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# Requirements for Voice Customer Authorisation

## Version Control

Version	Status	Update	Effective Date
1.1		Draft for Industry review	11 <sup>th</sup> December 2012
V2.0	Final	This document is based on V1.1 Implementation of Standardised Change Control.	16/06/2017

This document follows change control procedure:

**Proposed** is defined as a document status when the approved document is uploaded to Proposals Section of open eir Website.

**Final** is defined as a document status when the approved document is uploaded to the relevant section of the open eir Website following the publication period.

**For information:**

- Historical Document History Table located at end of Document.
- Publish means the action of uploading a document to the website regardless of status or location.
- **If there are changes to the document between 'Proposed' and 'Final', change control operates.**



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# 1 Introduction

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## 1.1 Overview

The purpose of this document is to outline the generic information required on a Voice Customer Authorisation Form (vCAF) for obtaining customer consent to approve a change of service.

The Product Service Schedules govern the rules pertaining to CAFs and determines which format of CAF is allowed for each product.

This document outlines the generic information required for all forms of the vCAFs and details the procedures to be followed for use of a vCAF.

## 1.2 Definitions

All relevant terms and abbreviation for the Products are defined and explained in the following documents which are published by eircom on its website [www.openeir.ie](http://www.openeir.ie):

- V The respective Reference Offer
  - o Access Reference Offer (ARO)
  - o Reference Interconnect Offer (RIO)
  - o Wholesale Bitstream Access Reference Offer (WBARO)
- V Migrations Product Contract
- V The respective Product Descriptions
- V The respective Process Manuals

For the purposes of this document, all references to the Access Seeker shall also be considered to include the Operator.

## 1.3 Adherence to Data Protection Legislation

Service Providers should ensure that they are aware of and in compliance with legal requirements under relevant data protection legislation.

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## 2 vCAF Information

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### 2.1 Overview

**Voice Customer Authorisation Form (vCAF) means an internal Operator process of recording the customer's consent to processing an order for services, which is conducted via the telephone, with a recording of the customer's consent serving as a record of same.**

The Wholesale Service Schedules govern the products that allow utilisation of this mechanism for obtaining customer consent.

This section sets out clear rules and procedures that Service Providers intending to use vCAF must follow. The aim of this section of the document is to ensure customers are afforded the same levels of protection from slamming and other fraudulent behaviour as has been provided under the existing CAF processes.

### 2.2 Brief description of the vCAF process

Under the vCAF process, there are two distinct parts to the call - the Sales element and the Verification element. All issues pertaining to the Sale/ Win/ Win-back i.e. Customer's Name, UAN, Account Number, Telephone Number, Packages, Contract details and duration etc., are completed with during the Sales element of the call.

Once the customer has agreed to purchase the Product that requires the Gaining Operator to obtain formal consent through a CAF, the customer is taken through the verification script. This process is recorded and stored. Once the order is verified, the Gaining Operator submits the order to the Access Provider as per the current process. In the event of a dispute, a vCAF will be supplied to the Losing Operator.

### 2.3 The vCAF Operator

The vCAF operator must be capable of adequately performing a quality verification system.

### 2.4 Methods of vCAF

vCAF may only be used by a live vCAF agent. The procedure is as follows:-

The vCAF agent takes the customer through a verification script, which includes all the mandatory areas.

- Sales agents of the Service Provider are not permitted to influence the customer through the verification script.

### 2.5 Role of the vCAF Operator

The vCAF Operator is responsible for managing the transaction and also, for recording and verifying the authorisation (CAF).

During the verification sections of the vCAF Process:

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- The vCAF agent is only allowed to respond to specific questions about the verification process from the customer or to highlight the next step for the customer if confusion is evident.
- The actions that constitute grounds for order rejection on behalf of the vCAF agent are listed in section 2.8 below.

