

**Data to be processed ("Offshore Data")**

Data	Process
Direct debit set-up instructions received from Customers.	
Credit or debit card payments made by Customers.	
Amendments to direct debit instructions requested by Customers.	
Change of address - Change of street address instructions received from Customers which have been communicated directly to TV Licensing or received via a third party website.	
Licence in Force' information provided by Customers following receipt of a dealer notification letter.	
Licence Verification' information provided by Customers following receipt of a mailing to confirm they have a valid licence for their address.	
Information contained in notifications submitted by TV Dealers pursuant to the Wireless Telegraphy Act 1967 ('Dealer Notifications').	
Personal details, family, lifestyle and social circumstances details, financial details and goods or services provided details which are received from Customers or data subjects who do not require a TV licence through correspondence on the following subjects (referred to as 'Corres 1'):	<ul style="list-style-type: none"> <li>(a) Licence evasion;</li> <li>(b) Guard on property – unoccupied or no TV receiver;</li> <li>(c) Holiday homes;</li> <li>(d) Licence held claim;</li> <li>(e) Transferring a licence to another person (Counterfoil licences only);</li> <li>(f) Request for Registration of Customer;</li> <li>(g) Request for a direct debit instruction application;</li> <li>(h) Licence on file, reminder received;</li> <li>(i) Expiry date change for period of ceased use (Counterfoil licences only);</li> <li>(j) Marketing responses;</li> <li>(k) No set claims;</li> <li>(l) Dealer notification;</li> <li>(m) Change of address;</li> <li>(n) Change of name (Counterfoil licences only);</li> <li>(o) Foreign satellite;</li> <li>(p) Gone away (Counterfoil licences only);</li> <li>(q) Ways to pay;</li> <li>(r) Time to pay; and</li> <li>(s) Mono set declaration.</li> </ul>
Personal details, family, lifestyle and social circumstances details, financial details and goods or services provided details which are received from Customers or data subjects who do not require a TV licence through correspondence on the following subjects (referred to as 'Corres 2'):	<ul style="list-style-type: none"> <li>(a) Change of equipment type;</li> <li>(b) Request for Bank Payment Instructions;</li> <li>(c) Request to change bank;</li> <li>(d) Request to change bank details;</li> <li>(e) Cancellation of a direct debit because of ceased use, death, departure ('gone away') and requests to leave;</li> <li>(f) Request for duplicate licence; and</li> <li>(g) Request for licence in multiple names.</li> </ul>
Personal details, family, lifestyle and social circumstances details, financial details and goods or services provided details which are received from Customers requesting the refund of an unexpired licence on the grounds of ceased use, death and departure ('gone away').	

**Means by which the Offshore Data has been collected**

Process	Source
Only Offshore Data which has been received via an approved means from Customers, data subjects who do not require a TV licence or, in the case of Dealer Notifications, from TV Dealers, may be processed. The following are approved means for the purposes of the Offshore Data specified:	
Direct debit set-up instructions	(a) Call log; (b) IVR including Vodaphone self-serve; (c) Paper application form; and (d) www.tvlicensing.co.uk (excluding emails).
Credit or debit card payments	(a) Call log; (b) IVR including fluency self-serve and DTMF; and (c) www.tvlicensing.co.uk (excluding emails).
Amendments to direct debit	(a) IVR including fluency self-serve; (b) Paper letter; (c) Email (d) Website www.tvlicensing.co.uk
Change of street address	(a) IVR including fluency self-serve; (b) www.tvlicensing.co.uk; (c) Third party website; (d) Paper letter; and (e) Email.
Licence in force	(a) IVR including fluency self-serve; (b) Paper letter; and (c) Email.
Licence verification	(a) IVR including fluency self-serve (b) Website (tvlicensing.co.uk) (c) Paper letter (d) Email
Dealer notification	(a) Dealer notification paper or electronic forms.
Corres 1 and corres 2 Correspondence	(a) Paper letter; (b) Email; and (c) In respect of corres 1 (b) Guard on property – unoccupied only, IVR including fluency self-serve.
Refunds	(a) Paper letter; (b) Paper application form; and (c) Email (d) Website (tvlicensing.co.uk)

