



Office of the
Telecommunications
Adjudicator

OTA2 Update on Migrations

FCS Conference

In Confidence



What is the OTA

- Office of the Telecoms Adjudicator
- Paid for by BT and Ofcom
- We do a lot of things, but we don't Adjudicate!
- We don't do Policy
- We don't do Pricing
- But we do do process
- We provide a robust challenge to areas where interactions need to improve, regardless of where perceived blame may lie and thereafter focus collective effort and actions to address them

OTA Role

- OTA acts on behalf of industry
- We have a record of successful work programmes covering:-
 - LLU
 - WLR
 - Ethernet
 - Migrations
- Our primary focus is to work with all major stakeholders to identify and remove product issues and process constraints
- We achieve this by understanding the views of all parties, agreeing action oriented plans, setting challenging targets and marshalling resources to achieve results
- Ultimately we are tasked by industry, and report progress at regular Executive meetings and via our web site update

Erroneous Transfers

- Too many consumers are the subject of 'Erroneous Transfers' through no fault of their own
 - Address data records are a problem (Gold address not always gold!)
 - Single and multi dwellings (Indeterminate postcodes & non rateable premises)
 - Increase in MPF (no directory number)
 - Home movers or new lines
 - Consumer impact equals loss of service (unintended slamming!)

- OTA have been tasked by Ofcom to address process issues that allow these transfers to occur.

Erroneous Transfers- Restoration

- Once an Erroneous Transfer has occurred it is extremely difficult to restore.
 - Consumers are often left to sort things out themselves
- OTA have been tasked by Ofcom to lead industry wide engagement necessary to establish a robust process for speedy restoration.

Migrations – Gaining or Losing ???

- The debate about a single process is in the news again
- BT Group favour a Losing Provider led process
- Most CP's favour a Gaining Provider led process
- Both current schemes (MAC & AoT) have their weaknesses

- OTA have been tasked by Industry to investigate ways of overcoming the weaknesses of each – predominantly to stop the incidence / accusation of Slamming

Fixed Line Number Portability

- Rules and processes built around original voice network
- New services challenging current practices
- SOR been developed to look at the case of VOIP services
- As new services are introduced new challenges will be identified
- Encourage new/current players to help identify concerns that can be brought to the industry groups