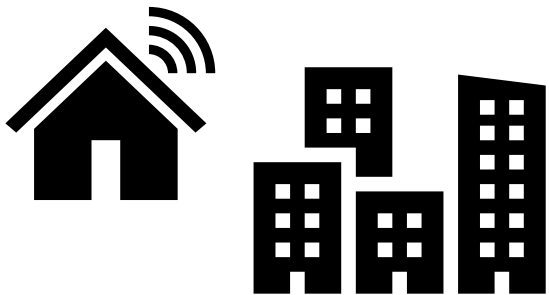


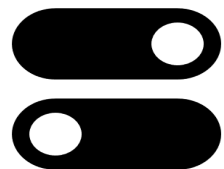
# Tactical Erroneous Transfer Process v1.0



# Erroneous Transfer Working Group

## Context

- Following industry changes, a number of 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.
- Areas of activity identified include:
  - The creation of a tactical process for industry to help reduce or prevent erroneous transfers.
  - To provide a standardised way to capture details of erroneous transfers to facilitate root cause analysis.
  - To analyse the reasons for erroneous transfers using data driven insight, to identify actions to address the underlying causes.
- This document provides an update on progress on the first two areas.



# What is an erroneous transfer?

An erroneous transfer is:



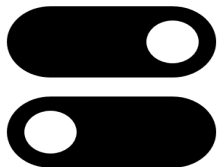
- Relating to the switch or transfer of services to a new Retail CP.
- Where a service has incorrectly been selected to be ceased or switched due to:
  - End user error.
  - Gaining Retail CP error.
  - Address or asset data issues.

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 CP.

Note: Working line takeovers and standalone ports are not within the scope of the full erroneous transfer as they can be self-cancelled.



# Erroneous Transfer: Summary



Tactical process shared with stakeholders - March

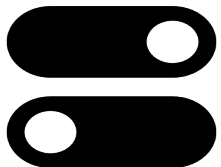
Interested CPs who wish to participate to share contact details on central list

Capture root cause for initial 1 month period (this may be extended based upon findings)

