



Industry Best Practice Guide:
Migrations & Home Moves
for
Fixed Line Voice & Broadband Services

Appendix C – Cancel Other Codes & Reasons

The following tables describe the current list of Cancel Other Codes & associated Reasons to be used by CPs.

There are some inconsistencies regarding the codes prescribed for WLR versus MPF which are the subject of review (Openreach, OTA2, and Ofcom).

The aim of this review is to simplify the overall Cancel Other scheme.

Codes Available to a CP

| BTR (Classic / WLR3 / CPS) Cancel Other Codes | CP (WLR2 / WLR3 / CPS) Cancel Other Codes | LLU (MPF) Cancel Other Codes | Cancel Other Reasons |
|--|--|---|---|
| 9000 | 9100 | N/A | Indeterminate Reason |
| 9020 | 9120 | D | No Authorisation given to transfer |
| 9040 | 9140 | N/A | Line Cease |
| 9050 | 9150 | C | Customer has never been contacted |
| 9060 | 9160 | E | Deliberate attempt to mislead |
| 9070 | 9170 | I | Purchased a different service / product |
| 9080 | 9180 | H | Failure to cancel |
| N/A | N/A | A | Customer change of mind |
| 9090 | 9190 | 9190 | WLTO – customer no longer moving |



Mapping of codes across products – LP is MPF

| LP uses cancel code | Scenario (from – order type) | Code CP receives – if ordering | | | |
|---------------------|------------------------------|--------------------------------|------|------|---------|
| | | MPF | WLR3 | WLR2 | Classic |
| D | MPF – Migration | D | 9120 | 9120 | 9120 |
| C | MPF – Migration | C | 9150 | 9150 | 9150 |
| E | MPF – Migration | E | 9160 | 9160 | 9160 |
| I | MPF – Migration | I | 9170 | 9170 | 9170 |
| H | MPF – Migration | H | 9180 | 9180 | 9180 |
| A | MPF – Migration | A | A | A | A |
| 9190 | MPF - WLT | 9190 | 9190 | 9190 | 9190 |
| D | MPF - WLT | 9190 | 9190 | 9190 | 9190 |
| C | MPF - WLT | 9190 | 9190 | 9190 | 9190 |
| E | MPF - WLT | 9190 | 9190 | 9190 | 9190 |
| I | MPF - WLT | 9190 | 9190 | 9190 | 9190 |
| H | MPF - WLT | 9190 | 9190 | 9190 | 9190 |



Mapping of codes across products – LP is WLR

| LP uses cancel code | Scenario (from – order type) | Code CP receives – if ordering | | | |
|---------------------|------------------------------|--------------------------------|------|------|---------|
| | | MPF | WLR3 | WLR2 | Classic |
| 9000 | WLR – Migration | ? | 9000 | 9000 | 9000 |
| 9020 | WLR – Migration | D | 9020 | 9020 | 9020 |
| 9040 | WLR – Migration | ? | 9040 | 9040 | 9040 |
| 9050 | WLR – Migration | C | 9050 | 9050 | 9050 |
| 9060 | WLR – Migration | E | 9060 | 9060 | 9060 |
| 9070 | WLR – Migration | I | 9070 | 9070 | 9070 |
| 9080 | WLR – Migration | H | 9080 | 9080 | 9080 |
| 9090 | WLR – WLT | 9190 | 9090 | 9090 | 9090 |
| 9100 | WLR – Migration | ? | 9100 | 9100 | 9100 |
| 9120 | WLR – Migration | D | 9120 | 9120 | 9120 |
| 9140 | WLR – Migration | ? | 9140 | 9140 | 9140 |
| 9150 | WLR – Migration | C | 9150 | 9150 | 9150 |
| 9160 | WLR – Migration | E | 9160 | 9160 | 9160 |
| 9170 | WLR – Migration | I | 9170 | 9170 | 9170 |
| 9180 | WLR – Migration | H | 9180 | 9180 | 9180 |
| 9190 | WLR – WLT | 9190 | 9190 | 9190 | 9190 |