



A brighter home for everyone

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GP Generated Transfer Code

Version 1

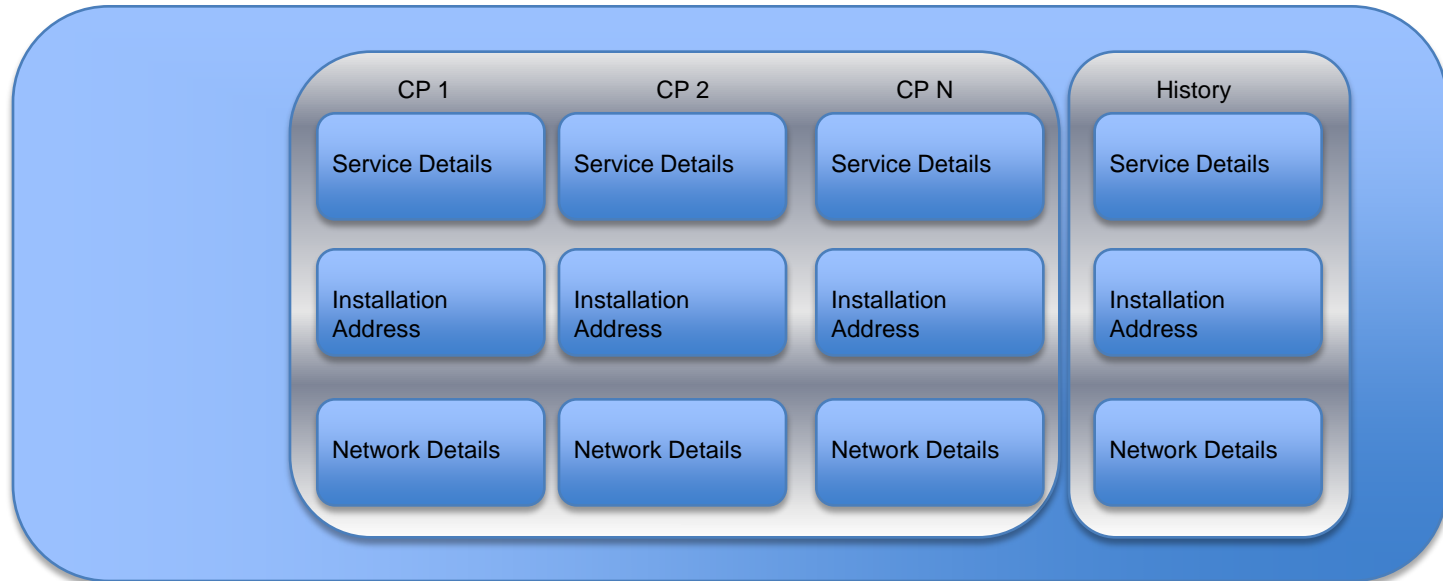


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- TxC Generated by GP upon completion of customer onboarding
- All assets tagged by GP as customer takes up/removes services
- No need for real-time communication links between LP and hub. Removes additional communications and systems costs.
- Ensures TxC availability without dependency on LP to generate
- Enables GP to identify assets at pre-sale. GP able to notify consumer of potential service impacts.
- Order process can potentially begin as soon as TPV transaction completed
- Only TPV has access to unlock the TxC – field restricted hub access for GP to validate customer details. Eliminates slamming concerns
- Consumer does not need to know or retain any Transfer Codes. Can be used for multiple sales methods
- Ensures cessation of all services
- Re-generation of transfer code by GCP ensures all assets are correctly marked
- Unique TxC per CP for split services
- Prevents prior notification to LP of customer intending to leave

The Hub becomes a central database which represents a unique record for the customer's service



The TxC can have a one to many or one to one relationship. E.g. one TxC for all same CP services or separate TxC for each service. Enables switching of bundles from different access operators.

## Process details

The following slides detail the process for the various reseller/wholesaler/access relationships. In these scenarios the responsibility to update the hub lies with the Party ordering the services from the access operator. The rationale behind this proposal is:

In the Access Operator/Wholesaler/Reseller model:

- The wholesale operator will have full knowledge of the individual components that make up a product offering – e.g. CPS/WLR/Wholesale calls – and the access operator providing the services.
- The wholesale operator typically provides the provisioning systems and interfaces to the resellers
- The wholesale operator will provide services to the reseller that do not require the access operator e.g. migrations between the wholesalers resellers.