## 2.6 Mandatory elements of the verification script

The following are mandatory elements of the verification script. Whilst the exact wording is up to the individual Service Provider the meaning must be clearly the same as outlined below:

- Information to be supplied by the customer :

Confirms

(a) - Account no -- relevant EAN/UAN/Donor Operator Account Number (DO AN) or Service Provider Account Number (SPAN), Telephone number / s - CRN - as appropriate

- (b) Early and positive acknowledgement from the customer that they understand this transaction is not for information purposes and will result in their line and / or telephone number / services moving to <Gaining Operator>. It must be stated explicitly that the phone voice approval removes the need for them to sign a form.
- (c) Customer or Business account name.
- (d) Customer or Business account installation address.
- (e) If different, full name of person authorising the decision (name & position required if a business).
- (f) Positive acknowledgement that the customer is authorised to make the decision on behalf of the household or business.
- (g) Collection of a piece of privileged information that is not publicly available & able to be checked back **with the customer e.g. date of birth, mother's maiden name.**
- (h) Information on who to call regarding the progression of the customer order.
- (i) All services and features provided by their current Service Provider will be amended as per the order and that future services will be provided by the new Gaining Operator.
- (j) Explicit acknowledgement that the customer wants to change resulting in a positive statement from the **customer e.g. "Yes, I wish to move my line and telephone number to <Gaining Operator>".**

Additional information to be given during the verification call

- Must inform the customer they are being recorded prior to the commencement of recording. . - Explanation that full terms and conditions will be sent to the customer.

Script exclusions

- Sales or marketing material.
- Any information on promotions or incentives

## 2.7 Recording of Information

The following rules apply to the recording of the verification call:

- (a) The recording must be audible, clear and easy to understand.
- (b) The Verification must be recorded.

(c) Recorded files should be WAV or MP3.



- (d) The Gaining Operator must be able to supply the individual customer recording to the Losing Operator in the event of a dispute
- (e) Files should be transferred by email or CD
- (f) The recording must be retained for the period defined in the Product Service Schedule.
- (g) The recording should be supplied in a format that the customer can listen to.

## 2.8 Grounds for Order Rejection

The following are considered grounds for rejection of an order.

The Customer:

- (a) Disconnects the call or fails to complete the script.
- (b) Answers negatively.
- (c) Fails to give the required information or gives an obviously false response.
- (d) **Seems confused about the product or doesn't clearly understand the process.**
- (e) Asks question about other products during the process.
- (f) Cannot be clearly

understood. The vCAF agent:

- (a) Actively encourages or pressurises the customer during the verification process.
- (b) Tells or suggests to the customer what to answer.
- (C) Offers inducements to customer.

## 2.9 vCAF and Order Receipt

A copy of the information agreed on the vCAF process should be sent to the customer. This must include all the same information as required in current CAF. In addition, the vCAF should indicate that this order was verified through a telephone call, the date of verification and - if different from the customer account name - the name of the person who verified the order.

Accompanying this order receipt should be full and written details of all the terms and conditions that the customer is subject to.



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## Appendix 1 – Example of vCAF Verification Script

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The following is an example of the vCAF verification script that the Service Provider will ask the customer to reply positively to.

Verification Script:

V If you are happy to proceed, I would like to go through a series of questions to verify your order. This call is recorded so you do not have to sign any forms. I understand that you wish to return your Calls or Calls & Line Rental or Call & Line Rental & Broadband or Calls, Line Rental and Telephone Number (as appropriate) Is that correct please?

V Is this a Business or Residential Line?

V Whose name is the account under?

V Can you confirm for the purpose of the call that you are over 18 years of age and are you authorised to make this decision?

V Can you confirm your Telephone Number is \_\_\_\_\_ ?

V Can you confirm your UAN (Universal Account Number) is \_\_\_\_\_ ?

V For identification purposes we need to obtain some personal information from you - may I take the date and month of your of Birth?

V In order to return to operator name, can you please state an appropriate variation of the following:

- o " I wish to transfer my Calls to operator name.

or

- o "I wish to transfer my Calls, Line Rental and Phone Services to operator name.or

- o "I wish to transfer my Calls, Line Rental, Service and Broadband to operator name.

or

- o "I wish to transfer my Calls, Line Rental and Telephone Number to operator name.or

- o **"I wish to transfer my broadband Service to operator name.**

V Thank you for completing the Verification process. A receipt will be sent to you in the next few days along with our Terms & Conditions. The service from your current Service Provider will be ceased and your service will be transferred to operator name.

Thank you for choosing <Gaining Operator>



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Version Control History

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Version 1.0		Published as part of part of ARO Version 2	5 February 2010
1.1		Draft for Industry review	11 <sup>th</sup> December 2012
V2.0	Final	This document is based on V1.1 Implementation of Standardised Change Control.	16/06/2017