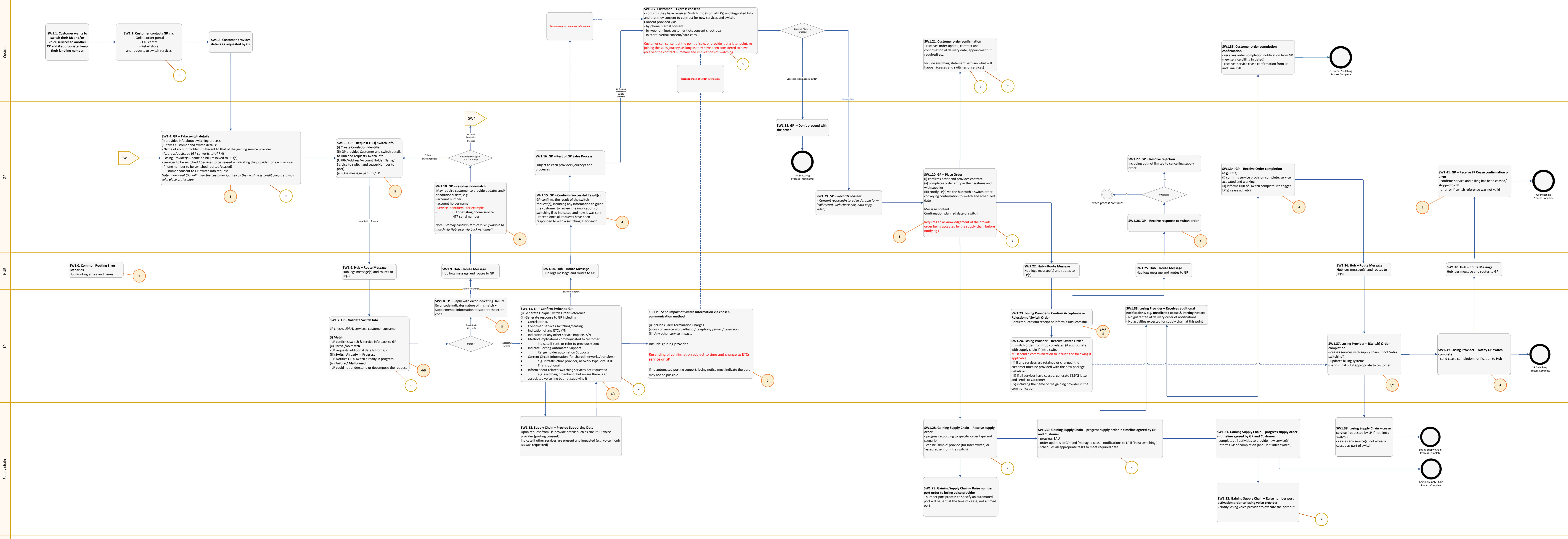


SW1 - One Touch Switch - Provide Process (v1.1)

