Tactical Erroneous Transfer Process

Introduction

Following industry changes, erroneous transfers were observed, following the removal of 'cancel other' within the Notification of Transfer (or equivalent) process.

A temporary industry working group, oversighted by the OTA2 was created with a view to identify and prevent erroneous transfers in future. This document outlines the Tactical Erroneous Transfer Process (TETP).

What is an erroneous transfer?

Erroneous transfers:

- Relate to the switch or transfer of services to a new Retail Communications Provider.
- Occur where a service has incorrectly been selected to be ceased or switched due to a number of different reasons.
- Expected to be an intra network switch scenario where switch is taking place with the same network operator/ wholesaler environment.

An erroneous transfer is not:
- Where the end user has changed their mind.
- A dispute between two parties who believe they are both responsible for the same service (e.g. a company is splitting, and both want to retain the telephone numbers).
- A change of underlying service type involving the same end customer and Communications Provider (CP).

How do erroneous transfers occur?

There are a number of causes of erroneous transfers. Some examples include:

- An address issue when placing an order (Where the correct address was not available).
- An incorrect address has been selected when placing an order (either CP or End User).
- The GRCP's customer did not have authority to switch (e.g. they did not know the line belonged to a Housing Association for a Telecare device).
- The incorrect service targeted as a result of user error, but there were no address issues.
- Incorrect service targeted for example due to supply chain data issue.
- Incorrect Order type placed. Current line taken over when a new line was required.

The OTA2 have written a briefing on 'Where suspected erroneous orders have been identified by a customer', this document should be read in conjunction with the briefing on causes and responsibilities of erroneous transfers.

Tactical Erroneous Transfer Process

Step 1: Losing Retail Communications Provider Assesses Suitability for TETP

In an erroneous transfer situation, the Losing Retail Communications Provider (LRCP) is typically the first point of contact, by an end user, when they receive notification that they will be leaving their current provider. The purpose of the initial step is to validate whether the end user situation is suitable for the Tactical Erroneous Transfer Process or whether a different process should be followed.

The LRCP should take action to understand the end user situation including why they do not want the switch/ cease to proceed. The LRCP should assess:

- If the end user is in touch with the Gaining Retail Communications Provider (GRCP) and has changed their mind, or has not given permission to proceed, they should be referred to the GRCP to cancel the request.
- That the end user has not requested the cease either directly or via another named contact. A requested cancellation can be dealt with by the LRCP directly.
- The erroneous transfer due date.   For those that have already occurred it is too late to use the TETP in full. Discuss with the end user options to transfer the service back to the LRCP. Refer to "A Best Practice Guide to Avoidance of Erroneous Transfers, and Recovery Options on the Openreach Network", for further information.
  If progressing a win back order it is advisable to capture details and get in touch with the GRCP. Contacting the GRCP will serve two purposes. Firstly, it could be that the LRCP end user was different to the end user of the GRCP. The contact allows the GRCP to manage the situation with their end user if a new service is not requested. It also allows for the optional capture of Root Cause Analysis (RCA) data.
- Whether the order is a 'Working Line Take Over' (WLTO) or a 'Standalone Port'. Where the order falls within either of these categories the LRCP can cancel the order directly themselves. It is advisable to still capture details and get in touch with the GRCP. The contact allows the GRCP to manage the situation with their end user if there is an address issue by identifying the cause to prevent recurrence. This also allows for the optional capture of Root Cause Analysis (RCA) data.

Complete step as soon as practicable.

Step 2: LRCP Captures Erroneous Transfer Details

The next step is to capture the details of the erroneous transfer. Refer to the table below which describes which data items are needed and why they are captured.

Data Items	What to capture	Purpose
End User Type	Business / Consumer	To help early root cause analysis (RCA) and direct the query to the correct part of the business.
Who the Gaining Provider is	Gaining RID	To know which GRCP to contact.
Address	Address of targeted service as held by LRCP and network provider where different.	To allow the GRCP to identify the order. If there are different addresses this will support RCA and correction.
When is the switch/cease due to take place?	Target switch/ completion Date	This will allow the GRCP to prioritise investigations.
Service identifier	CLI where available or ONEA/ Circuit reference/ ALID	To allow the GRCP to identify the order. Consider if there is any other information available that may be helpful to identify the order.
Is there a risk of harm?	Provide additional details if CNI, Blue light/ risk to life)	This will allow the GRCP to prioritise investigations.
Capture end user contact details.		To enable you as the LRCP to contact the impacted end user with updates.