In the GP/Access operator model:

- The GP will have full knowledge of the individual components that make up a product offering – e.g. CPS/WLR/Wholesale calls – and the access operator providing the services.
  - The GP will provide services to the consumer that do not require the access operator. e.g. CLI renumbering etc.
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## Processes still to be finalised

The following slides do not detail the method of obtaining the transfer code from the hub. Two scenarios have been considered:

1. The TxC is passed to the GP by the TPV. This would appear to be the more robust option with the benefit of a simpler systems design. The method of transmission still has to be designed but it is suggested that the TPV simply activates the visibility of the TxC on a basic portal interface.
2. The TxC is stored in a field on the database that is not accessible to the GP and upon successful completion of the TPV transaction the TxC is either unlocked for access or moved to a field that is visible to the GP.

In addition the process for re-locking the hub record once update needs to be considered. This will form part of the detailed design process.

The losing notification is not detailed as this is unchanged as per the Ofcom presented proposals and the process is instigated by the access provider order.

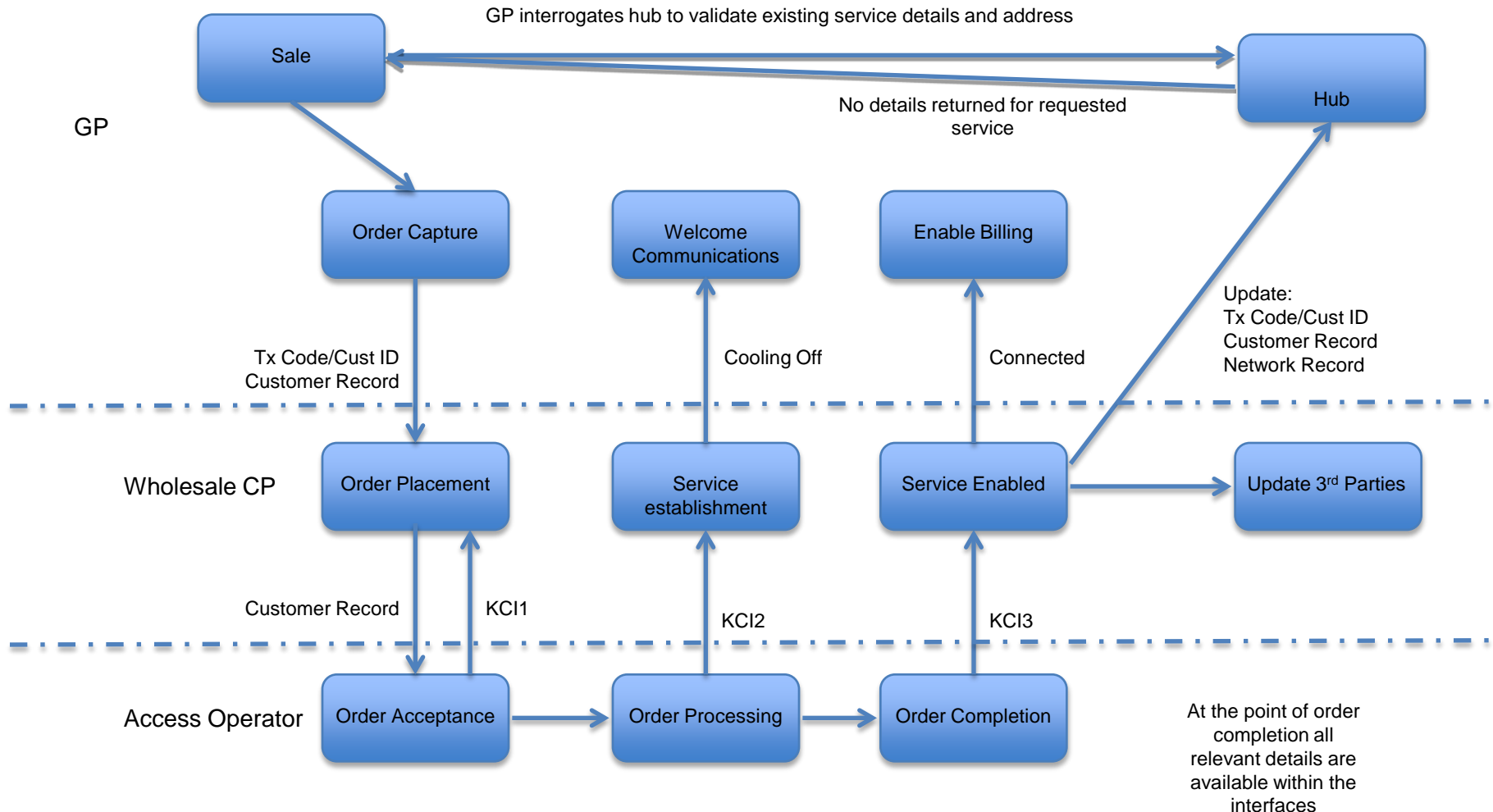
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## Process details for Access Operator – Wholesale Operator – Reseller model