**Tranche 1 Data**

Queue Name	Go Live Timescale	Source	Data	Process	System	Additional Comments
WEB COD Onshore (DUAD)	Aug-12	Customer	Type of change Set up or amendment of DUAD details Duad type Duad name Duad home phone number Duad mobile phone number Duad business phone number Duad telephone preference Duad old email address Duad new email address	Request for Change of Details (name, address, bank etc) on the web that cannot be processed in real time.	LASSY Call log Web backoffice SmartAgent	
WEB COD Onshore (COA)	Aug-12	Customer	Type of change Old licence address New licence address Date of move Cancel pending change of address	Request for Change of Details (name, address, bank etc) on the web that cannot be processed in real time.	LASSY Call log Web backoffice SmartAgent	
WEB COD Onshore (CON)	Aug-12	Customer	Type of change Old name Reason for name change New name	Request for Change of Details (name, address, bank etc) on the web that cannot be processed in real time.	LASSY Call log Web backoffice SmartAgent	
WEB COD (Change of Licence holder)	Aug-12	Customer	Type of change TVL format Old home telephone number Old work telephone number New work telephone number Old mobile telephone number New mobile telephone number New telephone preference Old Licence holder email address New Licence holder email address Email consent	Request for Change of Details (name, address, bank etc) on the web that cannot be processed in real time.	LASSY Call log Web backoffice SmartAgent	
WEB COD Onshore (Change of Bank)	Aug-12	Customer	Type of change DD Preferred payment date Notification waiver period Sortcode Bank account number Bank account name DD Payer name Payer's telephone number - Home Payer's telephone number - Work Payer's telephone number - Mobile Payer's telephone preference Payer's old email address Payer's new email address	Request for Change of Details (name, address, bank etc) on the web that cannot be processed in real time.	LASSY Call log Web backoffice SmartAgent	

WEB DD Complex	Aug-12	Customer	Type of Application Licence number Payment Scheme Application date Application type Application equipment Name Address Preferred payment date Bank details Licence format Contact details (incl email address) Payer details DUAD details	This can include more complex transactions, or a request for further information.	LASSY Call log Web backoffice	
Web Card Complex	Aug-12	Customer	Type of Application Licence number Payment Scheme Application date Application type Application equipment Name Address Last 4 digits of card number Account holder name & address Licence Holder details (incl email address) DUAD details	This can include more complex transactions, or a request for further information.	LASSY Web backoffice AIM AOS ACR SmartAgent	
WEB COD Offshore	Aug-12	Customer			LASSY Call log Web backoffice SmartAgent	
No Licence Needed (Combined)	Aug-12	Customer	Declaration: Type of application NLN Licence number Application date Licence number NLN name NLN address NLN reason Contact details Type of address <u>Declaration Complex:</u> As per Declaration but if a response for further information then can come with freetext <u>NLN Check:</u> Type of application Name & address Contact details <u>NLN Check Complex:</u> As per Complex but if a response for further information then can come with freetext	Customer informs TVL that they don't require a licence as they don't have TV receiving equipment, or they want to check if they have an NLN in place.	LASSY Call log Web backoffice SmartAgent	

DOEO (Combined)	Aug-12	Customer	<p>DOEO Type of application NLN Licence number Application date NLN name NLN address Date of Occupancy Contact details</p> <p><u>DOEO Complex</u> As above, but if a response for further information then can come with freetext</p> <p><u>DOEO Address Structure</u> Redirect queue from one of the above</p>	Customer claims the address is unoccupied	LASSY Call log Web backoffice SmartAgent	
IVR DTMF Rejects	Aug-12	Customer	<p>Licence number Postcode Telephone number Amount paid Last 4 digits of card number Equipment type</p>	Customer pays by credit/debit card using the IVR and when the application is automated through LASSY it encounters an error and needs to be handled manually	LASSY Call Log SmartAgent	
IVR Non Payment CCT	Aug-12	Customer	<p>Licence number Name Old Postcode Address New postcode Telephone number SMS consent</p>	This is a redirect queue from IVT change of address. If offshore cannot process because of licence type, address cannot be found etc. They redirect back to onshore.	LASSY Call Log SmartAgent	
IVR Payment CCT	Aug-12	Customer	<p>Licence number Name Postcode Bank details Payment scheme SMS consent Telephone number</p>	This queue is a redirect queue from IVR change of bank or DD setup. If onshore cannot process because of licence type, payment etc. They redirect back to onshore.	LASSY Call Log SmartAgent	
ADDACS	Aug-12	Bank	<p>Licence number Existing bank details New bank details Source code Reason code Error message Sequence number Effective date</p>	Change of bank details supplied by the bank via a report	LASSY Call Log SmartAgent	

DDI Rejects	Aug-12	Customer	Licence number Name & Address Bank Name & Address Bank account details Telephone number Payment scheme Signature exists	A DD instruction cannot be processed offshore as licence details may not match or incorrect details are given etc so redirect from offshore back to onshore	LASSY Call Log SmartAgent	
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Tranche 2 Data

