

## **Customer Transfer Policy**

### **Slamming – What does it mean to your business?**

'Slamming' is a form of miss-selling when your telephone or broadband services are moved (or an attempt is made to move your services) to another provider without your knowledge or consent.

You will only normally become aware it has happened when you either lose service or receive a new bill from an unknown provider.

Although not common this practice is clearly of grave concern and Ofcom, the regulatory body for the telecommunications industry, has introduced tough rules to fight against this problem.

### **AdaptiveComms is committed to doing all we can to protect you from slamming?**

We are committed to protecting the interests of our customers, we are fully supportive of Ofcom's attempts to fight the problem and we operate to the regulations laid out in Ofcom's General Conditions of Entitlement.

As a Communications Provider we are legally permitted to use what is called the 'Cancel Other' process to prevent slamming.

If we receive an order to move your lines away and have had no contact from yourself to inform us of your intention to move we will urgently investigate and will use the 'Cancel Other' process in order to stop the risks associated with slamming. As a responsible provider we will take reasonable steps to establish that Slamming and/or Failure to Cancel has happened.

### **Definitions**

- a) "Cancel Other" is an industry term for a functionality that enables the Losing Communications Provider to cancel wholesale orders (during the Transfer Period) placed by the Gaining Communications Provider which can only be used in the circumstances set out in Ofcom's General Condition 22.
- b) "CPS" means Carrier Pre-Selection, a facility which allows a customer of a Publicly Available Telephone Service to select a provider designated in advance to apply on every occasion where no other providers have been pre-selected for the use of a telephone number;
- c) "Gaining Communications Provider" means the Communications Provider to whom the customer is transferring;
- d) "LLU" means Local Loop Unbundling, the process by which a dominant provider's local loops are physically disconnected from its network and connected to a competing provider's network.
- e) "Losing Communications Provider" means the Communications Provider from whom the customer is transferring;
- f) "Slamming" means where a request for CPS, WLR and/or LLU has been made without the Customer's express knowledge and/or consent; that is in the following circumstances:
  - (i) where the Customer has never been contacted by the Gaining Communications Provider;
  - (ii) where the Customer has been contacted by the Gaining Communications Provider, but has not given the Gaining Communications Provider authorisation to transfer some or all of their telephone calls and/or line rental to the Gaining Communications Provider;
  - (iii) where the Customer has agreed to purchase a product or service from the Gaining Communications Provider and the Gaining Communications Provider has submitted a request for a different product or service which the Customer has not agreed to purchase; or
  - (iv) where the Customer has agreed to transfer some or all of their telephone calls and/ or line rental to the Gaining Communications Provider having understood, as a result of a deliberate attempt by the Gaining Communications Provider to mislead, that they are making an agreement with a different Communications Provider;
- g) "WLR" means Wholesale Line Rental, a facility which BT provides other Communications Providers like us with the ability to offer monthly line rental and associated services (such as fault repair) on the BT line.