Best Practice Guide

Working Line Takeovers, Migrations

&

ELT Avoidance

Contents

1   Document History

Version	Date	Details
V7.1	12th August 2013	Homemovers Working Line Takeover (WLT) Best Practice Guide
V2.5	31st July 2014	Complete Re-fresh New Title – **BPG-WLTs, Mgtns & ELT Avoidance**

2   Glossary

WLT	Working Line Takeover
PoS	Point of Sale
SMPF	Shared metallic path facility
FTTC	Fibre to the cabinet
WLR	Wholesale Line Rental
MPF	Metallic path facility
CRD	Customer required date
STSYG	'Sorry to see you go' Letter
ELT	Erroneous Landline Transfer
USR	Urgent Service restoration
CLI	Calling Line Identity

GCP	Gaining CP
LCP	Losing CP
MLPA	Manage Line Plant Availability
PONR	Point of no return
ORDI	Openreach Data Integrity tool
ESDB	Emergency Services Database
e-WLT	Erroneous WLT order
e-Mgtn	Erroneous Migration Order

3   Introduction

Most ELTs arise as a result of an Erroneous **WLT** (e-WLT) order but a relatively small number can also arise as a result of an Erroneous **Migration** (e-Mgtn) order.

From previous root cause analyses undertaken, the WLT order process is rather more susceptible to causing an ELT compared to a Migration order, due to the different characteristics of the 2 consumer scenarios involved:-

i) **WLT orders used for Consumers moving home** (and possibly switching CPs at the same time)

ii) **Migration orders for Consumers Switching** between CPs (but remaining at same address)

Whether the ELT has arisen as a result of either an e-WLT or an e-MGTN order, the root causes are fundamentally the same:-

i) Wrong line/address targeted due to errors on the part of CP agent at PoS

ii) Wrong line/address targeted due to errors on the part of End User at PoS or when using CP's online facility

iii) Wrong line/address targeted due to erroneous historical address data in Openreach systems

iv) WLT Process 'safety net' mechanisms not being applied correctly by CPs (e.g. Date Control Mechanism, Cancel Other)

This guide describes a range of 'Best Practices' which, if adopted by CPs, will materially help to prevent ELTs occurring in the first place, and, if they do occur, will help to alleviate the harm inflicted on consumers.

4   Home Moves - Working Line Takeover (WLT) Process Description

Home Moves involves End Users changing address and possibly their CP at the same time.

In determining the most appropriate process to use to support a consumer who is moving house, there are 2 possible scenarios to consider:-

4.1   Proactive Home mover

As the name suggests, the WLT process is recommended if there is still a 'working' line in situ at the 'target address'. The 'existing' 'working line' at the target address may be either WLR or MPF-based.

Providing the 'inbound' consumer proactively contacts their chosen CP (i.e. Gaining CP) at least 10 working days before the planned home move date, the CP is able to raise a 'Working Line takeover' order against the target line and deliver their service on the 'moving-in' date. The service to be provided at the target premises can be either i) 'WLR-based' or ii) MPF-based.

The 'incumbent' consumer (via their current CP) is able to 'manage' the date of service takeover to avoid premature cessation of the existing service at the 'target address'.

The WLT process was initially developed to enable seamless delivery of the consumer's voice service coincident with the home move but has now been adapted to cater for the 'linked' provision of WLR and an SMPF/FTTC based broadband service.

4.1.1   Date Control mechanism

In the event that the house move is still 'on' but the date has been changed, a 'date control' mechanism exists whereby:

- the 'incumbent' occupant can advise their current CP of the revised date for the home move (the revised date can be earlier or later than the existing date)
- the current CP can then place a cease order against the existing service that aligns with the new home-move date. The date on the WLT order is automatically re-aligned to match the cease order date if the cease date is later. If earlier see below:-

Shorter lead times - Subject to a 'absolute' minimum lead time of 3 working days, where the cease date is <10WD away, the following would apply:-

- If the new line is MPF - the WLT order will be automatically re-aligned to match the cease date.
- If the new line is WLR - the WLT order will need to be manually re-aligned (by the Gaining CP) to match the cease date.