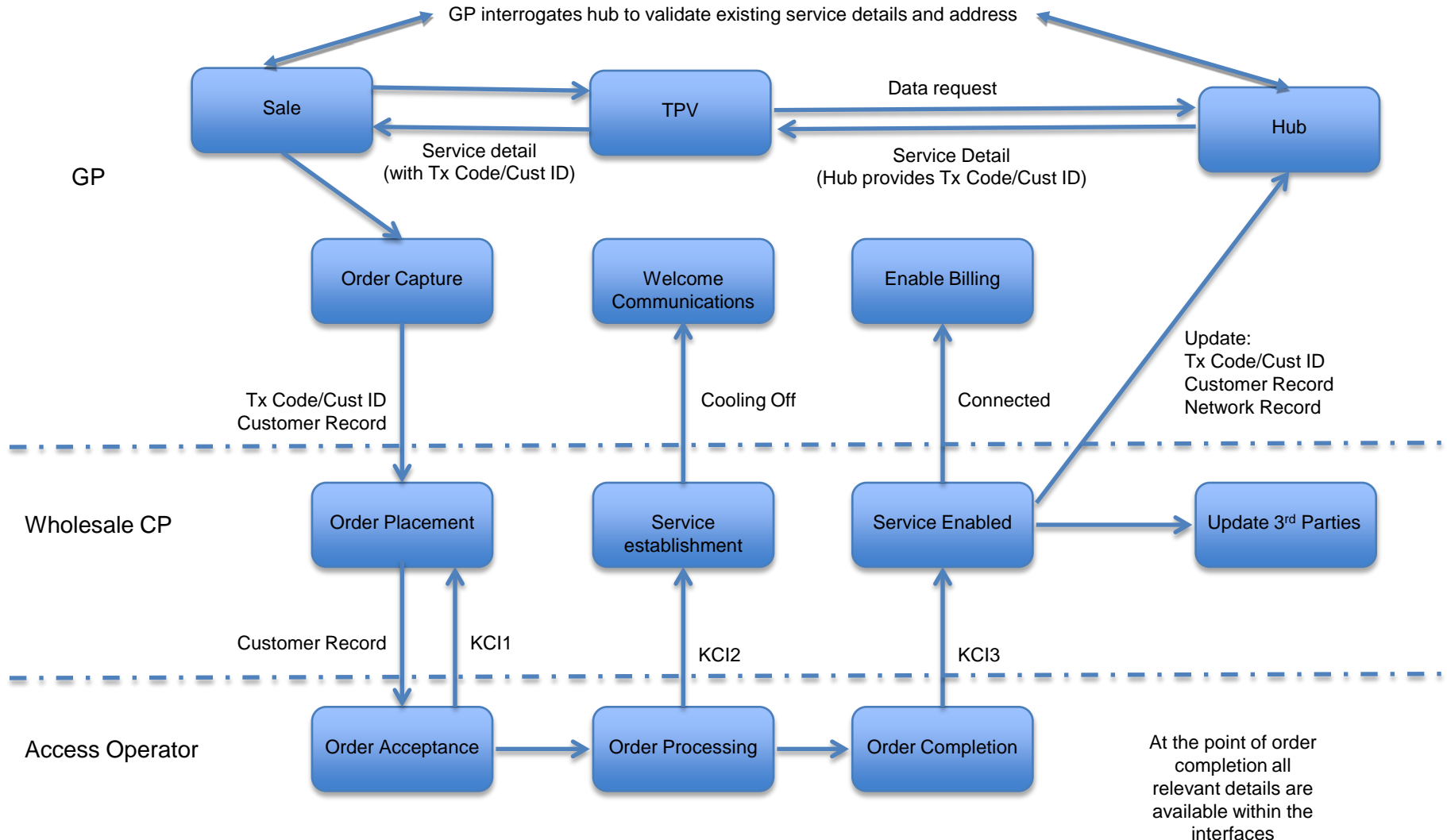
Four scenarios are presented:

- New service provided with no previous service – GP queries hub and the requested service details are not returned – the consumer may have other services but not the services they are requesting and if these are exposed to the GP the implications of any service impacts may be communicated. However further discussion needs to take place on the disclosure of these other services. TPV not involved in process as no switch is taking place.
  - Migration of services – GP queries hub and existing service details are returned. Consumer transferred to TPV. Orders placed with Wholesale Operator who in turn places relevant orders with access operator.
  - Service change with Access Operator – consumers services are amended. Order placed with the Wholesale Operator who in turn places order with Access Operator
  - Service change with Wholesale Operator – consumers services are amended and order placed with Wholesale Operator.
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## Reseller/Wholesale/Access Operator – No existing service

