Switching process Option X – checklist to consider

1. How does the solution meet the requirements set out in Ofcom's December consultation implementing the new European Electronic Communications Code, and Ofcom's overarching policy aim of making switching easier, more reliable and quicker for customers while protecting them from harm?

2. How does the solution meet Ofcom's new high-level obligations on providers in relation to all switches, including those involving bundled services? Can you provide confirmation that your solution meets these requirements?

3. Can you explain how your solution meets the requirements around ease of use for customers who may have a disability or additional needs.

4. How future-proof is your solution? i.e. how long do you expect it to last and will it work effectively as customers migrate to VoIP services and the copper network is retired, removing CLI (Customer Line Identification – i.e. Phone number) as the previous method of identifying services to be switched?

5. Have you provided detailed customer journeys to demonstrate the steps involved/experience from the customer's perspective – this should note all the different touch points/times when the customer is required to act, including for example arranging an appointment related to installation of the new service or to have in-house equipment removed/sending back equipment etc.
   - is there a visual workflow representation of a 'typical' end customer experience when switching services?

6. What is the process for authentication, verification and consent? Does this include details of how the risk of erroneous transfers is minimised and how any issues identified are resolved in a timely manner?

7. Have you described how the hub works, plus any setup and governance arrangements that may be required?

8. Does your solution support customers who wish to port their number?

9. What, typically, is the time taken for the entire switching process – including the minimum amount of time the process will take, all things being equal, from the time the customer makes an initial switch request to when they have been supplied by GP and the LP has terminated the old service.

10. Have you included more detail regarding how the GP coordinates activation of the new service and cancellation of old service by the LP?

11. To what extent does your solution rely on third-parties?

12. What are your implementation timelines including details of what will drive the expected lead time to go live?

Questions specific for the 'X' group:

A. What channels will be available for the customer to obtain their code(s)? How can the process be designed to prevent the Losing Provider 'frustrating' this step?

B. Will there be different codes for different services or one code that covers all services?

C. Once a request is made, how quickly will the switch code be provided, how long will it be valid for and how will it be provided?

D. What are the opportunities to reduce the mandatory minimum lead time for switching (10 days under NoT+) and what would you suggest a revised MLT might be?

E. What channels could the Losing Provider use to inform the End Customer of Switching Implications and any Held to Term costs? How quickly will this information be provided to the customer?

F. How long will the customer have to review that information and change their mind and cancel?