

Notice of Transfer

**Expedite of Migration Order Process
and
Urgent Service Restoration Process**

April 2017



DATA
SERVICES



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Migration Expedite Process (*Broadband CP Migration orders*)

Repeated Cancel Other by LCP

Transfer orders should only be cancelled by the Losing Communications Provider (LCP) when the End User (EU) has indicated slamming has occurred or the Gaining CP (GCP) has failed to cancel at the EU's request. If the customer indicates to the GCP that they had not agreed to their transfer order being cancelled, then the GCP should follow this process in order to resolve the situation.

The majority of issues should be resolved between the providers, but for the very few that can't be, the GCP should follow this process to ensure the EU is transferred to the CP of their choice. **The Expedite element of this process cannot take place unless the GCP order has been cancelled at least 3 times and the GCP has gathered the required evidence.**

Step	Description	Action	Evidence required
1	Order cancelled with mis-selling cancellation code. EU confirms no agreement given to cancel	<ul style="list-style-type: none"> GCP to confirm the LCP responsible for cancellation GCP to confirm whether order cancelled without EU's authority GCP to confirm whether EU wants the orders issued GCP to ask EU to register complaint with OFCOM GCP to contact LCP to understand reason for cancellation 	<ul style="list-style-type: none"> Written EU confirmation that no one in the business had agreed to the cancellation Contact with LCP <ul style="list-style-type: none"> ∞ Email with delivery and read receipt notifications ∞ Letter by registered post ∞ Phone call should be followed up by email
2	LCP fails to respond to contact <i>NB LCP would be expected to respond within 5 working days of contact by the GCP</i>	<p>If no response from email (and read receipt not received)</p> <ul style="list-style-type: none"> GCP to follow up by email and a letter <p>If response still not received and orders continue to be cancelled,</p> <ul style="list-style-type: none"> GCP to send further email/letter pointing out specific breaches of GC 22 GCP to send out copy of Industry Guide to Cancel Other 	<ul style="list-style-type: none"> EU confirmation that no one in the business had agreed to the cancellation Email/letter trail to show contact with LCP
3	LCP responds with invalid reason for cancellations e.g. notice periods, ETCs, debt	<p>If LCP indicates the order was cancelled for a reason not allowed under GC22 rules, GCP should:</p> <ul style="list-style-type: none"> Advise LCP that EU still wishes to Migrate and clearly point out the rules and breaches Send out copy of Industry Guide to Cancel Other 	<ul style="list-style-type: none"> Customer confirmation that no one in the business had agreed to the cancellation Email/letter trail of correspondence with LCP
4	LCP responds with valid reason for cancellation	<ul style="list-style-type: none"> GCP informs EU of response If EU disputes this position, GCP to raise with LCP again 	<ul style="list-style-type: none"> Emails/call recordings of contact with customer Email/letter trail of correspondence with LCP



5	Final warning to LCP	<ul style="list-style-type: none"> □ GCP to obtain email/letter from EU with <ol style="list-style-type: none"> 1. Consent to share details with LCP, BTW, Openreach & OFCOM 2. Confirming wish to transfer and lines involved 3. Confirmation that orders cancelled without authority 4. Confirmation they understand LCP ETCs may still apply 5. Copy of bill from current CP (within the last 3 months) 6. OFCOM complaint reference (from Step 1) □ GCP to contact LCP to reiterate breach of GC22 and GC1.2 and advise if order cancelled again, Expedite process will be invoked 	<ul style="list-style-type: none"> • Emails/letter contact with customer • Email/letter trail of correspondence
6	Expedite request to BT Wholesale Escalations Team	<p>GCP should:</p> <ul style="list-style-type: none"> • Complete the pro-forma (see Annex) within an email to BT Wholesale (<i>See Contacts</i>) requesting an expedite of the order. • Ensure that email has a Subject header “OFCOM CP Migration Order Expedite” and the pro forma must contain the following <ul style="list-style-type: none"> ○ EU emails) ○ Correspondence with LCP ○ GCP system data (eg screenshots) showing dates and cancellation codes of all relevant cancelled orders (NB minimum of the three orders) ○ Siebel Reference number of order(s) to be expedited and the associated product • Copy email to OFCOM (<i>See Contacts</i>) 	<ul style="list-style-type: none"> • EU email confirming the requirements • Email/letter trail of CP correspondence • GCP system data (eg screenshots) of cancelled orders <p>NB Evidence to be retained for 6 months after completion of Expedite.</p>
7	BT Wholesale process	<p>BTW escalation team to:</p> <ul style="list-style-type: none"> • Validate request • If Order is Intra BTW then proceed with expedite, (<i>See below</i>). • Confirm Expedite order completion to GCP • GCP to inform Migration has completed • If LLU involved, BTW will forward request with all details to Openreach for resolution. <p>NB BTW will aim to return an email to the GCP within 8 hours (<i>best endeavours</i>).</p>	<ul style="list-style-type: none"> • Email trail between BTW and GCP • Email trail between BTW and Openreach <p>□</p> <p>NB If required evidence not provided, BTW will reject request</p>
8	BTW reporting to OFCOM	<p>□ BTW to provide OFCOM with details of expedites (showing cumulative volumes/details)</p>	<p>Monthly Report to include:</p> <ul style="list-style-type: none"> • Date of requests • Date completed • If Sent to OR • GCP and LCP
9	OFCOM Action	<p>□ OFCOM to review information and decide whether any formal action required</p>	<ul style="list-style-type: none"> • BTW/Openreach report • GCP and LCP evidence