Broadband and Voice Switch Number Retention online and call centre



**Notes:**

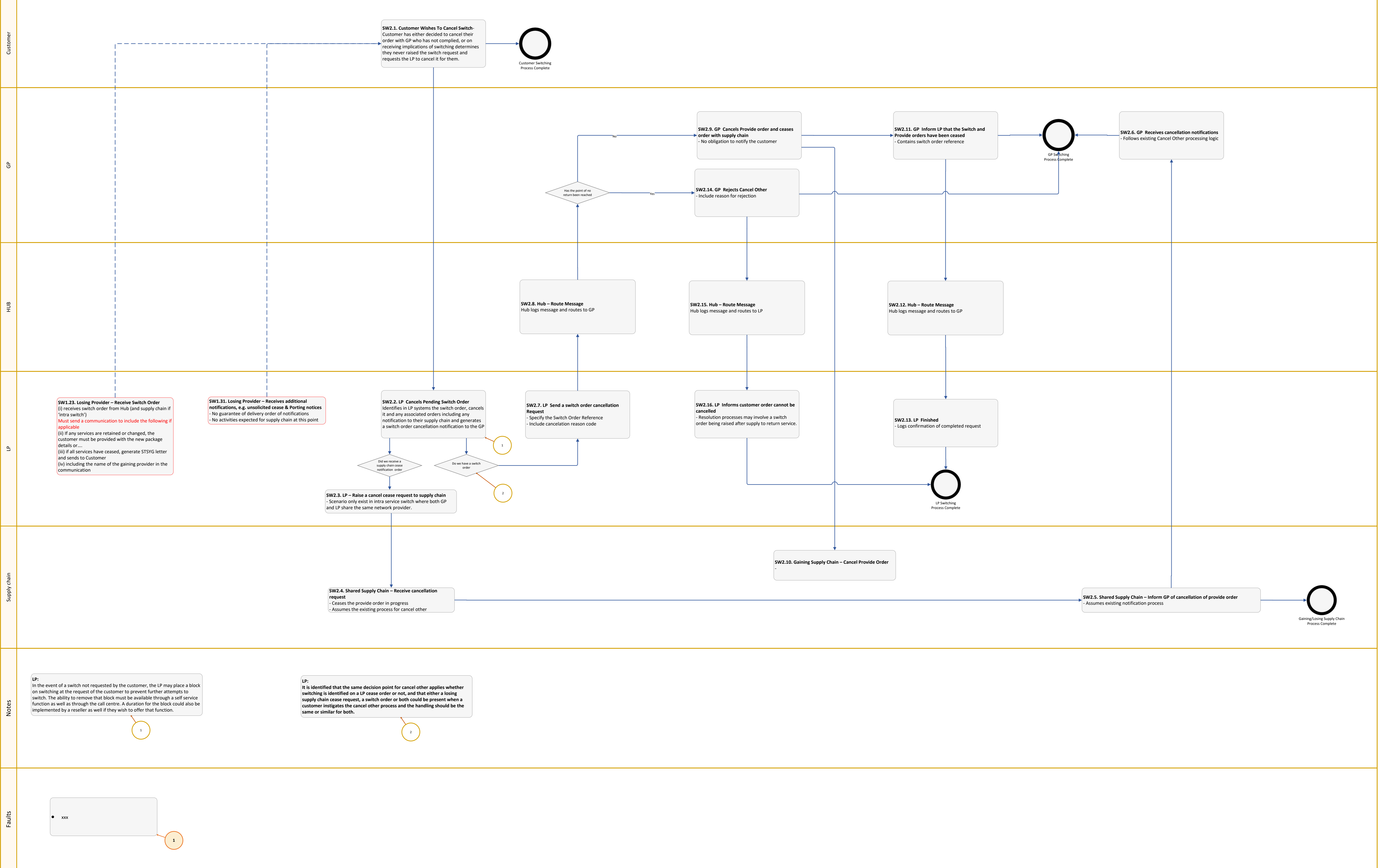
- Customers contacting GP via email/letter, will be asked to contact GP via phone/in-store/on-line
- Optional Details:** Account number or ref with LP Phone number with LP Identifiers, e.g. FTTP-ONT serial no.
- Includes credit check - Checks services with upstream infrastructure provider
- Surname match: case insensitive, omits non-alphabetic characters. Losing provider, if only being asked to cease a single service, should check with the supply chain if there are other active services at the premise and to note that on the response to the GP
- For SMS the "core" potential costs of switching would be included in the main text. Additional Switch Info would appear in a pdf document, linked to in the SMS, which would be retrievable by the customer. Note: customers with older handsets may not be able to link to pdf documents through SMS. These customers may request Switch Info via other channels. If OCOM considers proof of receipt is integral to explicit consent, then where Customer receives Switch & Regulated Info by email/SMS/letter, they must also quote identifier codes.
- Customer:** Can contact GP to cancel under CCR up to 14 days after contract, where order is placed remotely
- Customer and GP:** Customer and GP can reschedule up to Point Of No Return (usually day before switch)
- Switch order reference:** The switch order reference (SOR) is carried throughout supply chain (e.g. included in any 'intra switching' managed cease notifications)
- NPAR orders to execute immediate number port:** The existing number port process will be used to trigger an immediate number port

**Failures:**

- Service not available
  - Invalid routing information
  - Not authorised to send
- Customer issue to resolve if they do not know their current provider
- Unable to communicate with the hub
- Error code unknown
  - Malfomed message
  - No response received from LP within SLA
- Service not currently available (in maintenance)
- Switch already in progress for this customer
- Unable to obtain or identify information from the supply chain. E.g circuit ID, porting availability etc.
- Failure sending email to the customer
- Switch reference not found
  - Switch already in progress
  - Switching services not found / invalid for switch (e.g. already ceased since switch requested)
- Switch reference not found
  - Switch not in progress

SW2 - One Touch Switch – Cancel Other Process (v1.0)

Originating from LP only after step SW1.23 or SW1.26 has occurred in the original process flow



