



Office of the  
Telecommunications  
Adjudicator

**Annex B**

**Homemovers**

**Working Line Takeover (WLT)**

**Best Practice Guide**

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## 1.0 Introduction

This document is supplementary to existing WLT process documentation provided by Openreach and is aimed at highlighting the specific responsibilities which CPs must exercise, to ensure their consumers are not impacted by various process issues which have come to light in recent months. e.g.

- i) CP mishandling errors
- ii) Erroneous Landline Transfers

## 2.0 Working Line Takeover (WLT)

### 2.1 Process summary

In a 'homemover' scenario, where a 'working line' exists at the target address, the WLT process is recommended as this will ensure the inbound occupant will obtain their new services as soon as they move into the new premises and at minimum cost.

Providing the 'inbound' consumer proactively contacts their chosen CP (i.e. Gaining CP) at least 10 working days prior to the planned homemove date, then the Gaining CP will be able to raise a 'Working Line takeover' order against the target line to deliver the new service. The 'incumbent' consumer (and their current CP) will be able to 'manage' the date of execution to avoid premature or delayed cessation of service.

The process can be used where the service 'required' at the target premise is either WLR or MPF and where the existing service at the target address is either WLR or MPF. Simultaneous provision of SMPF (for broadband) can be used where appropriate

If the 'inbound' Consumer requires service within 10 working days of the planned homemove date and an existing cease has already been created by the CP of the outgoing (i.e. incumbent) Consumer, then the WLT order could be activated within the standard product lead-times, or the CRD of the cease whichever is the furthest out.

If subsequently the incumbent CP takes control of the cease date after a WLT order has been created then it is possible for the WLT to complete on the CRD of the 'taken over' cease which may be less than the 10 days.

However if the incumbent CP has not and does not place a cease then the confirmed date returned to the Gaining CP will always reflect the minimum 10 working day lead time.

NB - for same-CP WLR WLT orders a 3 day lead time exists (i.e. Gaining & Losing CP are the same)

## 2.2 Date Control mechanism

In the event that the house move is still on but the date has been changed, there is a 'date control' mechanism whereby the 'incumbent' occupant advises their current CP of the revised date for the planned homemove and the current CP can 'take control' of events by modifying the stop/start dates associated with the WLT order.

## 2.3 Cancellation mechanism

In the event that the occupant at the targeted address declares:-

- i) the target address is correct but the house move has fallen through
- ii) they are not moving at all (i.e. wrong address targeted)

There is a cancellation mechanism (i.e. cancel own/other) which enables either the 'incumbent' occupant to cancel via their current CP or the 'moving in' customer to cancel via their Gaining CP.

In these circumstances, the correct course of action is for the current CP to submit a 'cancel other' order to Openreach which will cancel the original WLT order and notify all parties concerned. If the 'moving in' consumer contacts the Gaining CP then the Gaining CP should immediately submit a 'cancel own' order to cancel the order.

**All of the above represents the 'happy path'** – i.e. either the WLT order is:-

- i) successfully completed
- ii) successfully modified (i.e. Date Control) and then completed

- iii) successfully cancelled (i.e. Cancel Own/Other)

With no harm inflicted on either of the 2 consumers involved.

## 2.4 WLT Process Reference Documents

The following Openreach documents describe in detail how the WLT process works and the responsibilities of both CPs (i.e. Gaining and Losing) within it.

- i) Service at target address = WLR3 or MPF

[http://www.openreach.co.uk/orpg/products/llu/mpfsmpf/downloads/WLTO\\_bus\\_process\\_Issue\\_2.0.pdf](http://www.openreach.co.uk/orpg/products/llu/mpfsmpf/downloads/WLTO_bus_process_Issue_2.0.pdf)

- ii) Service at target address = WLR 2

[http://www.openreach.co.uk/orpg/products/wlr/downloads/WLR\\_Product\\_Handbook\\_July\\_2009.pdf](http://www.openreach.co.uk/orpg/products/wlr/downloads/WLR_Product_Handbook_July_2009.pdf)

However, with any process, the success of these 'happy paths' relies critically on all parties doing the right things at the right time in the right sequence.

CPs need to fully understand their role in the process and must implement the necessary internal procedures/training, etc to ensure their respective responsibilities within the process are consistently exercised.

