

# Retailer Wholesaler Group (RWG)

To tackle the big market issues and  
make changes/share best practice to  
improve overall customer service in the  
market

# Scope of RWG

## **Scope**

- Improving the customer experience
- Review the implementation of the Wholesale-Retail Code Part 3: Operational Terms
- Identify areas of ambiguity and opportunities and discuss further.
- Forum for all participants to share their view points on improving performance and sharing best practice.
- Opportunity for Wholesalers, Retailers, other Stakeholder and MOSL to work together to shape the market.
- Always be customer focused in their recommendations.
- Make improvements to the market via the Code Panel.
- Communicate improvements/best practice to all parties.
- Sharing Lessons learnt.
- Encourage innovation

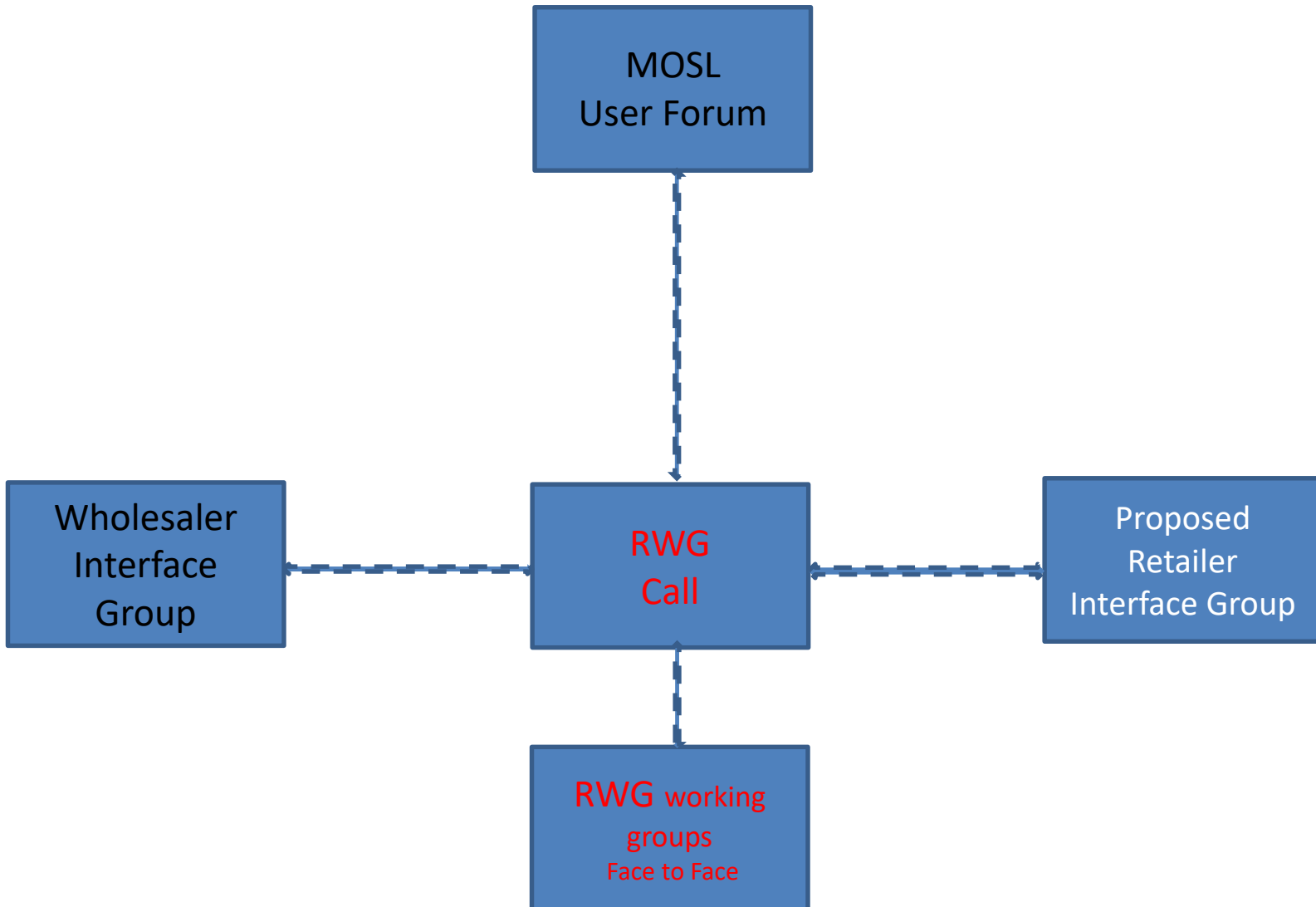
## **Not in Scope**

- Specific issues between a wholesaler and a retailer.
- Specific Issues around the Business or Market Terms.

# Changes

- Collate top 5 issues/challenges affecting customers
- Calls/ face to face meetings to debate and provide suggested solutions/best practice
- Share solutions with the Market and the Industry
- Create Working Groups when required
- Propose Code Changes
- Managed/Facilitated by Retailers/Wholesalers
- Change name from OTPG to Retailer Wholesaler Group (RWG)
- Customer (end user) focused
- Link to WIG and RIG for advice and support
- Link to MOSL User Forum to share solutions/issues
- Rotating Joint Chairs (6 monthly basis)

# RWG Structure



## Phone Call v Face to Face

- Identify common issues
- Collate top 5
- Knowledge sharing
- Experience sharing
- Lessons Learnt
- Feedback to/from WIG/RIG
- Working Group feedback
- Working Groups debate top 5 Issues
- Provide Solutions
- Best Practice
- Propose Panel Changes
- Share with Market via call and or MOSL User Forum