|  |  |
| --- | --- |
| **Non-Geographic Number Portability Contacts Register** | PC |
| **From :** | Com Prov Name | **Date of Issue :** | **Issued by Name :** |       |
| **To :** | Com Prov Name |       | **Tel :** |       |
|  | **Email :** |       |
|  |
| List of **CUPID**s or **POC**s (Points of Connection) that this information applies to, or state “ALL” | ALL |
|  |
| **Service Establishment and Maintenance** |
| **C****ompany contact** (for NGNP requests, formal documentation, forecasts etc) | Name : |       |
| Tel : |       |
| Email : |       |
| **Initial SE Project Manager** (day to day contact for initial Service Establishment) | Name : |       |
| Tel : |       |
| Email : |       |
| **Service Maintenance Contact** (for technical and service queries. Note: changes to PP forms must be communicated via Company Contact [above]) | Name : |       |
| Tel : |       |
| Email : |       |
|  |  |  |
| **Order Handling** |
| **Order Centre** (name of order handling centre) |       |
| Operational Hours  | 0900 - 1700 Mon - Fri (excl Public Hols) |
| **Orders** (for sending orders) | E-mail : |       |
|  | Fax : |       |
| **Enquiries** (to Order Desk about orders) | Tel : |       |
| **Escalations** (for 1st line escalation of order related problems) | Name : |       |
| Tel : |       |
| Email : |       |
|  |  |  |
| **Port Failure & Emergency Restoration, and Fault Repair** |
| **Operational Hours** | 24/24 and 7/7 |
| **Contact for Port Failure / Emergency Restore** (E-mail to be supported by a telephone call) | E-mail : |       |
| Fax : |       |
| Tel : |       |
| **Contact for Fault Repair** (E-mail to be supported by a telephone call) | E-mail : |       |
| Fax : |       |
| Tel : |       |
|  |  |  |
| **PAP – “Enquire & Reserve” Orders (Pre Allocation Porting)** |
| *Only applicable by bilateral agreement between Communications Providers* |
| **Operational Hours** |  |
| **Orders** (for sending orders) | Email : |       |
| Fax : |       |
| **Enquiries** (about reservation orders) | Tel : |       |
| **Escalations** (for 1st line escalation of order related problems) | Name : |       |
| Tel : |       |
|  | Email : |       |
|  |  |  |
|  |  |  |