

Y-Hub Switching Process Description

Step	Description	Notes
1. Customer Contact	<p>Customer contacts GP by:</p> <ul style="list-style-type: none"> (i) fixed phone (ii) mobile phone (iii) online order portal (iv) in-store store <p>and requests to switch services</p>	Customers contacting by email / letter, will be asked to contact GP by phone / in-store.
2. GP Validates	<p>GP¹</p> <ul style="list-style-type: none"> (i) checks available services for target address (with upstream infrastructure provider if applicable) (ii) runs credit check (iii) takes details for new contract set up (iv) checks whether engineer visit is required 	
3. GP Takes Switch Details	<p>GP</p> <ul style="list-style-type: none"> (i) provides info about switching process (ii) takes Required Switch Details: <ul style="list-style-type: none"> ● Address/postcode (GP converts to UPRN) ● Name of account holder ● Contact (email / postal / mobile / fixed no.) ● LP ● Services to be switched ● Switch date 	<p>Optional Details:</p> <ul style="list-style-type: none"> ● Account number or ref with LP ● Phone number with LP ● Identifiers, e.g. FTTP ONT serial no.
4. GP Requests Switch Info	<p>Customer consents to GP requesting Switch Info</p> <p>GP provides customer and Required Switch Details to Hub and requests Switch Info</p> <p>Hub records request and forwards to LP</p>	
5. LP Provides Switch Info	<p>LP checks UPRN, customer name, services:</p> <ul style="list-style-type: none"> (i) Full match: <ul style="list-style-type: none"> ● LP provides Switch Info² to Hub and provides its own customer contact email/mobile no. if different ● Hub creates unique switch order reference and forwards to GP (ii) Partial / no match: <ul style="list-style-type: none"> ● LP informs GP via Hub ● GP requests Optional Details from customer and submits to LP via Hub <ul style="list-style-type: none"> ○ Full match: proceed as for (i) ○ Otherwise: GP instructs customer to contact LP to confirm details 	<ul style="list-style-type: none"> ● Surname match: case insensitive, omits non-alphabetic characters ● Additional details = optional details above ● In addition, GP/LP can communicate via a 'back channel' to resolve match failures

¹The order of these validation activities will vary by CP.

² I.e. the information specified in Ofcom's proposed GCC7.12. LP can also provide ALID so GP can identify target line and remove the need for an engineering visit.

<p>6. YHub Option: Hub Sends Switch Info To Customer</p>	<p>GP triggers Hub to send Switch Info in durable medium directly to the customer:</p> <ul style="list-style-type: none"> • Phone & in-store: by email³, text⁴ or letter, to contact details provided by GP and LP (if different) • Online: linked to via inline content, similar to a bank '3D Secure' card validation pop-up, retrievable later by customer <p>GP sends Regulated Info⁵ in durable medium, in parallel, and by the same route as Switch Info (or in hard copy if customer is in-store) unless customer requests another route.</p>	<p>Ofcom stated (10 July) that LP must provide Switch Info. We asked Ofcom (20 July) whether it considers customer must prove receipt. Ofcom declined to comment. Both Regulated Info and Switch Info <i>could</i> contain an identifier for customer to read out or show to GP to prove receipt (for phone orders (both options) and for YHub in-store orders). We consider this creates unnecessary friction for the customer. But if Ofcom considers proof of receipt is integral to “explicit consent”, then it should amend the process to include this when it consults.</p>
<p>6. YGP Option: GP Sends Switch Info To Customer</p>	<p>Hub forwards Switch Info to GP</p> <p>GP sends/gives Switch Info & Regulated Info in durable medium directly to the customer:</p> <ul style="list-style-type: none"> • In-store: in hard copy • Phone: by email, text or letter, to customer contact details provided by GP and LP (if different) • Online: inserted into the online order screen, retrievable later by customer 	
<p>7. Customer Consents To Switch</p>	<p>Customer confirms they have received Switch Info & Regulated Info, and that they consent to contract for new services and to switch.</p> <ul style="list-style-type: none"> • Phone/in-store: verbal consent • Online: customer ticks consent checkbox <p>GP records/stores consent in durable form⁶ (call record, web checkbox, hard copy, video)</p>	<p>If Ofcom considers proof of receipt is integral to explicit consent, then where Customer receives Switch & Regulated Info by email/ SMS/ letter, they must also quote identifier codes.</p>
<p>8. GP Places Order</p>	<p>GP:</p> <ul style="list-style-type: none"> (i) confirms order and provides contract (ii) completes order entry in their systems (iii) transmits order to Hub <p>Hub:</p> <ul style="list-style-type: none"> (i) updates record to confirm GP has placed order/ requested transfer date (ii) informs LP of expected cease date <p>LP: sends STSYG letter</p>	<p>GP populates their systems with the customer data required to activate services.</p> <p>Customer: Can contact GP to cancel under CCR up to 14 days after consent, where order is placed remotely</p>

³ GPs may offer customers access to an in-store online device in order to access their email (and thereby their Switch Info), where the customer consents and is happy to do this.

⁴ SMS will include what Ofcom described as “*information on the total charges and a link to information on the process*” (10th July 2020 letter to industry), *and* a link to a pdf document including *all* proposed C7.12 Switch Info requirements, retrievable at a later date by the customer. Note: customers with older handsets which cannot link to pdf documents through SMS may request Switch Info via other channels.

⁵ Regulated Info = any information which must be provided under: (i) EECC 102 (Contract Information); (ii) the General Conditions; (iii) the Consumer Contracts Regulations; and (iv) the Open Internet Regulation, before a customer can contract for services. Again, customers with older handsets may request to receive Regulated Info via other channels.

⁶ GP stores record for 12 months. This helps resolve disputes about unsolicited switch activity. The call recording must be easily retrievable, and identified by a customer/service identifier or LP account details.

9. Service Transfer	<p>Transfer proceeds as per NoT+ process. Can complete next day where technically possible.</p> <p>GP:</p> <p>(i) schedules transfer tasks (e.g. line of sight visit, cable pull)</p> <p>(ii) completes engineering requirements/visits</p> <p>(iii) informs upstream infrastructure provider</p>	<ul style="list-style-type: none"> • Switch order ref carried throughout supply chain • Make before break minimises loss of service • GP can reschedule up to Point Of No Return (usually day before switch)
10. Order Completion	<p>Hub triggers LP cease once GP confirms service provision activated</p> <p>LP ceases services / updates billing systems / confirms to Hub/ sends final bill</p> <p>Customer returns LP equipment as required</p>	