Team Name	Queue Name	Go Live Timescale	Source	Data	Process	System(s)	Additional Comments
Email	E-mail Corres Refund	September-12	Customer	Type of application Name Licence number Address Telephone number Email address Free text outlining the query	Queries related cancellation and refund.	LASSY Call Log Web backoffice  Smart Agent Caves  MS Outlook	
Email	E-mail Complex	September-12	Customer	Type of application Name Licence number Address Telephone number Email address Free text outlining the query	Work item that needs further information/investigation and E-Mail responses that have been linked to the original enquiry.	LASSY Call Log Web backoffice  Smart Agent Caves  MS Outlook	This queue is predominantly a redirect queue, cases from E-mail General & E-mail Direct Debit Enquiry are redirected in this queue.
Email	E-mail Web TVL Applications	September-12	Customer	Free text outlining the query	Queries regarding the application status and Licence via Email.	LASSY Call Log Web backoffice  Smart Agent Caves  MS Outlook	
Email	E-mail Over 75 Corres (E-mail Team)	September-12	Customer	Type of application Name Licence number Address Telephone number Email address Free text outlining the query	Queries pertaining to Over 75 licences.	LASSY Call Log Web backoffice  Smart Agent Caves  MS Outlook	Any query leading to accessing the Flossy Application is redirected to Over 75 team. Capita India deals with basic queries like Over 75 Pre registration, COA, Short term licences. Request for CON, Renewal and Cancellation of Over 75 licence are redirected to Over 75 Team.
Email	E-mail Others	September-12	Customer	Type of application Name Licence number Address Telephone number Email address Free text outlining the query	A group of 25 queues, dealing with general enquiry. Most of the queries are generated from the website when the customer selects a topic under "contact us" tab.	LASSY Call Log Web backoffice  Smart Agent Caves  MS Outlook	Queues in e-mail others are as below. 1) Email - Address Structure (Email Team) 2) Email - Anti-Evasion (Email Team) 3) Email - Blind (Email Team) 4) Email - Buy TV Licence Direct Debit 5) Email - Campaign 1 6) Email - Change of Address (COMPLEX) 7) Email - CLC (Email Team) 8) Email - Complaints (Email team) 9) Email - CEE 10) Email - DCC (Email Team) 11) Email - Dealers 12) Email - Duplicate Licence Request 13) Email - Home Banking (Email Team) 14) Email - Investigations (Email Team) 15) Email - licence via email 16) Email - MCP 17) Email - Policy (Email Team) 18) Email - Positive customer feedback 19) Email - Problem with Transaction 20) Email - Publicity 21) Email - Resourcing 22) Email - Student 23) Email - TVL WEB (WEB Team) 24) Email - Update Contact Details 25) Email - TVL Saving Scheme (these queues are very low volume queues, cumulatively about 2000 transactions a month)

Refunds	REFUNDS	September-12	Customer	<p>If Application form completed; Name Address Licence number Licence expiry date Refund reason (free text) Refund payment method Refund address (if cheque) Bank details (if BACs refund) Refund applicant name Refund applicant address Refund applicant signature Refund applicant telephone number Evidence supporting the refund claim</p> <p>If whitemail then freetext</p>	Refund request with evidence supplied	<p>LASSY Call Log</p> <p>Smart Agent Caves</p> <p>Ms Word - OneM@il MS Outlook</p>	This is the Refund -Paper queue, these work items are currently not scanned onto Smart Agent.
Refunds	REFUNDS AUTO COMPLEX	September-12	Customer	<p>If Application form completed; Name Address Licence number Licence expiry date Refund reason (free text) Refund payment method Refund address (if cheque) Bank details (if BACs refund) Refund applicant name Refund applicant address Refund applicant signature Refund applicant telephone number Evidence supporting the refund claim</p> <p>If whitemail then freetext</p>	Refund request with evidence supplied	<p>LASSY Call Log</p> <p>Smart Agent Caves</p> <p>Ms Word - OneM@il MS Outlook</p>	This queue deals with Refund on current licences only.
Refunds	REFUNDS CORRES	September-12	Customer	<p>If correspondence then free text</p> <p>If Application form completed; Name Address Licence number Licence expiry date Refund reason (free text) Refund payment method Refund address (if cheque) Bank details (if BACs refund) Refund applicant name Refund applicant address Refund applicant signature Refund applicant telephone number Evidence supporting the refund claim</p>	Usually whitemail correspondence, but can include application forms with evidence.	<p>LASSY Call Log</p> <p>Smart Agent Caves</p> <p>Ms Word - OneM@il MS Outlook</p>	



