



**NETWORKS**

# **MRSO Update**

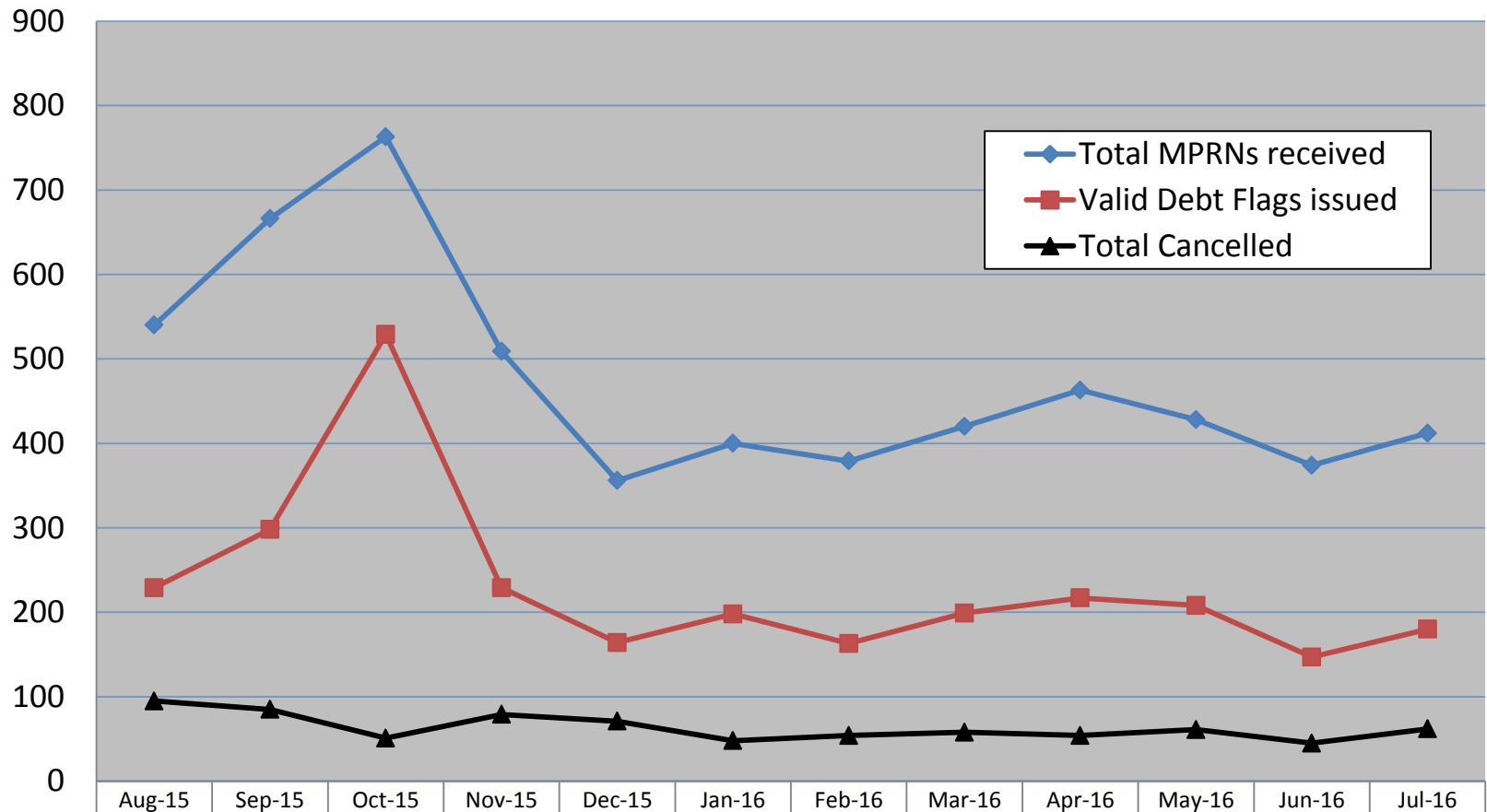
**Gerry Halligan**

**31<sup>st</sup> August 2016**

# Debt Flagging

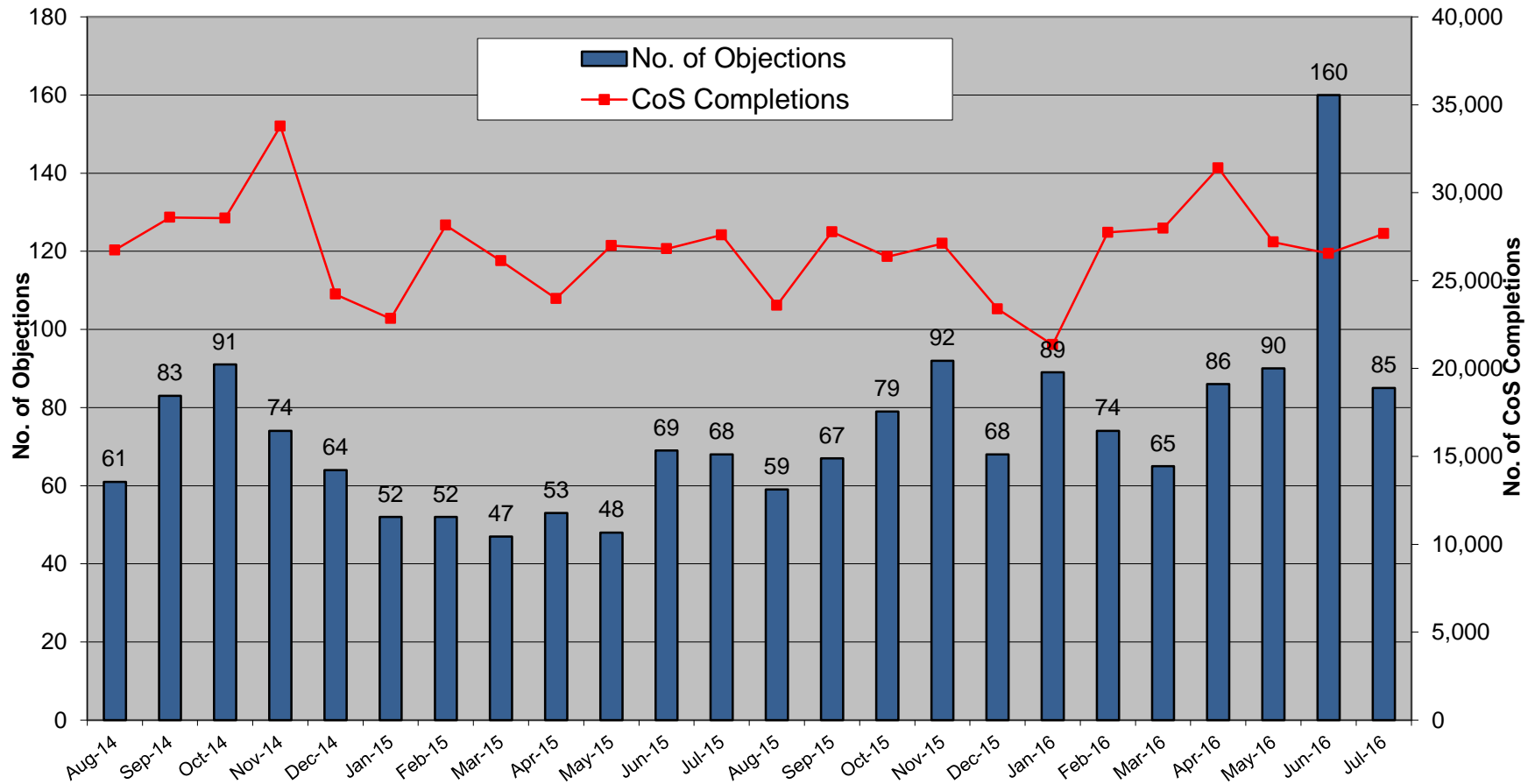
	May-16	Jun-16	Jul-16
Total MPRNs received	428	374	412
Total CoLEs returned to outgoing supplier	207	202	215
Returned for other reason to outgoing supplier (invalid MPRN, switch completed)	13	25	17
Valid Debt Flags issued to gaining supplier	208	147	180
Total not cancelled	147	102	118
Total cancelled	61	45	62
Valid Debt Flags as % of total COS	0.8%	0.6%	0.7%

# Debt Flagging



	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Total MPRNs received	540	666	763	509	356	400	379	420	463	428	374	412
Valid Debt Flags issued	229	298	529	229	164	198	163	199	217	208	147	180
Total Cancelled	95	85	51	79	71	48	54	58	54	61	45	62

# Objections – Erroneous Transfers



# Objections

	May-16	Jun-16	Jul-16
No. of Objections	90	160	85
Cancellations from Objections	64	116	62
Objection emails to MRSO	7	4	11
Reasons:			
Uncontactable by phone			1
Written communication			
COS confirmed	7	4	10
Other			
Escalation emails	7	4	3