Complete step as soon as practicable.

Step 3: Identify the GRCP

To take preventative measures, you will need to know who the GRCP is to contact them.

The Gaining RID or GRID is typically visible on a switching related order. Ofcom holds a record of the latest RID codes and associated brands https://www.ofcom.org.uk/phones-and-broadband/phone-numbers/numbering-data/

For some order journeys no GRID will be provided. If the switch is not on an Openreach network, you may need to contact your supplier in the first instance for further support.

Complete step as soon as practicable.

Step 4: Obtain Contact Information and engage GRCP

Next check to see if the GRCP is listed as a contact on the TETP directory list. The directory will provide information about how to get in touch with the GRCP.

If the GRCP has not signed up to the TETP you may still be able to prevent the erroneous transfer via different means. You could make initial enquiries using Ofcom RID contact information or via your supply chain who may have further contacts.

When you have established that you have the correct GRCP, share with them the following information.

- End User Type
- GRID
- Address
- When is the switch/cease due to take place?
- Service identifier
- Is there a risk of harm?
- Why you believe this to be an erroneous transfer. For example, end user did not request.

Complete step as soon as practicable.

Step 5: GRCP to Acknowledge Receipt of Request

GRCP to send acknowledgement to LRCP to confirm receipt of request. This does not need to be complex, but it allows the LRCP to know that the request has been correctly received. It is also recommended that an initial check be completed at this stage to verify whether you are the GRCP and correct contact. An early rejection or re-direction will help enable the erroneous transfer to be prevented.

Complete step as soon as practicable.

Step 6: GRCP To Investigate and Act

The purpose of this step is to both cancel any erroneous transfers and assess the order to understand how the error occurred. You may need to request further details from the LRCP to identify the service or to ascertain what has gone wrong to submit an order correctly.

Where the request has been received too late to prevent, or if you are not the GRCP, you should let the LRCP know.

A GRCP may choose to contact the end user.   Ultimately the GRCP should take reasonable action to prevent the erroneous transfer, either by delaying or cancelling the request. It is not recommended that no action be taken whilst waiting to make successful contact with the end user. Note typically, orders are being cancelled as the incorrect service has been targeted on majority of occasions.

The GRCP should understand what action was taken and how the error occurred to determine the correct next steps. A selection (but not exhaustive list) of examples below:

- What address information was provided by the end user for the switch, was this correct? If not, what address should have been used? Cancel and re-process with correct address.
- What address was processed through the supply chain. Was it correct? If not, what address should have been used? Cancel if incorrect and re-process if correct address is available. If the address is not correctly recorded with the supply chain a request may be needed to update the address before raising a new order.
- Did the GRCP end user have permission to take over a line or should a second line have been installed. E.g. initial line relates to a care line in a Housing association property.
- Note: repeating the same action and raising an order again in exactly the same way, without correcting the issue is not an appropriate action.

Whatever steps are taken it is advisable to keep the GRCP end user informed-on actions and next steps.

For those CPs completing the industry Root Cause Log, the GRCP should update the information at this stage.

This step along with Step 7 should be as soon as practicable. It is important that the GRCP prioritises remediation activity based on the expected switching timescales.

Step 7: GRCP To Confirm Outcome to LRCP and Initiate Remediation

The GRCP should update the LRCP to confirm the outcome of their investigations and to confirm what actions have been taken.

If the GRCP believes there may be an issue with the asset/ address this should be communicated to the LRCP, as support may be needed by the LRCP to get any asset related information corrected directly or via their network provider.

The GRCP should confirm that the order and any associated port have been cancelled.

GRCP to agree and communicate next steps with their end user.

Step 8: LRCP Remediation

The LRCP should assess the update provided by the GRCP to understand if they need to take any action to correct asset or address information for the service (directly or via network provider) that was impacted to prevent re-occurrence. Once validated, any required remediation should be undertaken.

The LRCP should confirm with their end user the outcome, whether this be that that order was successfully ceased or if unable to cancel with proposed next steps.

<u>End of process</u>

Additional Notes

- Throughout the process the interactions are described between the GRCP and the LRCP. On occasion a wholesaler for the impacted service may support in lieu of the LRCP.

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