

Gaining Provider Led 'Switching for Business' Process Rationale Document

(complimentary to process and message spec documentation)

7th August 2025 v3.0

Title	Description	Comment
Authority to Switch	<p>The GRCP has a responsibility to ensure the customer going through the sales journey has the authority to switch retailer and cancel specified services. The LRCP must trust this has been done when a match request is received. The LRCP will issue a set of switching implications directly to the customer, which gives the opportunity for their end customer to raise any concerns regarding the switch. If the LRCP's end customer does raise concerns with the switch, i.e. disputed ownership, there will be a facility for the LRCP to alert the GRCP using CP to CP exceptions handling process</p>	<p>In the absence of cancel other, it is recognised there may be cases whereby 'Disputed Ownership' could occur. Introducing an exceptions handling process for retailers to try and resolve. is considered a day 1 requirement, Solution detail and BPG to be defined</p>
Matching	<p>Matching serves two purposes:</p> <ol style="list-style-type: none"> 1). To match the customer only (includes optionally requesting an asset list). 2) To match the customer and match services in one go. <p>For a successful match, the GRCP needs to supply information equating to 5 match points or more.</p> <p>Further information and guidance can be found on 'Matching Response Code' documentation, in the customer matching summary tab and mandatory matching information tab.</p>	<p>To minimise messages to and from retailers, we have included the asset request message within the match step.</p> <p>This was an attempt to balance appropriate customer validation without making the journey overly onerous.</p> <p>The IPG have introduced a points based matching system that focuses on finding positives to achieve a match, rather than finding reason to reject.</p> <p>This approach should drive more positive outcomes and mitigate effort on CPs repeatedly reattempting to match.</p>
Matching Services	<ul style="list-style-type: none"> • Services to be switched (includes indicating if a port is required) – Mandatory • Telephone number – Mandatory for NBICS (where a customer wishes to switch a continuous range of telephone numbers for example 0161123456 to 0161123476 these can be completed in one match by entering into the service identifier field the start and the last in the number range (inclusive). • IAS – Optional to provide the service identifier (e.g. Openreach Asset ID) or the address associated with the service. The address field may be required to locate a service where no service identifier has been provided, if there is no NBICS to be switched or in a multisite scenario. • The LRCP should return the cupid of the losing voice provider if available. 	<p>Ability to include number ranges prevents multiple matches for the same data.</p> <p>Returning the cupid at the match stage, will support efficient porting processes, e.g. simplify the porting validation process, avoiding sending the port order to the range holder in a subport scenario.</p> <p>We recognise IAS doesn't have the same unique identifier across providers, therefore a pragmatic approach for when additional asset identifiers are required was considered. Service Matching SLAs have been revised to simplify and attempt to speed up the matching process, further detail can be found in the process documentation. (appendix 3)</p>

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Asset List	<p>Requesting an asset list as part of the match request is optional.</p> <p>Requester name should be included by the GRCP.</p> <p>Repeat requests for asset lists will be assessed and a decision made by the LRCP as to whether a new asset list is required or the last one generated can be resent if needed, i.e. there has been no changes to the customers assets to warrant a new one.</p> <p>The LRCP will send a message to the GRCP to indicate the asset list has been sent and by what mechanism (email/letter etc) or doesn't need to be sent.</p> <p>The LRCP has a maximum 2 working days to issue the asset list.</p>	<p>To support a gaining provider led process, we introduced the concept of an asset list to ensure the GRCP and the customer correctly identify the services to be switched/ceased. This is to prevent any error, potentially impacting the customer.</p> <p>We considered the LRCP providing an asset list directly to the GRCP, however concluded that this could result in additional commercial data being unnecessarily shared and may be considered a DP issue.</p> <p>By setting out a recommended format of an asset list, this means greater likelihood for the customer to have the information they need to share with the GRCP to achieve a successful switch.</p> <p>Guidance –</p> <ol style="list-style-type: none"> 1. Strongly recommended an asset list is requested for complex switches/ports, for example where the customer has services on multiple sites and or multiple services at a single site.
Porting Authorisation/Letter of Authority	<p>The LRCP cannot reject a match request if a signature / LOA is not provided.</p> <p>The LRCP cannot ask for a signatory/LOA in the 'Switching for Business' process, it is optional for the GRCP to include but may be insisted on further down the chain in the porting process. .</p>	<p>The IPG recommended and SG approved removal of capability to include LOA in 'Switching for Business' process as this is a 'Number Port' specific document used in the Number Port process and may have caused some confusion as to when and where LOA is used. We are also aiming to keep the 'Switching for Business' process as simple as possible.</p>
Consent to switch	<p>The GRCP has a responsibility to gain the customers express consent they wish to switch. This includes providing a summary of what the customers is signing up to.</p> <p>The LRCP will send a set of switching implications directly to their end customer using existing contact details to inform the customer of any financial, service etc implications</p> <p>.</p>	<p>The GRCP responsibility is set by regulation.</p> <p>The LRCP responsibility is a principle set by GPL Switching for Business SG and under the GC's Ofcom expect customers to be informed.</p>
Linked Order Reference	<p>This functionality has been removed following IPG recommendation and SG approval</p>	<p>Effort involved for LRCPs to develop is disproportionate to the potential benefits of Linked Reference capability, i.e. edge case, would be mandatory to implement for LRCP.</p>