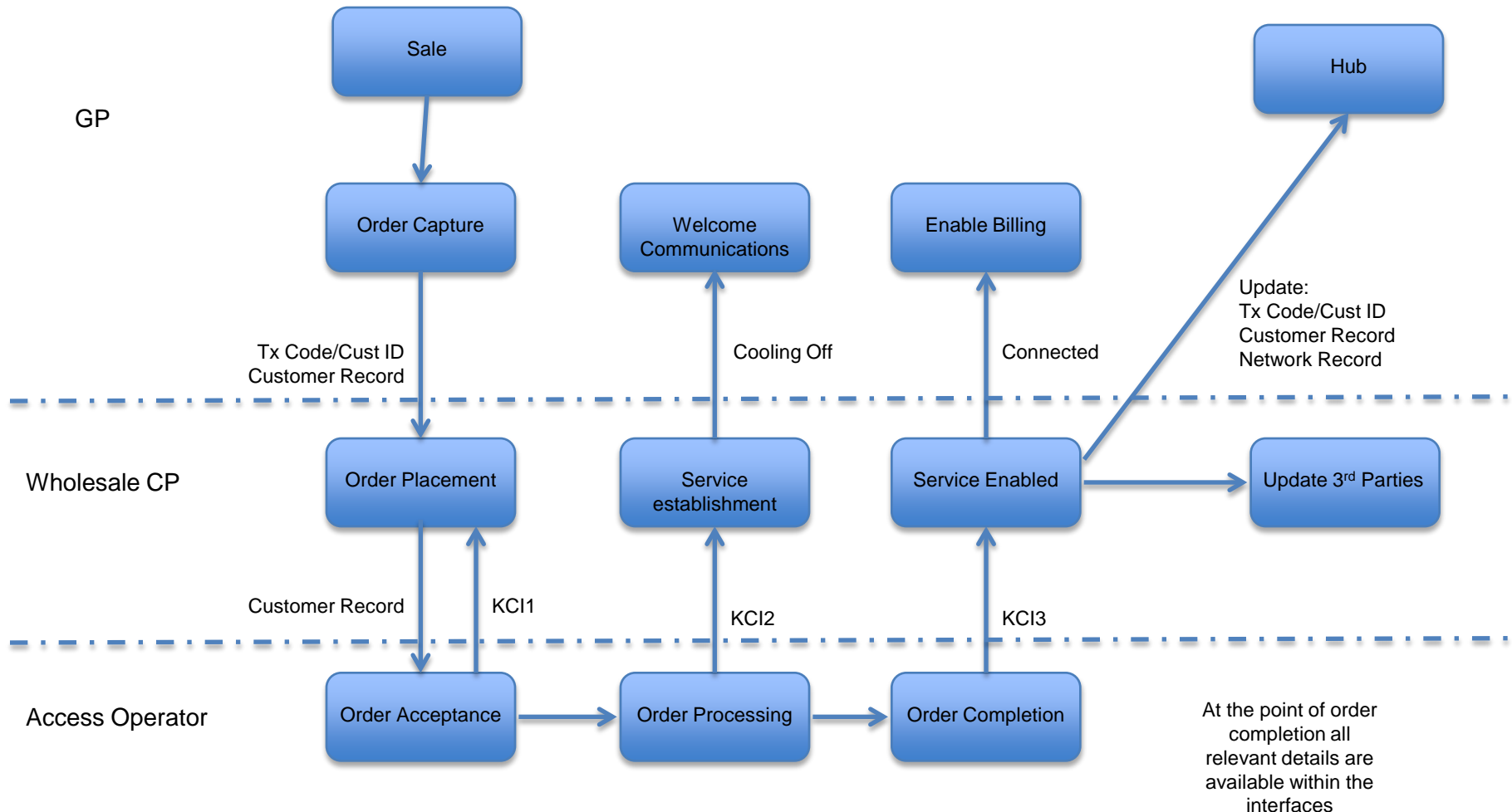


## Reseller/Wholesale/Access Operator – Migration of service

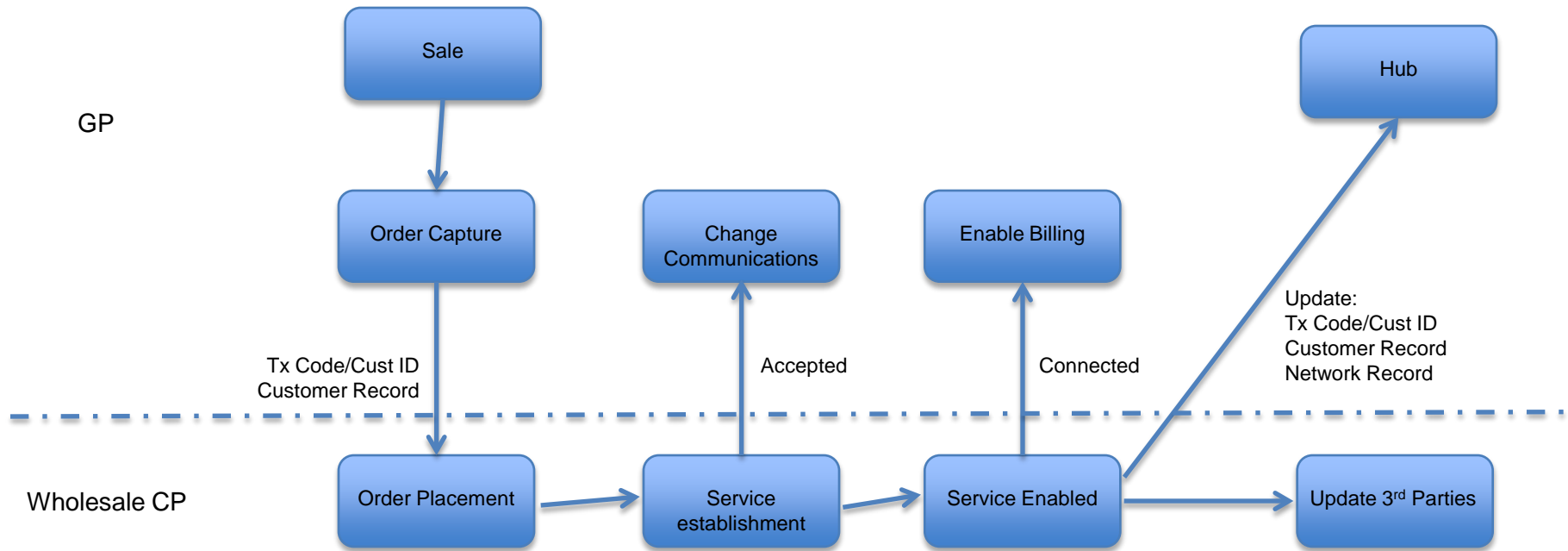




## Reseller/Wholesale/Access Operator – change of services with access operator



## Reseller/Wholesale Operator – Change services within wholesale network



At the point of order completion all relevant details are available within the interfaces

## Process details for Access Operator – Wholesale Operator – Reseller model

Four scenarios are presented:

New service provided with no previous service – GP queries hub and the requested service details are not returned – the consumer may have other services but not the services they are requesting and if these are exposed to the GP the implications of any service impacts may be communicated. However further discussion needs to take place on the disclosure of these other services. TPV not involved in process as no switch is taking place.

