Individual Sales Rules: apply when a 'Gaining Supplier' wins a new customer by ordinary customer sign up (*not* as part of a customer base sale or corporate reorganisation)

Checkpoint	☑ ☒
1. Do you understand that other Chapters of the TCP Code contain various rules about selling and new customers?	
2. Are you compliant with all those requirements?	
3. If you are a gaining supplier, do you ensure that the new customer consents to the service transfer?	
4. Do you know that 'Rights of Use Holder' has a special, defined meaning under the TCP Code?	
5. Do you understand that the Rights of Use Holder is the person who: (a) has the right to control an issued phone number, and (b) has the right to authorise a port of the number, and (c) has a contractual relationship with the losing provider?	
6. If you are a gaining supplier, do you use reasonable efforts to ensure that the person who requests the transfer is either: (a) the Rights of Use Holder, or (b) is otherwise authorised to request the transfer?	
7. Taking account of the answers you have already given, and of anything else you do, do you use reasonable endeavours to ensure that a customer is transferred to you only if they have provided their consent to the transfer?	
8. If you are a gaining supplier, do you take all reasonable steps to ensure that the customer's consent is informed consent?	
9. Before you initiate a transfer to you, do you: (a) inform the customer that they will be entering a new customer contract if they agree to transfer?	
(b) inform the customer of the details of the service/s to be transferred?	
(c) inform the customer of your identity?	
(d) inform the customer whether the transfer will cause any service interruption?	

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(e) inform the customer what type of equipment would be compatible with your service?		
(f) inform the customer of the T&Cs re any equipment they would purchase from you for use with the transferred service?		
(g) inform the customer that they may have to pay a termination fee / penalty to losing provider?		
(h) inform the customer that there may be other consequences if they end contract with another supplier early?		
(i) after doing all the above, get the customer's agreement to the transfer?		
10. When the customer: • is invited to transfer a service to you, or • asks to transfer to you – do you inform the customer: (a) of your contact details?		
(b) (if a third party is carrying out the transfer for you) that you will use reasonable efforts to notify them of transfer completion on the day you are informed it has occurred?		
(c) (if you are carrying out the transfer yourself) that you will use reasonable efforts to notify them of transfer completion on the day it occurs?		
(d) (unless your normal complaints process applies) the contact details to lodge a complaint or enquiry about the transfer process?		
(e) how the customer can check if the transfer has been completed?		
11. When the customer: • is invited to transfer a service to you, or • asks to transfer to you – do you reconfirm with the customer: (a) the name of the customer?		
(b) the address of the customer?		
(c) the details of any number being transferred?		