

# MARKET CODE / OPERATIONAL CODE CHANGE PROPOSAL

Form  
version 2.3

Change Proposal reference  
(To be completed by the TP Sec.)

**MCCP271**

Version No.

**D.2**

## PART A — SUBMISSION

### A.1. GENERAL DETAILS

A.1.a. TITLE SPID Transfer Cancellations

A.1.b. COMPANY CMA

Change Proposals must be authorised by the person designated by the signatory to the Market Code Framework / Accession Agreement

A.1.c. AUTHORISED  
SIGNATURE

NAME

Neil Cohen

A.1.d. CONTACT NAME

CONTACT EMAIL;  
TEL/MOB.

Neil.cohen@cmascotland.co.uk

A.1.e. ASSOCIATED  
MCCP / OCCP

A.1.f. ASSOCIATED  
DOCS.

A.1.g. PROPOSED  
URGENCY

NON-URGENT

A.1.h. REASONS FOR  
URGENCY

The CMA CEO will review this information and make a decision as to whether to take this MCCP / OCCP forward as urgent as defined under Market Code Part 8.9.1

A.2. MCCP / OCCP DETAILS

A.2.a. ISSUE OR DEFECT WHICH THIS MCCP / OCCP SEEKS TO ADDRESS  
Required under Market Code Parts 8.7.1 (ii) (b) and 8.8.1 (ii) (b)

MCCP259 (SPID Transfers) was implemented in September 2021 and delivered refinements to the SPID Transfer process that had been developed by the SPID Transfers Working Group.

One of the refinements included in MCCP259 was the establishment of an Erroneous Transfer RA that enabled cancellations to be progressed after the closure of the cancellation window (which limits the timescales for the submission of cancellation transactions – T010.0s or T010.1s) and after a transfer has taken place. Only two reasons for use of the Erroneous Transfer RA were allowed for: Error (using the D4005 Cancellation Code of ‘E’), or No New Customer (using the D4005 Cancellation Code NN). Use of the NN Cancellation Code also carried with it validation to check that the prospective customer and/or the date for such customer to be registered at the premises, as identified in the originating transfer transaction – The T003.1 were in fact inconsistent with the customer so registered at the premises, with the attendant effective date.

It has subsequently been recognised that these arrangements also allowed for the NN Cancellation Code to be used in a T010.1 transaction (Cancel Registration – Outgoing). However, it is not clear that this would be appropriate since the basis for the ‘No New Customer’ cancellation is that the originally identified prospective customer and/or the date at which such customer became effective at a premises did not materialise post-transfer and any T010.1 can only be submitted ahead of such transfer.

Currently, any T010.1 submitted with a Cancellation Code of NN would result in a transfer being cancelled. Such a position is at odds with the intent of the changes implemented under MCCP259, which sought to improve the rigour and basis for transfers and any subsequent cancellations.

A.2.b. DESCRIPTION OF THE NATURE AND PURPOSE OF THE MCCP / OCCP AND HOW IT MEETS THE MARKET CODE / OPERATIONAL CODE OBJECTIVES AND PRINCIPLES FOR THE MARKET DOCUMENTS  
Required under Market Code Parts 8.7.1 (ii) © and 8.8.1 (ii) ©

General Description

This proposal seeks to establish the use of NN Cancellation Code in a manner that respects the definition of that code: That a prospective customer and/or date of such customer becoming effective at a premises did not materialise after the event.

This requires the following changes to be made:

- CSD0301 to be changed, removing the NN Cancellation Code from the valid set.
- Adding NN as a Cancellation Code to the Additional Services Schedule, along with E, as options to be used in the Erroneous Transfer RA.
- CMA CS changes to exclude NN as a valid Code for a T010.1.

Principles and Objectives affected  
CMA Guidance Note GN009 may be referred to for assistance with this section

PRINCIPLE	AFFECTED (Y/N)	DESCRIPTION
Proportionality	Y	See below.
Transparency	N	

Simplicity, Cost-effectiveness, and Security	Y	This proposal removes an opportunity for inappropriate cancellations of SPID transfers (and subsequent disputes, or remedial corrections) and delivers the intent of the original SPID Transfer refinements.
Non-exclusivity	N	
Barriers to Entry	N	
Customer Contact	N	
Non-discrimination	N	
Non-detrimental to SW Core Functions	N	
MC / OC OBJECTIVES	N	

A.2.c. IMPACT Required under Market Code Parts 8.7.1 (ii) (d), (f) and (g), and 8.8.1 (ii) (d) and (f)		
CONFIGURED ITEM	IMPACTED (Y/N)	DESCRIPTION
MC / OC	N	
CSDs	Y	CSD0301 will be changed such that NN will no longer be included in the valid set for the D4005 Cancellation Codes.
Wholesale Services Agreements	N	
Licenses	N	
CMA Central Systems	Y	T010.1 validation will be modified to reject any use of NN as a D4005 Cancellation Code.
CMA business processes	N	
Trading Party systems	N	
Trading party business processes	N	