However, if the incumbent CP has not and does not place a cease then the confirmed date returned to the Gaining CP will always reflect the minimum 10 working day lead time or the CRD submitted by the Gaining CP (whichever is the greater)

4.1.2 Cancellation mechanism (the Safety Net)

In the event that the occupant at the targeted address declares:-

i) the target address is correct but the house move has fallen through
ii) they are not moving at all (i.e. wrong address / line targeted)

There is a cancellation mechanism (i.e. cancel own/other) which enables either the 'incumbent' occupant to cancel via their current CP or the 'moving in' customer to cancel via their Gaining CP.

In these circumstances, the correct course of action is for the current CP to submit a 'cancel other' order to Openreach which will cancel the original WLT order and notify all parties concerned.

The correct Cancel Other code 9190 (WLTO-Customer not moving) should be applied to the order to ensure the request is not rejected by Openreach.[i]

If the 'moving in' consumer contacts the Gaining CP then the Gaining CP should immediately submit a 'cancel own' order to cancel the order.

4.2 Reactive Home mover

In many instances, CPs are not approached by Home movers until shortly **after** they have moved into their new premises. It can also often be the case that there is still a 'working line' in the premises (i.e. previous tenant had not notified their CP that they were moving out).

In these circumstances, the Gaining CP may also use a WLT order to deliver the new services required by their 'moving-in' consumer.

However, where the previous occupant has already ceased their service, this line will be shown as 'stopped' on the Openreach MLPA Dialogue Service, enabling the Gaining CP to raise a 'Start of Stopped Line' order.

Where possible, the Gaining CP should ask the 'moving-in' customer to confirm whether the line at the property is working before placing their order. This will help determine which of the above methods the Gaining CP should utilise and could be used to identify scenarios where the incorrect address has been selected (i.e. the address shows as not having a working line but the customer has located a working line).

4.3 WLT Happy Path

All of the above represents the 'happy path' – i.e. the WLT order is successfully :-

    i)   completed (i.e. correct line at correct address); or
    ii)   modified (i.e. Date Control) and then completed; or
    iii) cancelled (i.e. Cancel Own/Other)

with no harm inflicted on either of the 2 consumers involved.

However, as with any process, the success of these 'happy paths' relies critically on all parties doing the right things at the right time in the right sequence.

CPs need to fully understand their role in the process and must implement the necessary internal procedures/training, etc to ensure their respective responsibilities within the process are consistently exercised.

5 WLT Process – Problem Areas

Following a number of consumer complaints and subsequent investigations, a range of issues (i.e. root causes) have been discovered, any one of which, can generate a ELT:-

5.1 <u>Issue no 1 – Wrong line/address targeted</u>

It is apparent that a small proportion of WLT orders are being placed at either

i)   the incorrect address or
ii)   the correct address but against the incorrect line

This constitutes a 'rogue order' which needs to be cancelled by one or both CPs as soon as they become alerted to the fact. If such orders are not cancelled another (i.e. 3rd Party) consumer (e.g. a neighbour of the intended target premise) will have their services taken over by mistake. This causes a break in their service causing unnecessary harm and inconvenience to all parties concerned. This type of incident is referred to as an ELT (erroneous landline transfer).

5.2 <u>Issue no 2 – Date control mechanism not being used by Losing CPs to manage the takeover date</u>

There are instances where although the correct line/address is being targeted by the Gaining CP, the Losing CP chooses to 'cancel other' the inbound WLT order instead of simply 'taking control' of the date on which the existing services are to be ceased. This appears to be happening because Losing CPs are unclear about what actions they need to take to support the needs of the inbound Consumer whilst also satisfying the needs of their own Consumer.

5.3   Issue no 3 – Losing CPs failing to pro-actively contact the incumbent End User

Investigation has exposed an issue whereby in some instances incumbent CPs have made no attempt to contact their customers to proactively inform them that their line has been targeted by a WLT order and confirm that they are moving out on the date advised.

