



# **Consumer Switching Industry Forum**

## **Terms of Reference**

**19<sup>th</sup> May 2016**



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## 1 Document History

Version	Date	Author	Change summary
Draft v0.1		Jim Reilly	First Draft
Draft v1	28.1.16	Jim Reilly	Para 4.9 amended – Meeting Quorate requirements
v2	19 <sup>th</sup> May'16	Jim Reilly	Para 4.9 amended to remove specific min numbers.

## 2 Purpose

- 2.1 The move to a fully harmonised GPL process for Consumer Switching across the Openreach copper network will require a high degree of on-going industry governance to ensure the following aims can be consistently achieved:
- 2.1.1 To ensure the E2E processes needed to support GPL Consumer Switching (in accordance with GC22) are:-
- i) fit for purpose
  - ii) fully specified
  - iii) fully documented/published,
- 2.1.2 To cater for the needs of all Retailers (Gaining & Losing) regardless of the various wholesaler supply chain complexities which currently exist (Industry Bullseye model refers). All gaining retailers must have the capability to fully manage all aspects of their Consumer's switching experience regardless of their supply chain set-up.
- 2.1.3 To establish a framework of metrics which enables the Group to track the on-going effectiveness of the GPL NoT Consumer Switching Process
- 2.1.4 To sponsor developments/initiatives needed to deliver process improvements whether CP-specific or 'Industry-wide'.
- 2.1.5 To manage and maintain a log of any major 'in-life process issues' which come to the attention of the Forum. Such issues will be registered 'for CSIF discussion' with the OTA Chair Person.
- 2.1.6 The CSIF will prioritise each issue for further investigation/resolution as appropriate. The CSIF will initiate actions to investigate the root causes of in-life process issues and where necessary facilitate development of plans to provide the necessary solutions.

## 3 Scope

- 3.1 The scope of this forum encompasses Consumer Switching of all Fixed voice and broadband services which are supplied over the Openreach copper network
- 3.2 The forum is focussed on the Consumer Switching Processes for both 'Singleton' & 'Bundle' switching. (e.g. Voice or BB-only, versus Voice & BB 'bundled' delivery)

3.3 The following Openreach product range & any Wholesaler-specific derivatives of these products are considered in-scope:-

- i) LLU-SMPF
- ii) GEA-FTTC
- iii) LLU-MPF
- iv) SLU-SMPF
- v) SLU-MPF
- vi) WLR-PSTN
- vii) WLR-ISDN2
- viii) WLR-ISDN30

#### **4 Governance**

- 4.1 The CSIF is essentially an Industry-owned body which will be independently chaired by a member of the OTA (Office of The Telecoms Adjudicator), and will be open to all CP stakeholders to participate.
- 4.2 Whilst Stakeholder participation will be entirely voluntary, the expectation is that, following successful completion of the recent 'NoT Harmonisation' programme (June'15), the Stakeholder community (i.e. Openreach, CP Wholesalers, CP Retailer/Resellers, Ofcom) remain very keen to ensure they have an on-going Industry-centric forum where they can register/share any concerns they may have regarding Consumer Switching & be able to influence the shape of any follow-on developments for improvement.
- 4.3 CP participants will be suitably empowered industry representatives, with the necessary breadth of subject-matter knowledge (and authority) needed to make a valid contribution towards the stated aims of the Forum.
- 4.4 Ofcom will provide appropriate representation as and when dictated by the agenda.
- 4.5 The forum will seek to discharge its responsibilities via quarterly 'F2F' meetings with separate ad-hoc 'focus' meetings arranged as the need dictates. A dial-in facility will be available to those who cannot attend.
- 4.6 All material for consideration by the members of the forum will be circulated by the Chair, a minimum of 2 working days before the meeting.

- 4.7 The Chair will be responsible for producing a formal record (i.e. meeting notes) and action log which will be distributed no later than 3 working days after each meeting.
- 4.8 Where the meeting needs to ratify decisions, or prescribe a course of action, the Group should always seek to gain consensus for any proposal. For this purpose consensus means the concurrence of more than a simple majority, but not necessarily unanimity. Consensus requires that all views and objections be considered, and that an effort be made toward their resolution.
- 4.9 The minimum requirement needed to commence each meeting would be to have representation from each of the following Stakeholder Groups:-
- i) CPs – Retailers & Wholesalers
  - ii) Openreach
  - iii) Ofcom