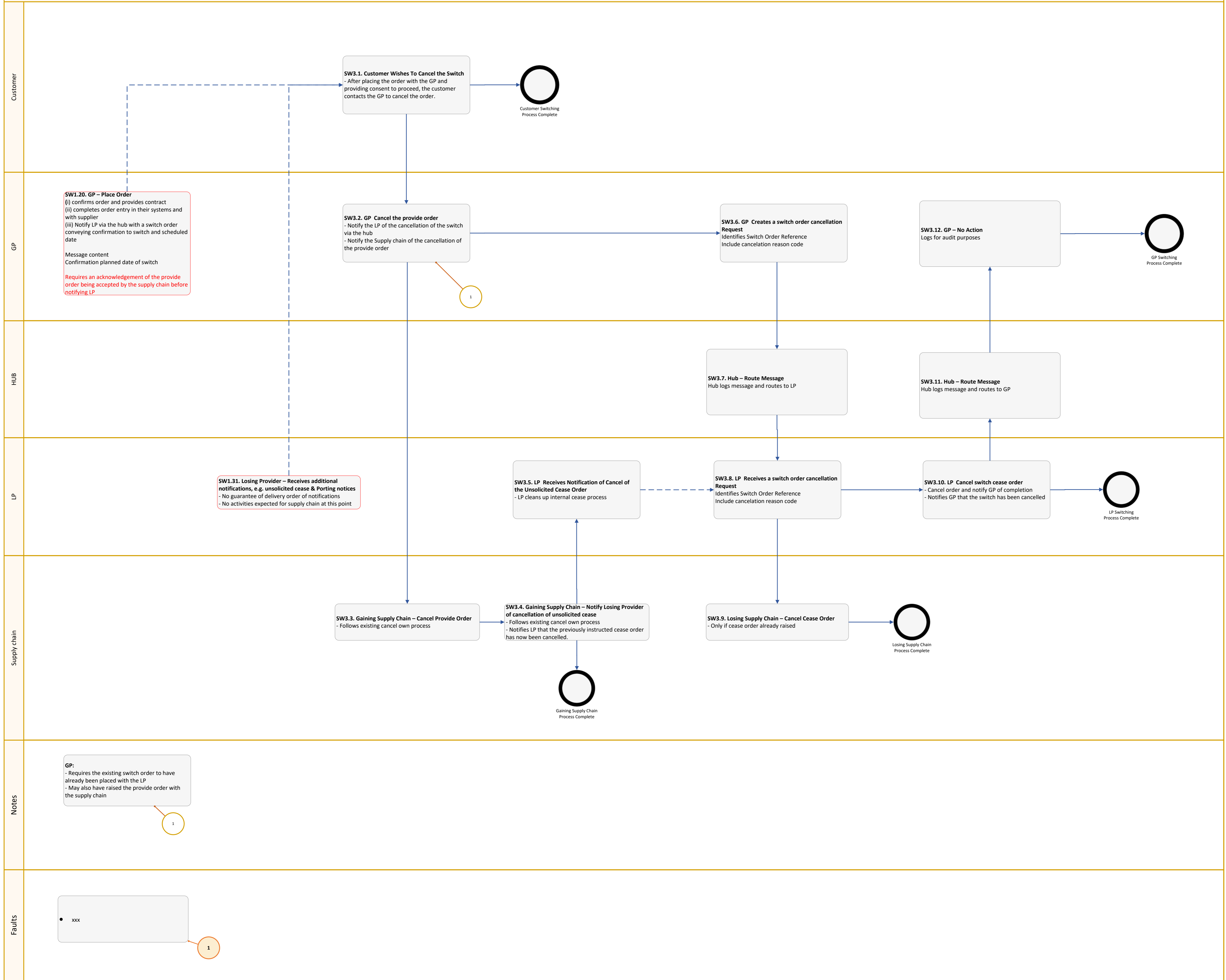
1  
LP:  
In the event of a switch not requested by the customer, the LP may place a block on switching at the request of the customer to prevent further attempts to switch. The ability to remove that block must be available through a self service function as well as through the call centre. A duration for the block could also be implemented by a reseller as well if they wish to offer that function.

2  
LP:  
It is identified that the same decision point for cancel other applies whether switching is identified on a LP cease order or not, and that either a losing supply chain cease request, a switch order or both could be present when a customer instigates the cancel other process and the handling should be the same or similar for both.