5.4   Issue no 4 – Cancellation mechanism not being used by Gaining CPs

There are instances where, although the Gaining CP has been notified by their consumer that the move has fallen through, they fail to cancel the WLT order by placing a Cancel Own.

5.5   Issue no 5 – Cancellation mechanism not being used by Losing CPs

Investigation has also shown Losing CPs failing to cancel the WLT order when alerted by one of their Consumers that they have received a STSYG letter but are not moving out of the property. Despite receiving the alert from their 'incumbent' Consumer, the 'Losing CP' fails to raise a 'Cancel Other' order to protect their own consumer from having their service taken over by another CP (which often involves an unwanted change of directory number for the 'incumbent' Consumer).

Failure to cancel such 'rogue orders' in a timely fashion will lead to an 'Erroneous Landline Transfer' which creates unnecessary harm for the consumer concerned (in addition to the need for a complex 'restoration' process involving all parties concerned).

5.6   Issue no 6 - Erroneous historical address data in Openreach systems.

Three separate root cause analyses have been carried out over the period 2010-14, each of these analyses has revealed that some of the ELTs complaints studied were actually caused by erroneous historical address data in Openreach systems. This means that the Openreach Address record associated with a given Openreach line is actually wrong (i.e. Openreach believe a WLR / MPF line terminates at "10, High St" whereas it actually terminates at "12, High St").

Further investigations with Openreach confirm that these errors were typically introduced many years ago as a result of weak address data management & engineering practices within BT, which, to a great extent, pre-date Openreach.

More recently, these errors have also arisen where Openreach have not been notified of conversions e.g house converted into flats.

5.7   Issue no 7 – Inadequate use of the Urgent Service Restoration (USR) process

Although USR is a post ELT process (i.e. the ELT has happened), CPs have not been utilising the USR process which has been developed specifically to enable the 2 CPs involved in a given ELT, to restore service to the Victim consumer in shorter order. The USR process is covered in section 6 of this document.

6   Best Practice Guidance for CPs

Whilst the Openreach documentation for WLT is very comprehensive, this Guide describes a range of recommended 'best practices' which CPs are urged to adopt in order to minimise the incidence of ELTs.

For ease of understanding a high level illustration of the current WLT process & component steps is shown in the attached appendices:-

i)   Appendix A - Swim lane process description
ii)   Appendix B - WLT – Process steps

6.1   Best Practice for Issue no 1 - Wrong line/address targeted

The WLT process is critically dependent on the End User supplying the correct target address details in the first instance, whether the details are supplied to a GCP's Agent or entered directly online.

As a general principle, using whatever method is appropriate, CPs need to make consumers aware of the potential consequences of supplying/selecting the wrong address.

Assuming the supplied details are correct, the next challenge is to match the End User's version of the target address with one of the millions of address records held in Openreach's address database. Where there is only a single line in the target premises there is obviously no risk of selecting the wrong line so long as the correct address has been selected in the first place.

Openreach have produced a comprehensive '**Address Management' Best Practice Guide** for CPs to use in identifying the correct target line.

http://www.openreach.co.uk/orpg/home/helpandsupport/how-toguides/howtoguides.do

6.1.1   WLT order placed by End User online

Based on address details initially supplied by the Inbound Consumer, the CP's online facility presents a list of possible addresses for End Users to choose from.

Once selected, the CP's systems automatically create & submit the WLT order to Openreach for implementation.

The following practises are recommended:-

The CP's online journey should incorporate effective warning messages (for the End User) at the point at which the End User is required to 'select' the target address. (e.g. 'to help avoid taking over somebody else's working line by accident, can you please double check you have selected the correct target address, before continuing the online journey. Tell us if your target address is not shown or shown more than once and we'll contact you shortly to get some more details from you.')

If the target address has multiple lines, the online request may progress providing, at some point, the transaction drops out to CP's back office for further offline investigation & follow-up call with the End User, as necessary.