Refunds	REFUNDS MANUAL	September-12	Customer	If Application form completed; Name Address Licence number Licence expiry date Refund reason (free text) Refund payment method Refund address (if cheque) Bank details (if BACs refund) Refund applicant name Refund applicant address Refund applicant signature Refund applicant telephone number Evidence supporting the refund claim If whitemail then freetext	Refund required for an expired or cancelled licence.	LASSY Call Log  Smart Agent Caves  Ms Word - OneM@il MS Outlook	All manual refunds transactions processed are checked and authorized by checkers onshore.  The access to refund database is not available to Capita India hence all relevant information is entered in Smart agent notes enabling checkers to authorize the refund.
Refunds	WEB Refunds	September-12	Customer	Name Address Licence number Licence expiry date Refund reason (free text) Refund payment method Refund address (if cheque) Bank details (if BACs refund) Refund applicant name Refund applicant address Refund applicant telephone number Refund applicants email address Free text outlining the query	Refund request applied on the TV Licensing web site	LASSY Call Log Web Backoffice  Smart Agent Caves  Ms Word - OneM@il MS Outlook	Web refunds pertains to refund claims for one quarter only hence no evidence is required.
Refunds	CAMPAIGN 2 (Email Refunds Complex)	September-12	Customer	Name Licence number Address Telephone number Email address Free text outlining the query	Emails pertaining to refund queries, this can include more complex transactions, or a request for further information.	LASSY Call Log Web Backoffice  Smart Agent Caves  Ms Word - OneM@il MS Outlook	This is redirect queue, any emails requiring refund's team expertise are redirected in this queue.
Refunds	CALL LOG REFUNDS	September-12	Customer				CALL LOG refunds queue de-scoped for Capita India as most of the cases are request for customer callback.
Corres & Call Log	Whitemail Corres 2 Complex	September-12	Customer	Name Address Telephone number Licence number (if applicable) Free text outlining the query	Customer request received via letters, this includes more complex transactions or a request for further information.	LASSY Call Log  Smart Agent Caves  Ms Word - OneM@il MS Outlook	This queue is predominantly a redirect queue, cases from Corres 1 & Corres 2 are redirected in the queue.
Corres & Call Log	Corres 2	September-12	Customer	Name Address Telephone number Licence number (if applicable) Free text outlining the query	Customer request received via letters	LASSY Call Log  Smart Agent Caves  Ms Word - OneM@il MS Outlook	This is the Corres 2 (Paper) queue, these work items are currently not scanned onto Smart Agent.

Corres & Call Log	CALL LOG DUPLICATES	September-12	Call Center	Name Address Telephone number Licence number (if applicable) Free text outlining the customer's query	Duplicate licences request referred by call center agents.	LASSY Call Log  Smart Agent Caves  Ms Word - OneM@il MS Outlook MS Excel	Any case pertaining to use of excel sheet is currently redirected to onshore as Capita India does not have access to file server to store the excel sheet.
Corres & Call Log	CALL LOG Various	September-12	Call Center	Name Address Telephone number Licence number (if applicable) Free text outlining the customer's query	General queries referred by call center agents.	LASSY Call Log  Smart Agent Caves  Ms Word - OneM@il MS Outlook	Queues in Call Log Various are: Call Log Corres 1 Call Log Corres 2.  Call Log investigation and Call log Duads queues are de-scoped as the volume was very low in the queues.

\*\* Note : Refunds team also refer to sorting code website and digital switchover website to extract specific information

**Offshore IT Services**

Service	Description	Go Live Timescale	Location	Data	System(s)	Additional Comments
Service Desk	IT Services Service Desk provision to TVL	Live already	Pune	No data to be offshored	NA	The IT Services TVL Service Desk is already located in Pune, no impact.
Service Centre Change Management	Administration of the change process to ensure that each change is assessed by the correct teams.	TBA	Pune	No data to be offshored	NA	
Technical Operations	Technical operations in respect of WinTel, UNIX, Exchange, Backup storage and Network support.  Technical problem resolution Server patching Monitoring and responding to alerts Management of Capita's email solution Running and monitoring scheduled backups	TBA	Pune	No data to be offshored	NA	
Remote Desktop Services	Remote diagnosis of desktop based issues and the resolution of desktop issues using Landesk software. Also the packaging and deployment/redeployment of software to TVL desktops.	TBA	Pune	No data to be offshored	NA	Although there is no plan to offshore data, technical operational resources in Pune will have the ability to view any screens that might be open on UK based PC's when remoting to the PC in order to diagnose and resolve desktop based issues.