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SOR (switch order reference)	<p>LRCP will generate and provide a switch order reference upon completion of a successful match request, this could be customer matched or customer and services.</p> <p>Any additional further services would be matched and will be assigned to the same SOR so that all associated services to be switched for the customer are attached to the one SOR..</p> <p>An SOR is valid for 6 months from date of generation, the GRCP and LRCP should track the expiry. .</p> <p>SOR's can be added to and the individual services switched incrementally subject to the time period.</p>	<p>Indicates successful validation of customer and or services and including the SOR may potentially reduce further validation effort in a supply chain and porting.</p>
Switch Order placement (using SOR)	<p>The GRCP has up to 6 months to place a switch order using the SOR generated by the LRCP.</p> <p>The GRCP should provide an indicative date when the switch of retailer is due to take place.</p> <p>The GRCP should inform the LRCP of any date changes.</p> <p>If an order is placed after 6 months from the SOR being generated, the LRCP may reject the order and the GRCP will need to perform another match request to start the process again.</p>	<p>A limit is required to ensure orders are not left open ended.</p> <p>By taking this approach, this means retailers don't need to complete or validate a customer match for each service switch required if performed incrementally.</p>
Day of switch message (trigger)	<p>The GRCP has provisioned the new service and billing commences.</p> <p>The GRCP will send a trigger message to cease the services in the SOR (they may do this incrementally if a complex switch).</p> <p>The LRCP will return a message to the GRCP to acknowledge the trigger has been received and will be completed.</p> <p>The acknowledgement to the GRCP should be sent within 1 working day.</p> <p>The LRCP will either issue the customer with a final bill or notify the customer of amendments to their bill if some services remain.</p>	<p>The GRCP needs to confirm when a service is ready to be ceased because there will be some instances where a customer requires a period of dual running.</p> <p>The GRCP requires acknowledgement from the LRCP to support keeping the customer informed and to avoid chasing the LRCP unnecessarily.</p> <p>GRCP's must not send a trigger message with a future date and must send the trigger message as soon as technically feasible without delay.</p> <p>LRCPs must not cease the service until the trigger message is received.</p> <p>Please refer to TOTSCo 'Dates in OTS messages' guidance (bulletin 73) for further information on handling trigger messages.</p> <p>We are adopting a similar approach to OTS</p>

Title	Description	Comment
Time Expired	If after 31 days of the indicated switch due date, there has been no date change or trigger, the LRCP can send a response code which effectively tells the GRCP that the switch is no longer valid. In this scenario, if the GRCP wishes to continue, they will need to perform another match to start the process again.	The GRCP must trigger an open switch order within 31 calendar days of the migration date (counting the migration date as day zero). If the migration date was changed in a switch order update this is relative to the migration date in the last update.
Cancel Own	A GRCP can generate a cancel own message to the LRCP in scenarios such as customer has changed their mind.	Customers may have changed their mind; therefore, this will support a future switch.