If the result of this investigation remains inconclusive, the Order should not proceed as a WLT but instead, a 'new line provide' order should be raised.

For new line provide orders, CPs may refer to the **Best Practice Guide – WLR & LLU Provision** which can be accessed via the OTA Web-site

http://www.offta.org.uk/best.htm

If the End User is presented with a list of addresses which do not exactly match the End User's target address, they may be tempted to select an address which 'comes close' to their address. To counter this temptation, CPs should provide a facility which enables the End User to enter their exact "Address details" separately online. The transaction should then drop out to CP's Back Office for further offline investigation & follow-up call with the End User, as necessary.

6.1.2   WLT order placed by CP Agent

If the End User places their order via the CP Agent, they will convey their target address details to the agent who will use all the training, knowledge & tools at their disposal to correctly match (or not) the End User's target address details with Openreach's address records.

If the End User seems unsure, the CP Agent should stress the importance of supplying the correct address in order to avoid taking over somebody else's telephone line by accident.

Once this has been successfully completed, & assuming there is only 1 working line shown at the target address, the relevant line & address keys are entered on the WLT order and submitted to Openreach for implementation.

Where there are 2 or more lines at the target address, the GCP agent should follow the guidance provided in the Openreach **Best Practice Guide – Address Management**

http://www.openreach.co.uk/orpg/home/helpandsupport/how-toguides/howtoguides.do

6.1.2.1   Sites with Single MPF Line

If the target line is an MPF line, the Openreach Dialogue Services tools available to the GCP agent will not recognise the associated telephone number & cannot therefore be used to positively identify the correct line/address to be taken over.

If there is only one line shown at the target address, and the agent is confident they have identified the correct target address then the WLT order may be submitted with low risk of an ELT occurring.

6.1.2.2   Sites with Multiple Lines (WLR & MPF)

Clearly the challenge where multiple lines exist at the target premises is to select the correct line for takeover.

Expert guidance can be obtained by reference to the **Openreach Best Practice Guide – Address Management**

http://www.openreach.co.uk/orpg/home/helpandsupport/how-toguides/howtoguides.do

6.1.2.3 Sites with Multiple MPF lines

If the target address (on dialogue services) is showing multiple MPF lines, the GCP agent cannot positively identify which MPF line to take over, as Openreach Dialogue Services do not display the CLI associated with an MPF line.

In the scenario where the target line is MPF AND the CLI can be obtained from the inbound home mover the agent can use the 'MPF Access Line ID Helpline' to positively identify the correct MPF line for takeover.

For reactive Home movers, it may be easier for the end-user to ascertain the CLI (as they are 'on-site' and have access to the working line. Once the CP has confirmation of the CLI, they can utilise the MPF Access Line ID Helpline.

The MPF ALID Help-line process description is located on the OTA web-site:

http://www.offta.org.uk/best.htm

6.2 Bottom Line! …………. If in doubt......

Whether the End User places their order directly online or via the GCP Agent under no circumstances should the WLT order be submitted if there remains any doubt that the correct line at the correct address has been selected.

6.3 Best Practice for Issue no 2 - Date control mechanism not being used by Losing CPs to manage the takeover date

Losing CPs should ensure they adopt the following best practice:-

The losing CP should raise their own cease request against the service with the required CRD aligning with the moving-out date of their 'incumbent' Customer.

Under no circumstances should the losing CP raise a cancel other against the WLT order as this will generate a very poor experience for the inbound consumer.

6.4 Best Practice for Issues no 3, 4, & 5

i) Losing CPs failing to pro-actively contact the incumbent End User [ii]
ii) Cancellation mechanism not being used by Gaining CPs
iii) Cancellation mechanism not being used by Losing CPs

The following steps should be taken:-

6.4.1   Gaining CP's responsibilities

6.4.1.1   On receipt of KCI-2 (i.e. WLT order committed)

i)   GCP to confirm WLT order with EU-2 (inbound EU) via paper or another Durable Medium
     (e.g email)
ii) GCP to also generate and dispatch 'WLT notification' letter to 'occupant of target address'
     alerting them to the planned takeover of their services. (Annex C refers)
iii) GCP to maintain a record of subsequent response from 'occupant of target address' if
     received.
iv) If the incumbent customer contacts the gaining CP to request cancellation of the order:
v)   GCP contacts their own customer to check the address - if the address is wrong or the CP
     is unable to contact the customer in a reasonable timeframe the WLT order should be
     cancelled.
vi) GCP to refer incumbent customer to their own CP (who can take control of the stop and
     amend or place a Cancel Other).

