**Office of the
Telecommunications
Adjudicator**

Industry Guide to Cancel Other

Avoiding erroneous cancellations of orders

1. Introduction

This document provides guidance to Communications Providers (CPs) and resellers on the appropriate use of the 'Cancel Other' facility in order to help minimise the risk of erroneous cancellation of valid customer[1] switching orders.

The 'Cancel Other' facility enables incumbent providers to cancel orders placed by other CPs and/or resellers but must only be used in limited circumstances and must not be used to frustrate the customer switching process.

General Condition 22[2] (Service Migrations and Home-moves) clearly defines these circumstances, as summarised below. General Condition 22.15 also regulates Reactive Saves, requiring that notification data received by the CPs to inform them of the pending transfer to another CP, should only be used for the purposes it was intended i.e. to inform the customer of the pending transfer and potential charges, not to automatically cancel an order without contact with the customer or make save offers or provide marketing offers/information to the customer. **NB** GC22 states that from the Harmonisation date, CPs shall comply with paragraphs 22.3 to 22.15, as applicable, in relation to migration of Broadband Services. The harmonisation date was 20th June 2015.

GC1.2 also applies as Ofcom has previously found CPs in breach of GC1.2 where an end customer arranges to transfer their services to another CP and the 'losing' provider acquires information (such as the CLI of the transferring end customer) from the 'gaining' provider in connection with this transfer process which the 'losing' provider then used for a purpose other than that for which that information was supplied (facilitating the transfer), namely preventing the customer transfer through the unauthorised use of the Cancel Other process (i.e. without the customer's express consent).

This guide has been produced as there is evidence that some providers may not be fully aware of how and when 'Cancel Other' should be used. **NB** It does not replace GC22, and where there is confusion around interpretation, a CP should refer to GC22 and the associated Guidelines.

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[1] 'Customer' in the context of this document refers to the contracted end-user of the provided service.

[2] Ofcom Website http://stakeholders.ofcom.org.uk/binaries/telecoms/ga/General_Condition_22_Service_migrations_and_Home-moves.pdf **NB** CPs to publish or link to a copy of the condition on this website and to provide a copy free of charge upon reasonable request.

2. *Impacts from misuse of 'Cancel Other'*

- Customer frustration - poor customer experience, loss of preferable deals and risk of complaints into Ofcom.

- Loss of revenue - loss of customer acquisition.

- Ofcom action –against breaches of GC22, including fines up to 10% of a company's turnover.

- Damage to the telecoms industry reputation.

3. *Use of Cancel Other*

Cancel Other MUST ONLY be used where:-

- There is reasonable evidence that Slamming has occurred and the customer;

  o States they never contacted, or have never been contacted by, the Gaining Provider;

  o States they contacted, or have been contacted by, the Gaining Provider, but have not given the Gaining Provider authorisation to transfer some or all of their Communications Services;

  o States they agreed to purchase a product or service from the Gaining Provider and the Gaining Provider has submitted an order for a different product or service which the Customer allege they have not agreed to purchase; or

  o States they agreed to transfer some or all of their Communications Services to the Gaining Provider having understood as a result of a deliberate attempt by the Gaining Provider to mislead, that they are making an agreement with a different Communications Provider;

  o Requested cancellation, as the Gaining Provider has failed to cancel the Transfer Order after being directed by the Customer to do so

  o Where the telephone line is or will be, ceased during the Transfer Period

Cancel Other MUST NOT be used:

- For change of mind, misinformation on prices, products etc. The customer should be referred back to GP to cancel.

- To enforce notice periods and/or contract terms, including termination charges.

- If unable to contact the customer (via NoT letter or verification call) to confirm the details of the migration

- Because there is a debt issue with the customer.

- To deliberately frustrate a valid customer switch to another provider.

GC22 requires all incumbent providers to notify the customer when any order has been cancelled other.

Cancel Other Reason Codes

Every attempt should be made to select the appropriate cancellation code when using Cancel Other. It should be based on the information the customer provides during the discussion about the cancellation.

The cancellation code is sent through to the gaining provider, to give an indication as to why the order was cancelled. Incorrect codes can cause confusion i.e. indicating the customer has not authorised the transfer when in fact the order was being cancelled for failure to cancel.

Cancel Other reason codes are now standardised across industry for all products. The valid codes are as follows:

Code	Description	Reasons for use
9100	Migrations to Cable only (i.e. Number port requests)	**This code is not to be used for any intra- BT Copper/Fibre Migrations**
9111	Current CP Inflight Order	This code should be used to deal with the rare scenario where a wholesaler, say BTW, is processing a switch transaction where both the GCP and the LCP are within the wholesaler's footprint, but coincidentally another GCP, outside the wholesaler's footprint, raises another switch request against the same line/service in the same timeframe. The proposal is that the rule 'first come first served' will apply, and the wholesaler would send a cancel other order using the new reason code.
9120	No authorisation given to transfer service by the customer	This code should be used when the customer advises they have been in contact/discussions with another provider, but they gave no authorisation to transfer. This code would be used if the customer thinks they are agreeing to receive information or take part in a survey/trial and it wasn't made clear to them an order was being placed.

Code	Description	Reasons for use
9150	Customer never been contacted by SP	This code should be used when the customer indicates they have not spoken to any other CP regarding the transfer of any services.
9160	Deliberate attempt to mislead	This code should be used when the customer indicates they were misled into believing they were making an agreement with another supplier. It is not to be used where the customer has been given misleading information about a product/service.
9170	Purchased different product/service	This code should be used when the customer indicates they have agreed to transfer a service but an order has been placed for a different product/service e.g. the customer agreed to transfer broadband but an order is placed to transfer calls/lines.
9180	Failure to cancel	This code should be used if the customer states they have asked the gaining provider to cancel the order, and the order is still live 2 working days before the transfer completion date.
9190	End user not moving	This code can only be used for working line takeover orders, not transfer orders. It is used to indicate the customer is not moving from the premises where the order has been placed.

Cancel Other Expedite Process

If the LP repeatedly cancels a customer's order to transfer to another provider, against the customer wishes, the GP should follow the process detailed in the Cancel Other Expedite Process to enable the customer to transfer to the provider of their choice.

The expedite process for Openreach managed migrations can be found, together with this document at http://www.offta.org.uk/best.htm. This expedites process only supports those parties supplied by Openreach and all Resellers should engage via their wholesale provider when seeking to utilise the process. Where both LCP and GCP are resellers of a single wholesaler, this process would not apply. Furthermore it is anticipated that wholesalers will implement their own process to support such situations.

Obtaining the Identification (RID) of cancelling CP

The Openreach process presents back the losing RID in the Cancel Other to the "cancelled" GCP on every order.

To receive this, the GCP (whose migration order has been 'cancelled other') must be on a suitable version of the Openreach schema (V26 or above for LLU, V27 or above for GEA-FTTC and WLR) to receive the 'cancelling party' RID automatically via the B2B feed from Openreach.

Where a CP isn't on a suitable version of the schema, the information should still be available via the Portal (for GEA-FTTC and LLU where the CP can look at the appropriate order updates) or the Order Tracker (all products) as these operate at the latest version and should therefore contain the RID used by the LCP when a migration order is cancelled other.