

Openreach Cancel Other Expedite Process (*PSTN & Broadband transfer orders*)

This process only applies to Notice of Transfer (NoT) orders that have been processed by Openreach. Where NoT orders are wholly contained within another wholesaler's footprint (e.g. BTW), such wholesalers should implement their own Cancel Other Expedite process to support such situations.

Transfer orders should only be cancelled by the Losing Provider (LP) when the customer has indicated slamming has occurred or the Gaining Provider (GP) has failed to cancel at the customer's request. If the customer indicates to the GP that they had not agreed to their transfer order being cancelled, then the GP 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 GP should follow this process to ensure the customer is transferred to the provider of their choice. The Expedite element of this process cannot take place unless the GP order has been cancelled at least 3 times and the GP has gathered the required evidence.

N.B. In the table below, use of the term 'Customer' refers to the end customer / bill payer / authorised decision maker.

Step	Description	Action GP to take	Evidence required
1	Order cancelled with miss-selling cancellation code. Customer confirms no agreement given to cancel	<ul style="list-style-type: none"> Confirm with Customer, LP responsible for cancellation If Customer unaware of LP, use RID code on cancellation order to identify LP (Note: RID codes can be cross matched against an Ofcom lookup table on their website). Confirm whether order cancelled without customer's authority Confirm whether customer wants the orders issued Ask customer to register complaint with Ofcom Contact LP to understand reason for cancellation 	<ul style="list-style-type: none"> Customer confirmation that no one has agreed to the cancellation Contact with LP – any of the following:- <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
2-4	LP fails to respond to contact <i>NB LP would be expected to respond within 5 working days of contact by the GP</i>	<p>If no response from email (and read receipt not received)</p> <ul style="list-style-type: none"> follow up by another email or a letter <p>If response still not received and orders continue to be cancelled,</p> <ul style="list-style-type: none"> send further email or letter pointing out specific breaches of GC22 Send out copy of Industry Guide to Cancel Other 	<ul style="list-style-type: none"> Customer confirmation that no one has agreed to the cancellation Email or letter trail to show contact with LP
5-7	LP responds with invalid reason for cancellations eg notice	<p>If LP indicates the order was cancelled for a reason not allowed under GC22 rules, GP should</p> <ul style="list-style-type: none"> Advise LP that customer still wishes to transfer and clearly point out the rules and breaches 	<ul style="list-style-type: none"> Customer confirmation that no one has agreed to the cancellation Email or letter trail of

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	periods, ETCs, debt	<ul style="list-style-type: none"> Send out copy of Industry Guide to Cancel Other 	correspondence with LP
8-9	LP responds with valid reason for cancellation	<ul style="list-style-type: none"> GP informs customer of response If customer disputes this position, GP to raise with LP again (step 5/6) 	<ul style="list-style-type: none"> Emails or call recordings of contact with customer Email or letter trail of correspondence with LP

Step	Description	Action GP to take	Evidence required
10-11	Final warning to LP	<ul style="list-style-type: none"> GP to obtain email or letter from customer with <ol style="list-style-type: none"> Consent to share details with LP, Openreach & Ofcom Confirming wish to transfer and lines involved Confirmation that orders cancelled without authority Confirmation that they understand that the LP may try to apply ETC's Copy of bill from current CP (within the last 3 months) Ofcom complaint reference (from Step 1) GP to contact LP 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 or letter contacts with customer Email or letter trail of CP correspondence
12	Expedite request to Openreach	<ul style="list-style-type: none"> GP to send email to Openreach DSO@openreach.co.uk requesting expedition of order. Email to have Subject header "Cancel Other Expedite" and contain the following <ul style="list-style-type: none"> Customer email (with info 1-6 obtained at Step 10/11) Correspondence with LP GP 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 GP to copy email to Ofcom at cancelotherexpedite@ofcom.org.uk 	<ul style="list-style-type: none"> Customer email confirming the 6 requirements (from Step 10/11). Email or letter trail of CP correspondence GP system data (eg screenshots) of cancelled orders <p>NB Evidence to be retained for 6 months after completion of Expedite.</p>
13	Openreach expedite process	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Openreach validate request Openreach expedite order Confirm Expedite order completion to GP GP to inform customer transfer has completed 	<ul style="list-style-type: none"> Email trail between Openreach and GP <p>NB If required evidence not provided, Openreach</p>

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		<p>NB Openreach will aim to return an email to the GP within 8 hours (best endeavours).</p>	<p><i>will reject request</i></p>
14	Openreach reporting to Ofcom	<ul style="list-style-type: none"> ○ <i>Openreach to provide Ofcom with details of expedites (showing cumulative volumes/details)</i> 	<p>Monthly Report to include as minimum</p> <ul style="list-style-type: none"> ● Date of request ● Date completed ● GP and LP (OR contracted)
15	Ofcom action	<ul style="list-style-type: none"> ○ <i>Ofcom to review information and decide whether any formal action required</i> 	<ul style="list-style-type: none"> ○ Openreach report ○ GP and LP evidence