6.4.1.2   On receipt of 'cancellation' request from EU2 (inbound EU)

i)   GCP to immediately submit a Cancel Own' order to Openreach
ii) GCP must place Cancel Own order before the Point of no Return (PONR)
iii) On receipt of KCIs confirming WLT order has been cancelled, the GCP should notify EU2
     that the WLT order has been cancelled.
iv) If GCP is made aware after PONR that EU2 wishes to cancel the order, then the GCP may
     contact their Openreach SMC to enlist their support in cancelling the WLT recognising it
     may be too late. The GCP may only call the SMC 'after' they have sent an email, as this is
     needed for audit purposes.

6.4.1.3   On receipt of 'cancel other' notification initiated by LCP

Before raising a new WLT, the GCP should query the target address details with EU2
(inbound EU) as there is a risk that the wrong address may have been supplied. Similarly,
assuming the address supplied by End User is correct, the GCP should also verify that
the correct address was selected/targeted by their own agent/system.

6.4.2   Losing CP's responsibilities

6.4.2.1   On receipt of KCI-2 notifying LCP of 'Managed Cease' Date and reason for cease (i.e. Working line takeover)

i)   LCP to notify EU-1 via durable medium (i.e. Letter) . Additional notification via
     Phone/SMS/email may be possible depending on End User's pre-arranged
     preferences..

ii) Whether immediate contact is successful or not, the LCP should promptly generate and dispatch 'confirmation' letter to EU-1 (e.g. 'please contact us to confirm you are moving and when')

iii) LCP to maintain record of subsequent response from EU-1 if received.

6.4.2.2 On receipt of 'cancellation' request from EU1 (i.e. incumbent EU)

6.4.2.2.1 Cancel Other raised immediately

i) LCP to immediately submit a Cancel Other order to Openreach/EMP specifying reason code

ii) LCP must place 'Cancel Other order before the Point of no Return (PONR)

iii) Cancel Other Reason code 9190 to be used.

iv) If LCP is made aware after PONR that EU1 wishes to cancel the order, then the LCP should contact their Openreach SMC to enlist their support in cancelling the WLT recognising it may be too late. Where possible, the SMC will attempt to action the cancel other. The LCP may only call the SMC 'after' they have sent an email, as this is needed for audit purposes.

6.4.2.2.2 Red Flag alert – LCP to investigate possible Address error

i) If the EU1 has called the LCP to say they have received a STSYG letter but that 'they are not moving house & wish to retain their existing services', this would be a strong indication to the LCP, that the WLT order has been targeted at the wrong line/address. This should prompt the LCP to urgently investigate further and to validate their own internal record of their EU's address with OR's corresponding record.

ii) If there is an address discrepancy, the LCP should refer to the Openreach Best Practice Guide – Address Management for expert guidance.

http://www.openreach.co.uk/orpg/home/helpandsupport/how-toguides/howtoguides.do

6.5 Best Practice for Issue no 6 - Erroneous historical address data in Openreach systems.

6.5.1 Background

Problem statement - The Order address details submitted by the consumer are correct but the target line identified actually terminates at a different address due to historical address data issue in Openreach's database.

The extent of erroneous addresses held in Openreach systems is currently unknown but we do know from previous Root Cause Analyses that a small percentage of ELTs are attributable to this issue alone. Openreach (working in conjunction with OTA & CPs) have an

ongoing programme of improvements underway which is continuously improving Address Data Integrity & the associated Address Management practices.