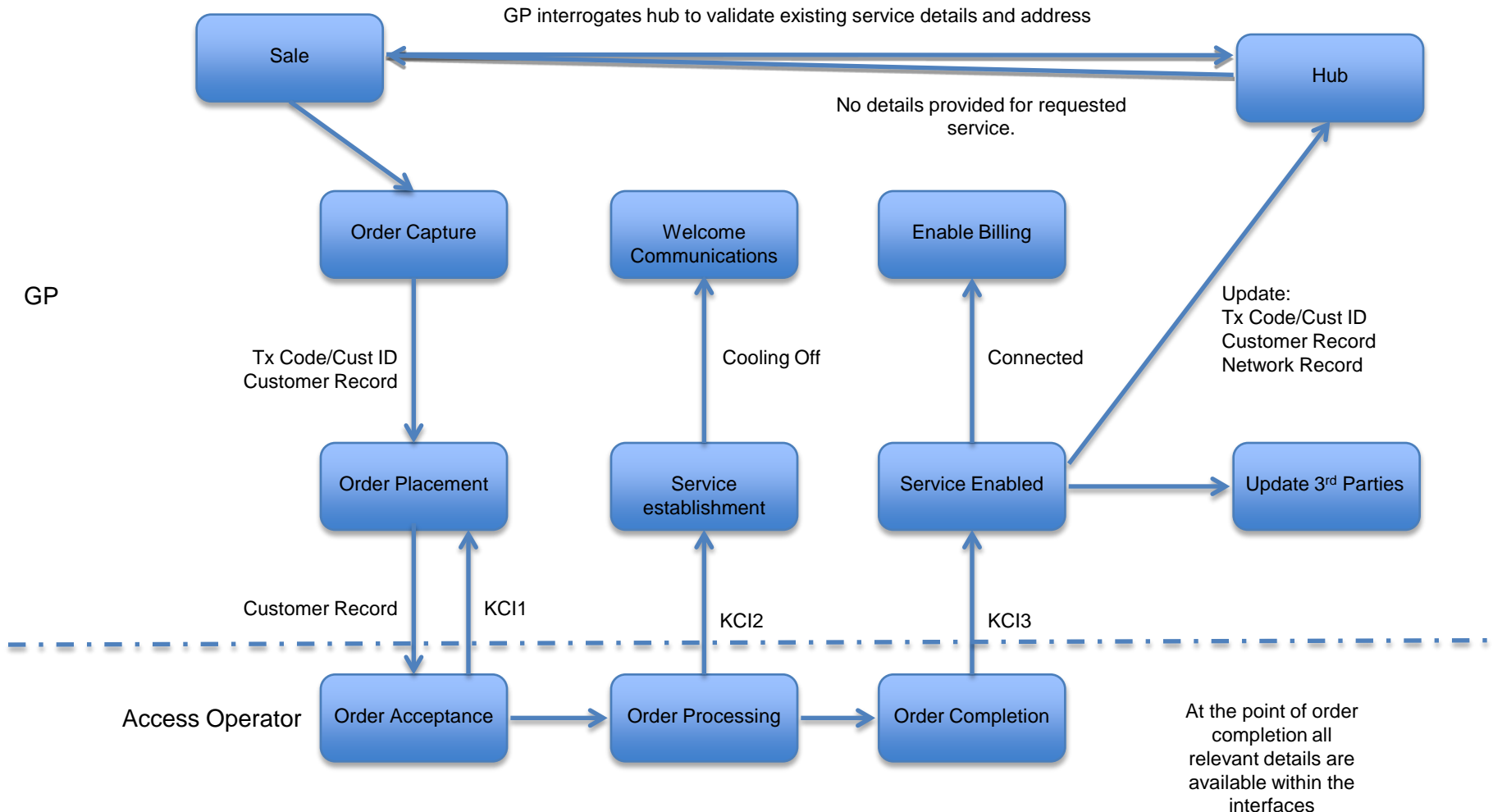
Migration of services – GP queries hub and existing service details are returned. Consumer transferred to TPV. Orders placed with access operator.

