# Non-Geographic Number Portability Contacts Register

From: Com Prov Name Date of Issue: Issued by Name: Com Prov Name

Tel: Email:

List of **CUPID**s or **POC**s (Points of Connection) ALL

that this information applies to, or state "ALL"

### Service Establishment and Maintenance

Company contact (for NGNP requests, formal Name: documentation, forecasts etc)

Tel:

Email: Initial SE Project Manager (day to day contact Name:

for initial Service Establishment)

Tel: Email: Name:

Service Maintenance Contact (for technical and service queries. Note: changes to PP forms must be communicated via Company Contact [above])

Tel: Email:

### **Order Handling**

To:

Order Centre (name of order handling centre)

**OPERATIONAL HOURS** 0900 - 1700 Mon - Fri (excl Public Hols)

**Orders** (for sending orders) E-mail:

> Fax: Tel:

**Enquiries** (to Order Desk about orders) 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: (E-mail to be supported by a telephone call) Fax:

Tel: E-mail:

Contact for Fault Repair (E-mail to be supported

by a telephone call)

Fax:

Tel:

## PAP - "Enquire & Reserve" Orders (Pre Allocation Porting)

Only applicable by bilateral agreement between Communications Providers

**Operational Hours** 

Orders (for sending orders)

Email:

**Enquiries** (about reservation orders)

Fax:

Tel:

Escalations (for 1st line escalation of order

Name:

related problems)

Tel:

Email:

PC