Openreach have recently published a new 'Best Practice Guide – Address Management' which provides comprehensive guidance for CPs to apply in their daily handling of all types of service provision orders (inc. WLT orders)

http://www.openreach.co.uk/orpg/home/helpandsupport/how-toguides/howtoguides.do

6.6 Best Practice for Issue no7 - Inadequate use of the Urgent Service restoration following Erroneous WLT

When a home move doesn't complete correctly and an ELT is caused, the original losing CP can restore the line type at the end user's premises to the pre-WLT state via the Urgent service restoration process. The USR request needs to be made within one month of completion of the WLT order that caused the ELT.

The USR process is detailed in the Openreach WLT process documentation

OTA have been working with CPs & Openreach to develop a number of process improvements which will be added to this Best Practice Guide in the next few months.

USR is currently only applicable to an ELT caused by an e-WLT, it cannot, at present, be used for an e-Mgtn.

7 Migration Orders – ELT Avoidance

7.1 Background

If a 'Migration' order is submitted with incorrect details (i.e. Wrong Target Address/Line/CLI)and the mistake is not spotted & rectified in time, the Migration order will complete and, in doing so, will switch the wrong consumer's line in error, thereby necessitating significant restoration effort by all parties involved. The impact on the consumer is very damaging as they will lose their voice & broadband services for many days until service is fully restored.

In addition, the current USR process, designed to restore a customer's service back to its original state following a ELT, can only be utilised where the ELT was caused as a result of a WLT, not a migration.

7.2 Typical Root causes & Recommended Best Practices

Analysis of a number of 'erroneous' migration orders has revealed the following typical root causes:-

7.3 Where target line is a WLR line.

i) <u>Root Cause</u> - CLI transposition errors at Point of Sale, between EU and Agent (or EU & CP portal if order placed online).

ii) <u>Recommended Practice</u> - CPs should improve the quality of CLI validation checks between EU & Agent at Point of Sale.

iii) <u>Recommended Practice</u> - CPs should improve the CLI validation checks carried out by their online facility where EU places order online.

7.4 Where target line is a MPF line

i) <u>Root Cause</u> - Incorrect address selection by EU/Agent at Point of Sale

<u>Recommended Practice</u> - In order to confirm the presence of a working MPF line at the End User's address, then the following steps should be taken by the GCP:-

The customer's address should be entered into the "Address Matching" dialogue service to "match" the customer's address details with corresponding address records held in Openreach systems (i.e. return a Gold Address Key).

Openreach have recently published a new '<u>Best Practice Guide – Address Management</u>' which provides expert advice for CPs to follow in order to select the correct target address.

http://www.openreach.co.uk/orpg/home/helpandsupport/how-toguides/howtoguides.do

Using the Gold Address Key, the MLPA" dialogue service can be used to identify the Access Line ID (ALID) of the MPF line present at that address. The agent may then submit the migration order to Openreach incorporating the ALID as this will positively identify the correct line to be migrated.
This process works fine where there is only 1 line at the target address.

7.5 Where Multiple lines (WLR & MPF) exist at target address

i) <u>Root Cause</u> - Agent selects the wrong line (or CP portal allows EU to do so if online access).

ii) <u>Recommended Practice</u> – If there are multiple lines at the target address CPs should refer to the <u>Openreach Best Practice Guide – Address Management</u> for expert guidance.

http://www.openreach.co.uk/orpg/home/helpandsupport/how-toguides/howtoguides.do

iii) If there are 'multiple MPF' lines at the target address, the CP agent must be very careful to choose the correct MPF line to be migrated, to avoid disrupting somebody else's service.

iv) Under no circumstances should the GCP agent submit the Migration order if there is any doubt regarding which line to choose, as this could lead to the erroneous takeover of

somebody else's line with loss of service and protracted restoration efforts involving multiple CPs, being the inevitable consequence.

v) In this instance, the agent should obtain the CLI (associated with the target MPF line) from the End User, and, by using the 'MPF Access Line ID Help line' facility they can positively identify the correct MPF line for takeover.

vi) The MPF ALID Help-line process description is located on the OTA2 web-site:

http://www.offta.org.uk/best.htm

7.6   Bottom Line! …………. If in doubt......

Whether the End User places their order directly online or via the GCP Agent under no circumstances should the WLT order be submitted if there remains any doubt that the correct line at the correct address has been selected.