Service change with Access Operator – consumers services are amended. Order placed with the Access Operator

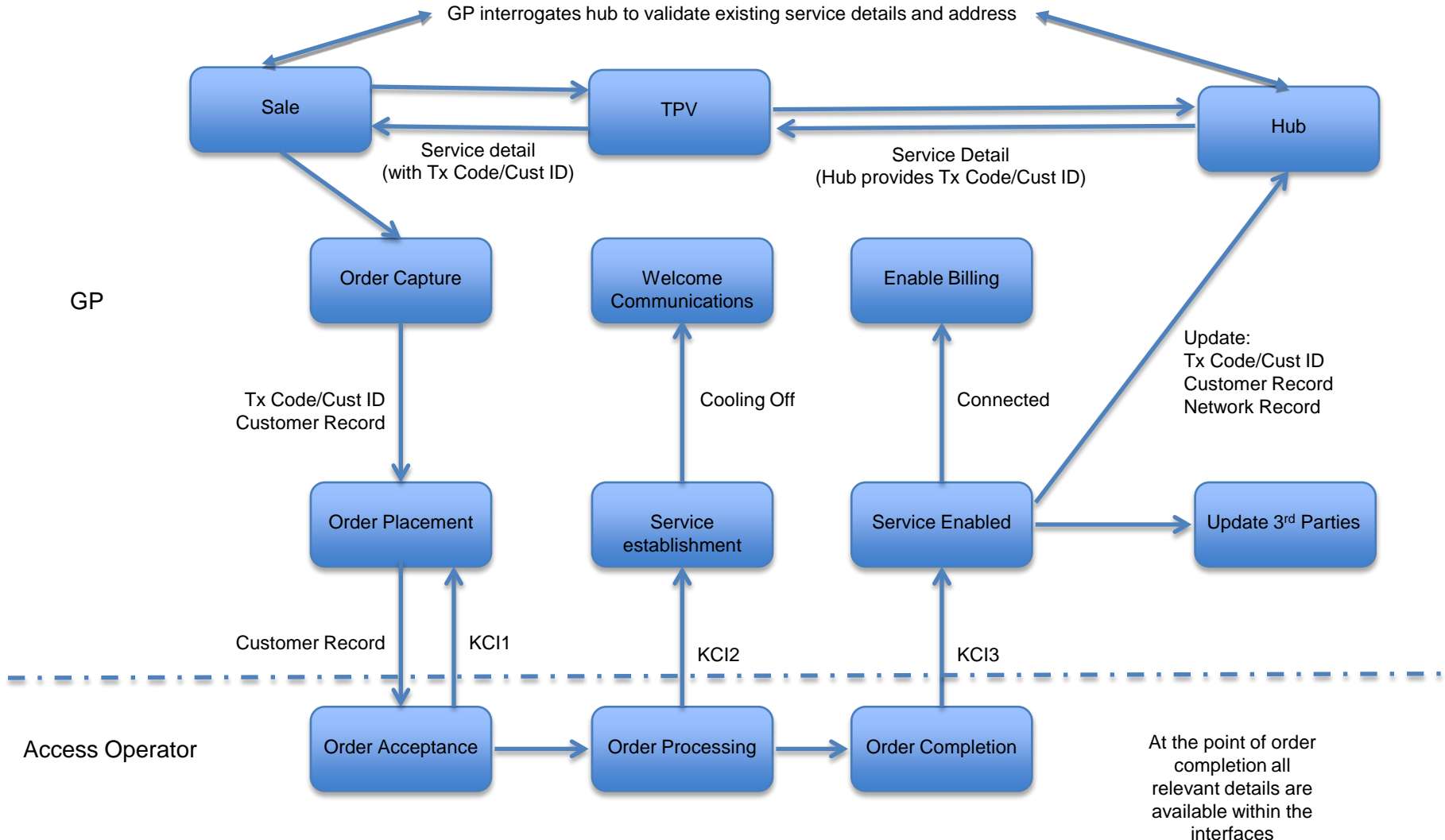
Service change within GP network – consumers services are amended and hub updated