1  
Faults  
• xxx

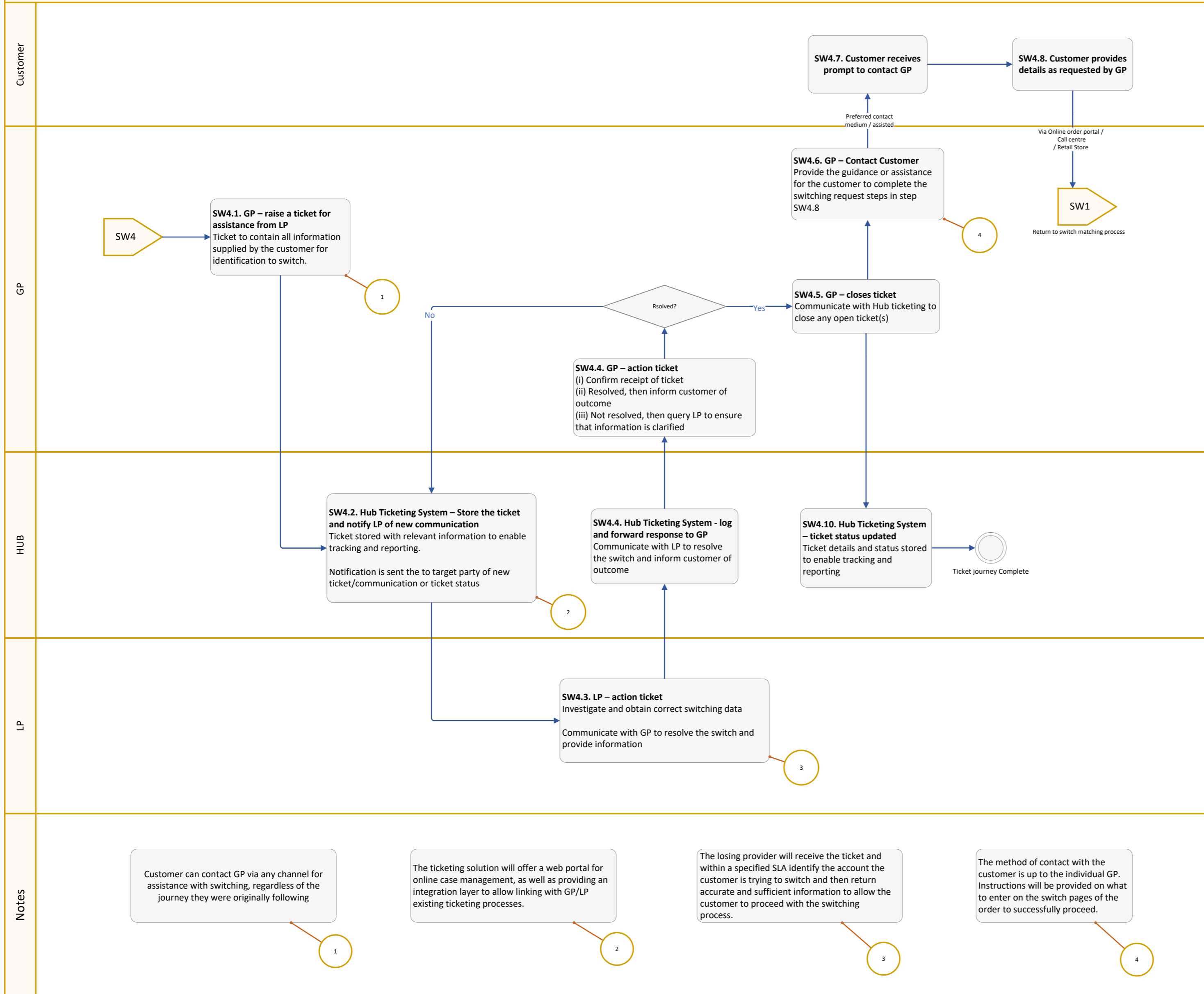
SW3 - One Touch Switch – Cancel Own Process (v1.0)

GP instructed to cancel the in flight switch order after the process has reached step SW1.20



SW4 - One Touch Switch – Provide Process – Manual Resolution of Switch Info (v1.0)

Customer unable to obtain a match



Customer can contact GP via any channel for assistance with switching, regardless of the journey they were originally following

The ticketing solution will offer a web portal for online case management, as well as providing an integration layer to allow linking with GP/LP existing ticketing processes.

The losing provider will receive the ticket and within a specified SLA identify the account the customer is trying to switch and then return accurate and sufficient information to allow the customer to proceed with the switching process.

The method of contact with the customer is up to the individual GP. Instructions will be provided on what to enter on the switch pages of the order to successfully proceed.

# SW5 - One Touch Switch – Request resend of implications of switching (v1.0)

If not received, or prefer an alternative method of sending implications