## 3.0 WLT – Problem Areas

Following a number of consumer complaints and subsequent investigations, 5 serious issues have become apparent:-

- i) **Issue no 1 – Wrong line/address targeted** - it is apparent that a small proportion of WLT orders are being submitted with either i) incorrect address or ii) incorrect line or iii) combination of both. This constitutes a rogue order which needs to be cancelled by one or both CPs as soon as they become alerted to the fact, otherwise another (i.e. 3rd Party) consumer will have their services taken over by mistake causing unnecessary harm and inconvenience to all parties concerned. This type of incident is referred to as an 'erroneous line transfer'
- ii) **Issue no 2 – Date control mechanism not being used by Losing CPs to manage the takeover date** – There are instances where although the correct line/address is

being targeted by Gaining CP, the Losing CP chooses to ‘cancel’ the inbound WLT order instead of simply ‘taking control’ of the date on which the existing services are to be ceased – This appears to be happening because Losing CPs are unclear about what actions they need to take to support the needs of the inbound Consumer whilst also satisfying the needs of their own Consumer.

- iii) **Issue no 3 – Losing CPs failing to pro-actively contact the incumbent End User** – Investigation has exposed the issue whereby in some instances incumbent CPs have not attempted to contact their customers to inform that their line has been targeted by a WLT and confirm that the request and activation dates are correct.
- iv) **Issue no 4 – Cancellation mechanism not being used by CPs to cancel the WLT order when housemove falls through** – There are instances where, although the CP is notified by their consumer that the move has fallen through, the CP fails to cancel the WLT order.
- v) **Issue no 5 – Cancellation mechanism not being used by CPs to cancel the WLT order when alerted by the 3rd party Consumer involved, that the target address/line is incorrect** – further investigation has exposed the fact that ‘rogue’ orders with incorrect target line/address, are not being trapped by the cancellation process (i.e. cancel own/other). Despite receiving the alert from their ‘incumbent’ Consumer, the ‘Losing CP’ fails to raise a ‘cancel other’ order to protect their own consumer from having their service taken over by another CP (which may even involve a change of directory number for the incumbent Consumer).

Failure to cancel such ‘rogue orders’ will lead to **‘Erroneous Landline Transfers’** creating unnecessary harm for the 3rd party consumer concerned not to mention the painful ‘restoration’ process which must follow involving all parties concerned.

#### 4.0 Best Practice Guidance for CPs

Whilst the Openreach documentation for WLT is very comprehensive, this Guide emphasises the key steps which must be completed by Gaining and Losing CPs to ensure the 5 issues mentioned above do not arise.

For ease of reference, a high level illustration of the current WLT process & steps within, is shown in the attached appendices:-

- i) Appendix A - Swim lane process description
- ii) Appendix B - WLT – Process steps

#### **4.1 For Issue no 1**

##### **Wrong line/address targeted**

The success of any WLT order relies critically on the correct line and correct address being entered on the WLT order which is submitted to Openreach. This, in turn, is dependent on 3 things:-

- i) Inbound Consumer supplies correct details relating to the target line/address to Gaining CP agent
- ii) Using the consumer supplied details, the Gaining CP agent uses the appropriate systems tools to identify precisely the target line/address which is then entered on the WLT order and submitted
- iii) The effectiveness of the tools available to CP agents and the quality of line/address data therein.

Regarding items i) & ii) it is clear that the Gaining CP agent is dependent on the correct details being supplied by the 'inbound' Consumer in the first instance.

The GCP agent should ask the 'inbound' consumer for the full address and, if they have it, the current telephone number of the target line as this will help the agent to positively identify the correct line/address to be taken over.

If the current telephone number is not known, and, having checked the details supplied using the tools available, there is still some doubt regarding the correct target line/address being identified, the agent should additionally use the MLPA dialogue service (i.e. manage line plant availability).

Using MLPA, the agent can identify if a line at the target address already has an 'open cease' order against it, as this would indicate that the incumbent Consumer has already instructed their CP to cease their service. This suggests the specific line would be the appropriate line to be taken over.

Using the telephone number to positively identify the correct target line/address only applies to WLR lines.

If the target line is an MPF line, the tools available to the GCP agent will not recognise the associated telephone number & it cannot therefore be used to positively identify the correct line/address to be taken over.

In this instance, the agent must rely on the correct line/address being provided by their consumer and a positive 'match' being achieved using the address matching tools available to them.

Under no circumstances must the Gaining CP agent submit the WLT order if no exact match for the target line/address has been identified.

Regarding item iii) an ongoing data cleanse of Openreach's addresses is underway which will help to reduce the incidence of 'rogue' orders entering the system due to inaccurate address data contained within the Openreach address database.