7.7   Erroneous historical address data in OR systems

i) Root Cause - The Order address/CLI details are correct but the target line specified actually terminates at a different address due to historical address data issue in Openreach's database.

ii) Recommended Practice - Openreach have recently published a new 'Best Practice Guide – Address Management' which provides expert guidance for CPs to apply in their daily handling of all types of service provision orders (inc. Migration orders)

http://www.openreach.co.uk/orpg/home/helpandsupport/how-toguides/howtoguides.do

8   Appendices

8.1   Appendix A – WLT Swim Lane Process Description

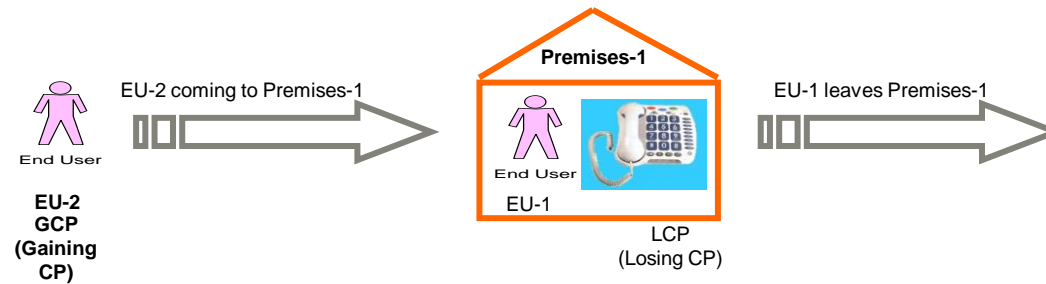## 8.2   Appendix B – WLT Process Steps

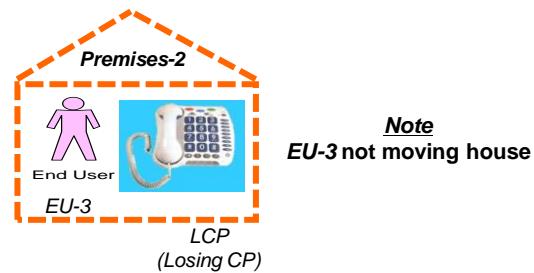## 8.3   Appendix C – Letter to Occupant – standard template

9   Appendix A - Swim Lane Process Description

Best Practice Guide – Working Line Takeover – Appendix A
WLTO – Provide Process – Happy Path Scenario

Correct Address

Erroneous Address

Note
EU-3 not moving house

Appendix A
WLTO – High-level process (i.e. What should

End User-1 (moving out) Note 1

- •Receive STSYG letter sfrom LCP/GCP
- •Receive 'heads-up' call from LCP

Objection raised

•Receive WLTO Cancel notice

End User-2 (moving in)

Initial Dialogue

Place WLTO Order with correct target address

EU-2 receives confirmation letter

EU-2 cancels WLTO order

•Receive WLTO Cancel notice

Gaining CP

Initial Dialogue

Receive + submit WLTO order with correct target address

•Receive– KCI-1
•Order Details
•Order Acknowledged

•Receive KCI-2
•Order Details
•Installation Details
•CCD of the order
•Order Committed message
•Charge details
•Appointment details

GCP submits WLTO cancel own

GCP submits WLTO cancel own

•Receive KCI
•Order Cancelled
•Notify EU
•Reason code 9x90
•EU not moving

Receive KCI3 **WLT completed**

Losing CP

•Receive KCI-1
•Order Details
•Order Acknowledged
•Reason for cease=WLT
•(R1000+)
•Notify End User

•Receive KCI-2
•Installation Details
•CCD of the order
•Reason for cease= WLT (R1000+)