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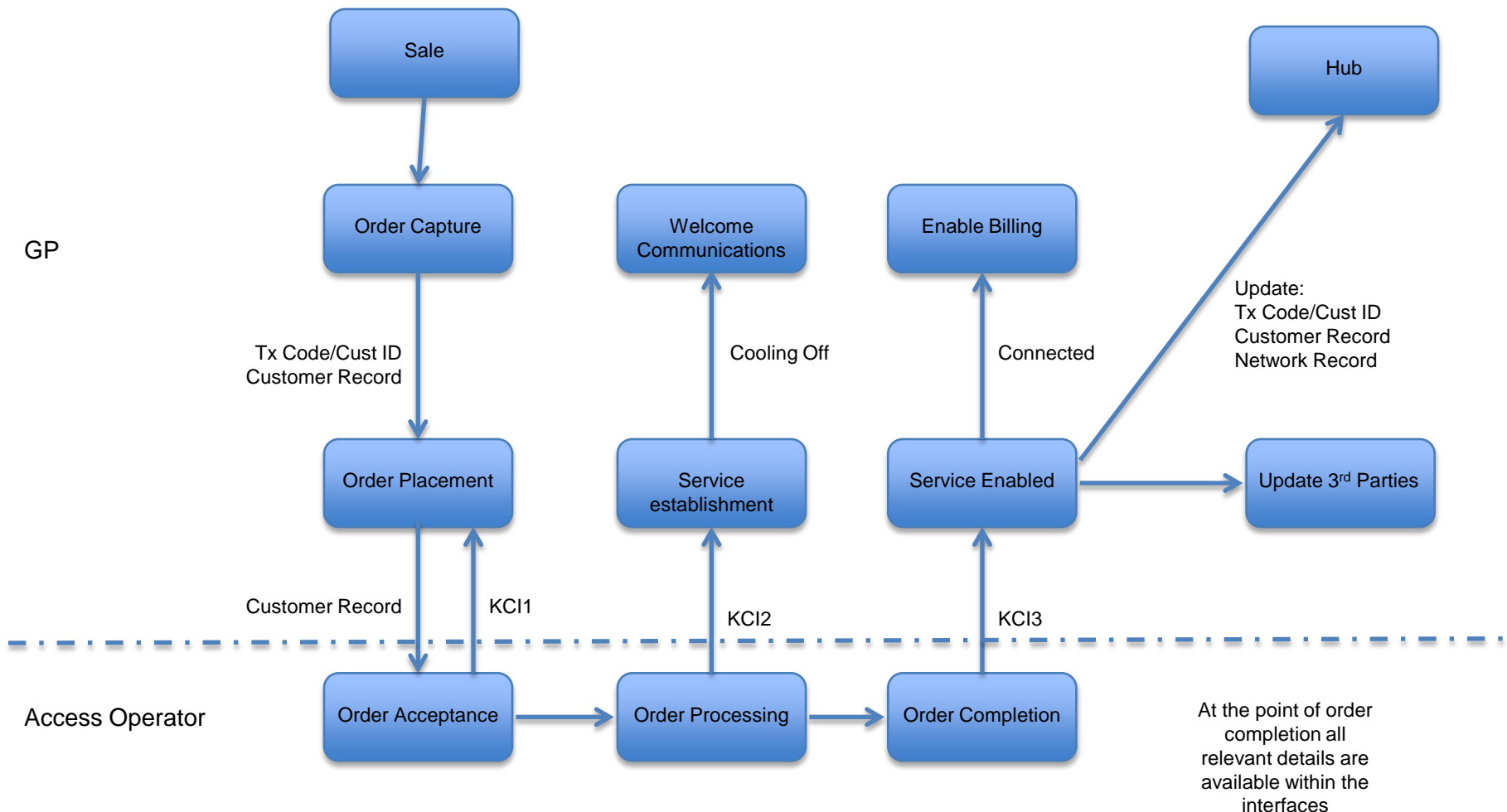
## GP/Access Operator – New Service



