangement as a whole, persons pay more to make relevant calls than they would to make equivalent calls to a *geographical number*, and

29B.2.2. if the Contractor so considers, take all reasonable steps, including in particular considering the matters specified in sub-clause 29B.3, to ensure that, having regard to the arrangement as a whole, persons will not pay more to make relevant calls than they would to make equivalent calls to a *geographical number*.

29B.3. The matters referred to in clause 29B.2.2. are –

29B.3.1. varying the terms of the contract or arrangement,

29B.3.2. renegotiating the contract or arrangement, and

29B.3.3. terminating the contract or arrangement.

29B.4. If, despite taking all reasonable steps referred to in clause 29B.2.2, it has not been possible to ensure that, having regard to the arrangement as a whole, persons will not pay any more to make relevant calls to the practice than they would to make equivalent calls to a *geographical number*, the Contractor must consider introducing a system under which if a caller asks to be called back, the Contractor will do so at the Contractor's expense.

29B.5. For the purpose of clause 29B –

29B.5.1. "existing contract or other arrangement" means a contract or arrangement that was entered into prior to 1st April 2010 and which remains in force on 1st April 2010,

29B.5.2. "relevant calls" means calls –

29B.5.2.1. made by patients to the practice for any reason related to services provided under the contract, and

29B.5.2.2. made by persons, other than patients, to the practice in relation to services provided as part of the health service.