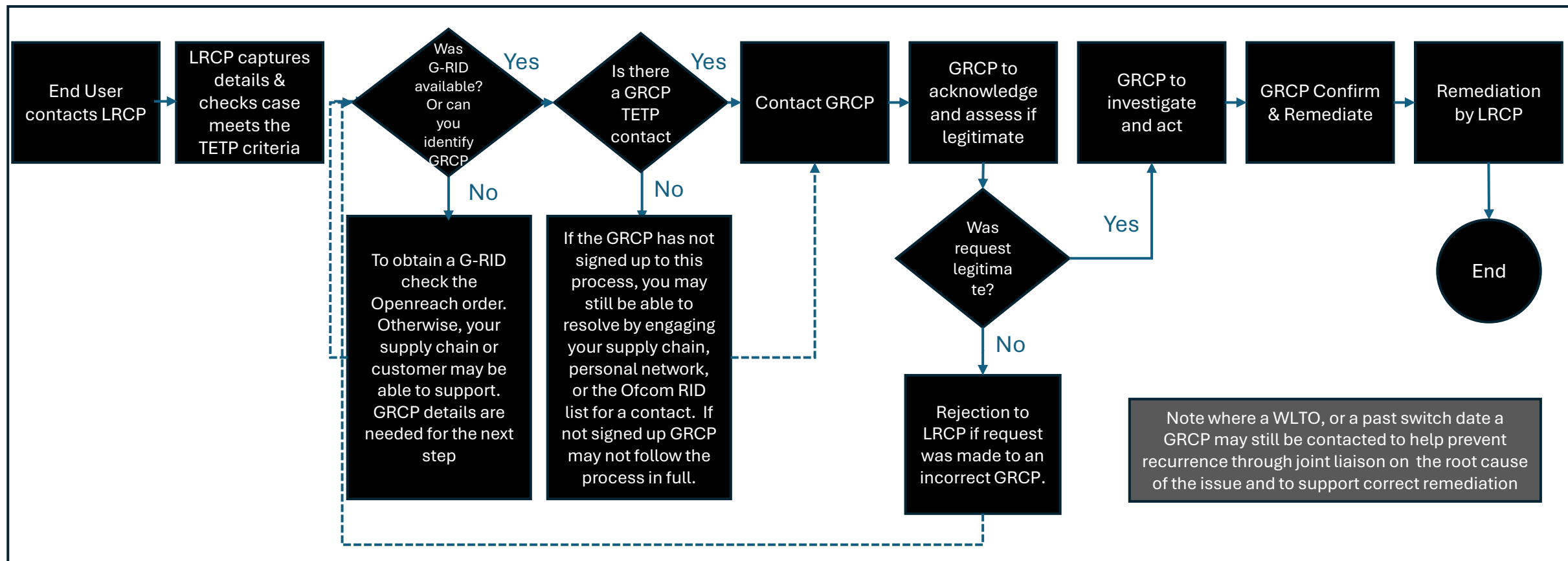
Review / adapt tactical process

Analyse root cause data and determine broader range of activities

Assess whether volumes warrant a strategic erroneous transfer process and propose design/  
confirm as is continues



# Tactical Erroneous Transfer Process

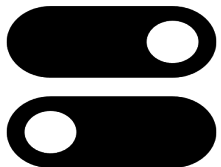


**Abbreviations:** LRCP = Losing Retail Communications Provider, GRCP = Gaining Retail Communications Provider, G-RID = Gaining Reseller ID, TETP= Tactical Erroneous Transfer Process, WLTO= Working Line Take Over.

# Directory Contact Information

- Directory contact information must be emailed into the OTA2 via [info@offta.org.uk](mailto:info@offta.org.uk) , with the subject title: Erroneous Transfer Directory Update. Attach the updated spreadsheet containing the directory information for your organisation. Updates to the central industry directory will be refreshed as a minimum, monthly. A separate line should be updated for each RID.
- Location of directory information to be shared via email to administration contacts initially.

Contact List	Description	Optional / Mandatory
Retail CP Brand	Name on the bill	Mandatory
RID	Ofcom RID	Mandatory (where CP has one)
Email address	Email address to receive erroneous transfer contact queries	Mandatory
Telephone Number	Telephone number for erroneous transfer queries (Note this is for CP usage only and not for end users)	Optional
CP Type	Wholesaler/ Retail CP/Reseller	Optional
Contact Hours	Times requests will be actioned (for example Monday to Friday, 9am to 5 pm)	Mandatory
Contact for escalation / admin	Industry contact for process. Note this will not be shared in the directory. This contact is for admin purposes or enquiries if the process is not being followed.	Mandatory



# Frequently Asked Questions

## **Q. Can anyone participate in the Tactical Erroneous Transfer Process (TETP)**

A. Participation is based upon reciprocity. You should be prepared to receive TETP process requests and to follow the process, as a GRCP or LRCP. You also need to provide contact details for the directory and maintain this information.

## **Q. How do I register?**

A. When your organisation is ready to participate in the Tactical Erroneous Transfer Process, complete the Directory contact information and email this into the OTA2. Emails should be sent via [info@offta.org.uk](mailto:info@offta.org.uk) , with the subject title: **Erroneous Transfer Directory Update**.

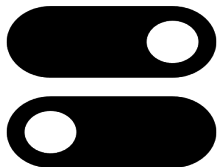
**Note:** It is strongly recommended that group email boxes are used to avoid key person dependencies.

## **Q. How do I update contact details?**

A. Changes and updates to organisational data should also be emailed to [info@offta.org.uk](mailto:info@offta.org.uk) , with the subject title: Erroneous Transfer Directory Update. Attach the updated excel Directory Information template.

## **Q. What happens if I get no contact from the GRCP or if they do not follow the process?**

A. Issues should be reported to the OTA2. CPs that do not respond, support or follow the process may be removed from the register.



# Document Owner - Version Control & Amendment History

(To be used by the document owner)

Version Number	Date	Author Name	Description of change
V0.1	11.02.2025	Laura Meakin	First issue for discussion
V0.2	25.02.2025	Laura Meakin	Updated post working group feedback
V1.00	04.02.2025	Laura Meakin	Approved version.

Approval Group	Approval Date	Approval Forum
Erroneous Transfer Working Group	04.03.2025	Erroneous Transfer Group