## GP/Access Operator – Migration of Service

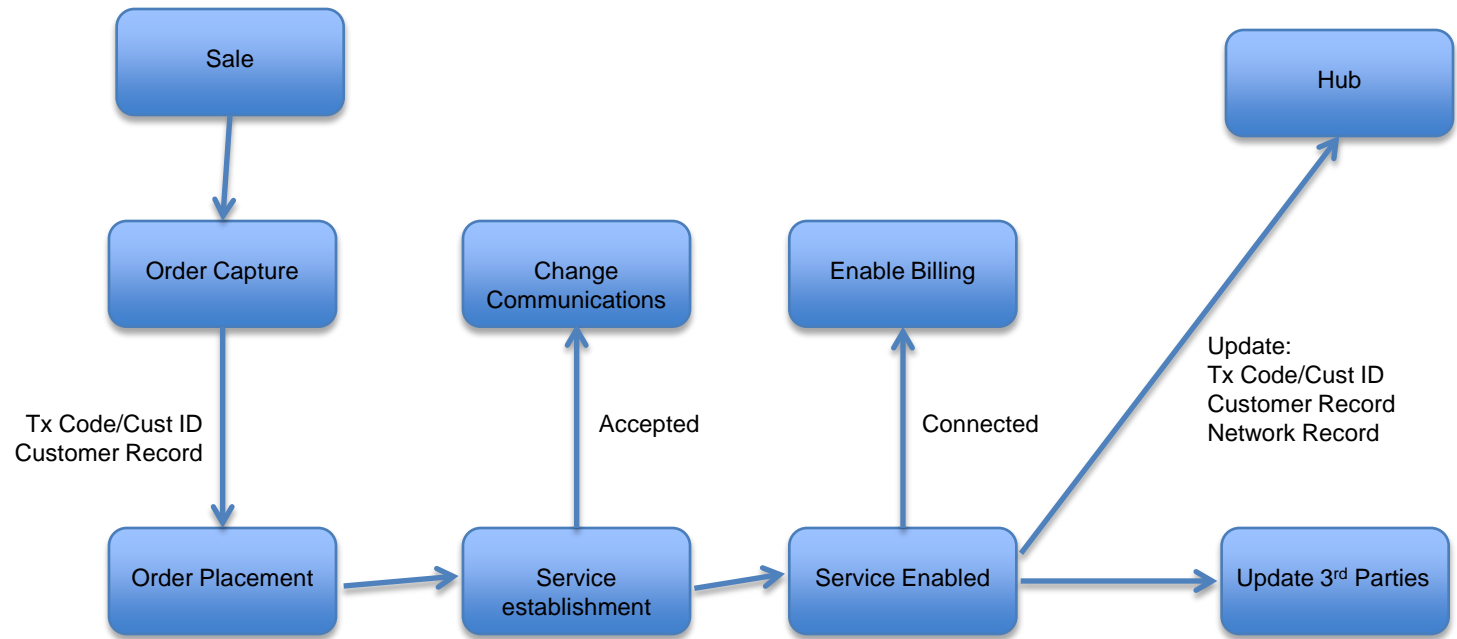


## GP/Access Operator – change of service with Access Operator



## GP – change of services within GP network

GP



At the point of order completion all relevant details are available within the interfaces