•Submit Cancel Other Order
•Reason code 9x90

•Receive KCI
•Order Cancel confirmed
•Notify EU

Receive KCI-3 **Managed Cease completed**

EMP

Receive & Validate WLTO order

•Order accepted
•Notify GCP & LCP

•Order committed
•Notify GCP & LCP

•Cancel Order
•Notify GCP & LCP

WLTO Order completed

Note 1 – EU-1 may not be correct EU if incorrect address placed on WLTO order – (enter *EU3 & their CP*)

10   Appendix B - WLT – Process Steps

WLTO - High-level process		Notes
Process step	**Description**	
0	Initial dialogue - EU2 vs GCP	
1	EU2 places correct WLTO order	
2	GCP submits WLTO order with correct target address	
3	OR validate/accept order & notify GCP/LCP (KCI-1)	
4	OR commit to deliver & notify GCP/LCP (KCI-2)	
5	OR progress WLTO order to completion	
6	GCP receives KCI-1 - Order accepted	
7	LCP receives unsolicited KCI-1 - Notifies Line to be ceased and Reason (i.e. EU1 moving out)	
8	GCP receives KCI-2 - Order committed - CDD set	
9	GCP sends confirmation letter to EU2	
9+	GCP sends confirmation letter to 'occupant of target premises'	**New**
10	EU2 reads letter & decides to cancel order	
11	EU2 advises GCP to cancel WLTO order	
12	GCP submits WLTO cancel 'own' order	
13	LCP receives KCI-2 - Order committed - CDD set	LCPs need to consume R1000+ in order to distinguish between migration vs homemover & notify EU1 accordingly
14	LCP sends STSYG letter to EU1	
14+	LCP notifies EU1 - proactive 'sameday' contact via most effective method e.g. SMS, Phone call, email	**New**-In addition to dispatch of STSYG letter, LCP attempts direct contact with EU1 to confirm they are moving, correct line, correct address.
15	EU1 reads STSYG letter & decides to cancel	
16	EU1 raises objection with LCP- e.g. I am not moving out & wish to retain my existing services	
16+	EU1 raises objection with GCP- e.g. I am not moving out & do not want my existing services taken over	**New**
17	LCP submits 'cancel other' order with reason codes 9x90 (EU1 not moving out)	
18	GCP submits WLTO 'cancel own' order	
19	GCP receives KCI-'cancel other' including 9x90 reason code (EU1 not moving out)	
20	GCP notifies EU2 that WLTO order has been cancelled and why	
21	LCP receives KCI-'WLTO order cancellation confirmed' including 9x90 reason code (EU1 not moving out)	

WLTO - High-level process		Notes
Process step	**Description**	
22	LCP notifies EU1 that WLTO order has been cancelled and all services are retained	
23 24	GCP receives KCI-3 - WLTO order completed LCP receives KCI-3 - WLTO & Associated Managed Cease orders are completed	

Legend	
	Provide process (i.e. The happy path)
	Cancellation process (i.e. The safety net)
	New steps

11   Appendix C – Standard Template – Letter to Occupant of target address

Our reference is: [Letter Ref]

Dear Sir/Madam,

One of our customers has told us they're moving to your address and want to take over the phone service on [CAD].

We want to make sure we've got the details right, so that we don't cause you any problems with your phone service. If you're not moving or we've got the wrong date, please let us know as soon as you can by calling us on [CONTACT NUMBER] (any time between [DAYS/TIMES] and we'll cancel our customer's order.

Please have this letter handy so you can quote the reference.

You'll also need to contact your phone company to get them to cancel the order on their side.

Best wishes,

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[i] BT currently use 9090 (WLTO-customer not moving) as the Cancel Other reason code but this will be changed to 9190 as part of the Ofcom-sponsored Harmonisation Consumer Switching Programme & will be effective from 20th June 2015. All other CPs currently use 9190 & this will remain the case.

[ii] This Practice becomes a Obligation following introduction of the new GC22 in Sept 2014.