Urgent Service Restoration Process (*Post Broadband CP migration*)

The new broadband switching process has two safeguards built in to prevent erroneous takeovers:

- DN/postcode matching.
- The overall NoT process informing the Losing CP of a pending migration via the NoT KCI process (including the ability for the losing CP to 'Cancel Other' if they feel that the migration has been raised in error).

However, there are potential scenarios where an End User may have their line migrated in error:

- NoT communications not received (either at all or due to the customer being on holiday etc)
- Rejected Cancel Other request due to a technical or process error
- DN/PC data issues that allow an order to be placed

Providing a Broadband Urgent Service Restoration (USR) process would provide symmetry with the existing Working Line Takeover-USR process and allow CPs to address these scenarios.

In order for the process to work, the following are essential:

- Agreement between all parties (GCP, LCP and EU) that an erroneous transfer has occurred.
- The LCP would need to be able to place a Migration order with a USR request.
- The GCP would need to cease/close down the erroneous account, refund any monies taken, cancel future billing and ETCs and confirm the actions in writing to the EU.
- The LCP would need a process to reinstate the EU on their previous offering (including any special terms) without any financial or contract extension penalties

Step	Description	Action	Evidence required
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1	Migration order has completed in error	<p>LCP must:</p> <ul style="list-style-type: none"> • Obtain written agreement from GCP and EU that the line was Migrated in Error • Identify why an Urgent restoration is needed, (rather than a 10 day BAU process), Hardship etc. • Complete pro-forma (see Annex) within an email to BT Wholesale (<i>See Contacts</i>) requesting an Urgent Service Restoration /expedite of the order. • Ensure that the email has a Subject header “OFCOM Urgent Service Restoration” and the pro forma must contain the following: <ul style="list-style-type: none"> ○ EU evidence that the migration in error and why this request is urgent. ○ Evidence that the GCP agrees this was an error. ○ Siebel Reference number of order(s) to be expedited and the associated product • Place a Cease Order against the asset migrated in error. 	<ul style="list-style-type: none"> • Written confirmation from the GCP that they agree that the line Migrated in error. • Written request from the EU that this was an error and a description as to why an Urgent Restoration is now needed.
2	Review of documentation	<p>BTW Escalation team should now:</p> <ul style="list-style-type: none"> • Review all documentation • Satisfy themselves that all parties agree that the migration was an error 	<ul style="list-style-type: none"> • Written confirmation that all parties agree that the line was migrated in error. • Written evidence covering why this request is urgent.
3	Validation of request	<ul style="list-style-type: none"> • Satisfy themselves that the reason why the restoration is an urgent case is valid • If the order is intra BT wholesale, they should instruct the LCP to place a migration order and forward the Order details, and proceed with expedite. • If the order involves LLU, then the details should be passed to Openreach for resolution. 	

Annex:

BT Wholesale High Level Escalation Pro-forma.

This must be used in all cases.

All details and evidence must be provided for both the Migration Expedite process and the Urgent Service Restoration.





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