#### **4.2 For Issue no 2**

##### **Date control mechanism not being used by Losing CPs to manage the takeover date**

Losing CPs should ensure they adopt the following best practice:-

- i) Incumbent service is WLR2 – The losing CP should raise an Low Volume Request (LVR) order to initiate the take control and/or amend the CRD of the STOP order (please see section 5.18 of the WLR2 Product handbook)
- ii) Incumbent service is WLR3 – The losing CP should raise their own cease request against the service with the required CRD
- iii) Incumbent service is MPF – The losing CP should raise their own cease request against the service with the required CRD

Under no circumstances should the losing CP raise a cancel other against the WLT order as this will generate a very poor experience for the inbound consumer.

#### **4.3 For Issues no 3, 4, & 5**

The following steps should be taken:-

##### **Gaining CP's responsibilities**

##### **On receipt of KCI-2 (i.e. WLT order committed)**

- i) GCP to confirm order with EU-2 (inbound EU) via paper or another Durable Medium (e.g email)

- ii) GCP to also generate and dispatch 'WLT notification' letter to 'occupant of target address' alerting them to the planned takeover of their services. (Annex A refers)
- iii) GCP to maintain a record of subsequent response from 'occupant of target address' if received.
- iv) If the incumbent customer contacts the gaining CP to request cancellation of the order :
  - GCP contacts their own customer to check the address - if wrong or unable to contact the customer in reasonable timeframe, the WLT order should be cancelled
  - GCP to refer incumbent customer to their own CP (who can take control of the stop and amend or cancel).

On receipt of 'cancellation' request from EU2 (inbound EU)

- i) GCP to immediately submit a 'cancel own' order to Openreach/EMP
- ii) GCP must place 'cancel own' order before the Point of no Return (PONR)
- iii) If GCP is made aware after PONR that EU2 wishes to cancel the order, then the GCP may wish to contact their Openreach SMC to enlist their support in cancelling the WLT recognising it may be too late.

On receipt of KCIs confirming WLT order has been cancelled

- i) GCP to notify EU2 that the WLT order has been cancelled.

**Losing CP's responsibilities (if existing service = WLR3 or MPF)**

On receipt of KCI-2 notifying LCP of 'Managed Cease' Date and reason for cease (i.e. Working line takeover)

- i) LCP to immediately notify EU-1 via their preferred contact method (e.g. Phone/SMS/email) to confirm they are moving and when.
- ii) If immediate contact not made then, LCP to generate and dispatch 'confirmation' letter to EU-1 (i.e. 'please contact us to confirm you are moving and when')

- iii) LCP to maintain record of subsequent response from EU-1 if received.

On receipt of 'cancellation' request from EU1 (i.e. incumbent EU)

- i) LCP to immediately submit a 'cancel other' order to Openreach/EMP specifying reason code 9x90 (End User not moving)
- ii) LCP must place 'cancel other' order before the Point of no Return
- iii) Reason code 9090 to be used by BTR-only
- iv) Reason code 9190 to be used by all other CPs (i.e. non-BTR)
- v) If LCP is made aware after PONR that EU1 wishes to cancel the order, then the LCP may wish to contact their Openreach SMC to enlist their support in cancelling the WLT recognising it may be too late.

On receipt of KCIs confirming 'managed cease' order has been cancelled

- i) LCP to notify EU1 that the WLT order has been cancelled.

**Losing CP's responsibilities (if existing service = WLR2)**

- i) The Losing WLR2 CP will be unable to distinguish between a standard transfer or a WLT, however they should continue to follow their existing 'transfer' process to alert their customer (using AoT).
- ii) If the End User requests a cancellation, the WLR2 CP should create a Cancel Other order using either
- iii) reason code '9100' - "Indeterminate Reason" (if the customer is no longer moving), or
- iv) reason code '9120' "No Authorisation given to transfer" (if the customer is unaware and clearly not moving), this practice is not recommended but may be used as an interim arrangement pending CPs systems upgrade to utilise the 9190 reason code

**Losing CP's responsibilities (if existing service = MPF) but MPF CP systems are not yet upgraded to use new 9190 reason code)**