A.2.d. DRAFT LEGAL TEXT  
Required under Market Code Parts 8.7.1 (ii) (d) and 8.8.1 (ii) (d)

CSD0301 (Section 3.2 Valid Sets) should be modified as follows (red text):

D4005 Cancellation Code	E	Erroneous transfer (Incoming Licensed Provider)
	D	Outstanding debt (Outgoing Licensed Provider)
	C	Contract in term (Outgoing Licensed Provider)
	P	Permanent Disconnection requested (Outgoing Licensed Provider)
	PL	POLR process cancels the transfer (Incoming Licensed Provider)
	UN	Unauthorised transfer – Customer did not agree to the transfer (Outgoing Licensed Provider)
	UW	Unauthorised transfer – Customer withdrew their agreement to the transfer (Outgoing Licensed Provider)
	<del>NN</del>	<del>No New Customer registered at the premises (Outgoing Licensed Provider)</del>
	F	Self Supplier (Outgoing or Incoming Licensed Provider)

A.3. IMPLEMENTATION DETAILS

A.3.a. PROPOSED IMPLEMENTATION DATE OR LEAD TIME  
Timescale must not overlap with the period of consultation with the Commission and should take account of the impacts identified in Section A.2.c. Any quoted lead time should commence from date of Approval.

March 2022.

A.3.b. ANY LIMITATIONS OR DEPENDENCIES FOR IMPLEMENTATION

A.4. ANY OTHER COMMENTS

Indicative User Requirements are as follows:

**UR 1 T010.1 Transaction (Cancel Registration – Outgoing).** The validation for the T010.1 should be modified such that the validation for the use of appropriate D4005 Cancellation Codes should reject the inclusion of the value NN, via the T9 Helper, with existing error code AS.

**Commentary:** Although CSD0301 will cease to identify NN as a D4005 valid value, it is convenient for the CMA CS to retain this as a valid value, albeit not valid for use in a T10 txn, but available to be used in the Erroneous Transfer RA.

**UR 2 LVI.** The T010.1 submission page should be modified to remove the NN Cancellation Code from the drop-down options.

**UR 4 Additional Services Schedule.** The AS Schedule should be modified to explicitly identify that the Erroneous Transfer RA must include either the D4005 Cancellation Code value of E, or a Cancellation Code of NN.

## PART B — TP ASSESSMENT

<b>B.1. ASSESSMENT PROCESS</b>			
B.1.a. ASSESSMENT START DATE	2021-09-28	ASSESSMENT END DATE	2021-10-19
B.1.b. IMPACT ASSESSMENT REQUIREMENT	IA NOT REQUIRED		
B.1.c. CONSULTATION REQUIREMENT	TP CONSULTATION NOT REQUIRED		
B.1.d. ASSOCIATED DOCUMENTS (to this Part B)			
<b>B.2. ASSESSMENT DETAILS</b>			
B.2.a. CHANGE SPEC AND IMPACT (IF DIFFERENT FROM THAT ORIGINALLY SUBMITTED)			
B.2.b. CMA INTERNAL SYSTEMS IMPACT			
B.2.c. DRAFT LEGAL TEXT (if different from that originally submitted)			
B.2.d. TP ASSESSMENT Taking into account complexity, importance and urgency, and having regard to whether or not such proposal is within the relevant Objectives and Principles as required under Market Code Parts 8.7.1 (v) and 8.8.1 (iv)			
Impact on Principles and Objectives (if different from that originally submitted)			
Cost Estimate		£2k (IA + 33%)	
Benefit Estimate (L: < 10k, M: £10k to £100k, H: > £100k)		Avoidance of remedial action to review T010.1 submissions with NN codes. Assume: M.	
B.3. TP DECISION		TP APPROVED	
B.4. FINAL TP VIEWS		Unanimously approved by the TP on 21/10/21	
B.5. PLANNED IMPLEMENTATION DATE		2022-03	

WITHDRAWN BY PROPOSER?	No
COMMENTS	
DATE OF WITHDRAWAL	

### PART C — COMMISSION APPROVAL

C.1. DATE FINAL REPORT ISSUED TO COMMISSION	2021-11-25
C.2. APPROVAL STATUS	APPROVED CHANGE
C.3. DATE OF APPROVAL STATUS	2021-12-13
C.4. COMMISSION RESPONSE REFERENCE	

### PART D — IMPLEMENTATION

D.1. IMPLEMENTATION DATE	2022-03-24
D.2. IMPLEMENTATION DETAILS (MC version, CSD versions, CMA Central Systems release number, etc.)	
CSD0301 v27	