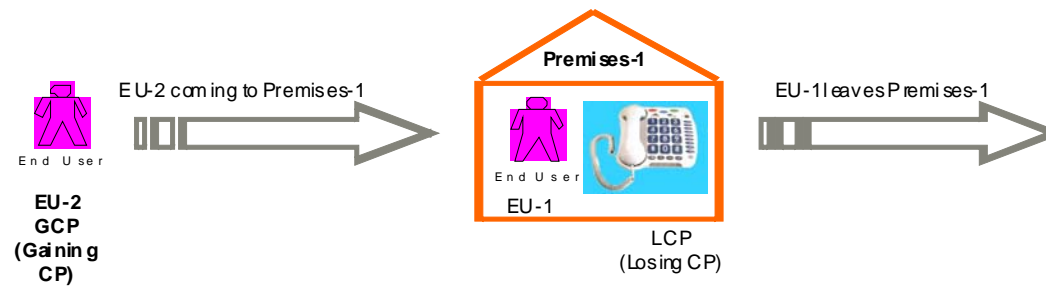


- v) The Losing MPF CP will be unable to distinguish between a standard transfer or a WLT, however they should continue to follow their existing 'transfer' process to alert their customer (using AoT).
- vi) If the End User requests a cancellation, the MPF CP should create a Cancel Other order using either
- vii) reason code 'A' - "Customer has a change of mind" (if the customer is no longer moving), or
- viii) reason code 'D' "No Authorisation given to transfer" (if the customer is unaware and clearly not moving), this practice is not recommended but may be used as an interim arrangement pending CPs systems upgrade to utilise the 9190 reason code

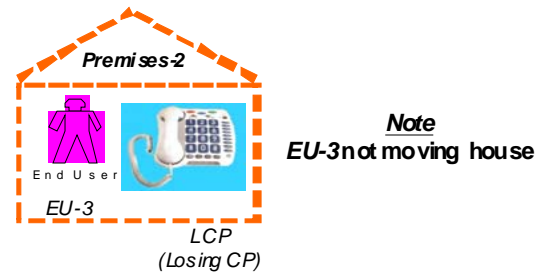
5.0 Appendix A - Swim Lane Process Description

**Best Practice Guide – Working Line Takeover – Appendix A  
WLTO – Provide Process – Happy Path Scenario**

**Correct Address**



**Erroneous Address**





## 6.0 Appendix B - WLT – Process Steps

WLTO - High-level process		Notes
Process step	Description	
0	Initial dialogue - EU2 vs GCP	
1	EU2 places correct WLTO order	
2	GCP submits WLTO order with correct target address	
3	OR validate/accept order & notify GCP/LCP (KCI-1)	
4	OR commit to deliver & notify GCP/LCP (KCI-2)	
5	OR progress WLTO order to completion	
6	GCP receives KCI-1 - Order accepted	
7	LCP receives unsolicited KCI-1 - Notifies Line to be ceased and Reason (i.e. EU1 moving out)	
8	GCP receives KCI-2 - Order committed - CDD set	
9	GCP sends confirmation letter to EU2	
9+	GCP sends confirmation letter to 'occupant of target premises'	<b>New</b>
10	EU2 reads letter & decides to cancel order	
11	EU2 advises GCP to cancel WLTO order	
12	GCP submits WLTO cancel 'own' order	
13	LCP receives KCI-2 - Order committed - CDD set	LCPs need to consume R1000+ in order to distinguish between migration vs homemover & notify EU1 accordingly
14	LCP sends STSYG letter to EU1	
14+	LCP notifies EU1 - proactive 'sameday' contact via most effective method e.g. SMS, Phone call, email	<b>New</b> -In addition to dispatch of STSYG letter, LCP attempts direct contact with EU1 to confirm they are moving, correct line, correct address.
15	EU1 reads STSYG letter & decides to cancel	
16	EU1 raises objection with LCP- e.g. I am not moving out & wish to retain my existing services	
16+	EU1 raises objection with GCP- e.g. I am not moving out & do not want my existing services taken over	<b>New</b>
17	LCP submits 'cancel other' order with reason codes 9x90 (EU1 not moving out)	
18	GCP submits WLTO 'cancel own' order	
19	GCP receives KCI-'cancel other' including 9x90 reason code (EU1 not moving out)	
20	GCP notifies EU2 that WLTO order has been cancelled and why	
21	LCP receives KCI-'WLTO order cancellation confirmed' including 9x90 reason code (EU1 not moving out)	



WLTO - High-level process		Notes
Process step	Description	
22	LCP notifies EU1 that WLTO order has been cancelled and all services are retained	
23 24	GCP receives KCI-3 - WLTO order completed LCP receives KCI-3 - WLTO & Associated Managed Cease orders are completed	
Legend		
	Provide process (i.e. The happy path)	
	Cancellation process (i.e. The safety net)	
	New steps	



## **Appendix C – Standard Template – Letter to Occupant of target address**

To The Occupier,

Our reference is: [Letter Ref]

Dear Sir/Madam,

One of our customers has told us they're moving to your address and want to take over the phone service on [CAD].

We want to make sure we've got the details right, so that we don't cause you any problems with your phone service. If you're not moving or we've got the wrong date, please let us know as soon as you can by calling us on [CONTACT NUMBER] (any time between [DAYS/TIMES] and we'll cancel our customer's order.

Please have this letter handy so you can quote the reference.

You'll also need to contact your phone company to get them to cancel the order on their side.

Best wishes,