|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Geographic Number Portability Contacts Register (Page 1)** | | | | | | | |
| **From :** | Com Prov Name | **Date of Issue :** | | **Issued by Name :** | | |  |
| **To :** | Com Prov Name |  | | **Tel :** | | |  |
|  | | | | **Email :** | | |  |
|  | | | | | | | |
| Either state ALL or list **CUPIDs** or **POC**s (Points of Connection) that this information is applicable to. | | | | | ALL | | |
|  | | | | | | | |
| **Service Establishment and Maintenance** | | | | | | | |
| **C****ompany contact** - The person in the company to whom all GNP requests should be made and who must receive all ‘formal’ documentation – completed PDI’s, readiness certificates. | | | Name : | | |  | |
| Tel : | | |  | |
| Email : | | |  | |
| **Initial SE Project Manager -** The day to day contact for initial Service Establishment | | | Name : | | |  | |
| Tel : | | |  | |
| Email : | | |  | |
| **Service Maintenance Contact** – Changes to PDI’s must be requested (or communicated) formally via Company contact above – however technical queries can be addressed to this contact. | | | Name : | | |  | |
| Tel : | | |  | |
| Email : | | |  | |
|  | | |  | | |  | |
| **Fault and Repair** | | |  | | |  | |
| **Operational Hours** | | | 24/24 & 7/7 | | | (if not repeat these details for other times/days) | |
| **Fault Reception** (contact for reporting interconnect faults) | | | Tel :  Email : | | |  | |
|  | | | | | | | |
| **Operator Assistance & 999** | | | | | | | |
| **Operational Hours** | | | 24/24 & 7/7 | | | (if not repeat these details for other times/days) | |
| **Contact Number** (to be called for ON LINE assistance with assistance or 999 calls (e.g. for help with address information during a 999 call) | | | Tel : | | |  | |
| **ESDB Query Resolution** | | | Name | | |  | |
|  | | | Tel | | |  | |
|  | | | Email | | |  | |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Geographic Number Portability Contacts Register (Page 2)** | | | | | | | |
| **From :** | Com Prov Name | **Date of Issue :** | | **Issued by Name :** | | |  |
| **To :** | Com Prov Name |  | | **Tel :** | | |  |
|  | | | | **Email :** | | |  |
|  | | | | | | | |
| Either state ALL or list **CUPIDs** or **POC**s (Points of Connection) that this information is applicable to. | | | | | ALL | | |
|  | | | | | | | |
| **Order Handling (Single Line)** | | | | | | | |
| **Order Centre** (name of order handling centre) | | |  | | | | |
| Operational Hours | | |  | | | 0800:1800 Monday to Saturday | |
| **Enquiries** (for general Order Enquiries) | | | Tel : | | |  | |
| **Orders** (for sending orders) | | | Email : | | |  | |
| (for sending orders via electronic link) | | | Tel : | | |  | |
| **Hot Line (**for urgent SHORT messages only) | | | Tel : | | |  | |
| **Escalations** (name and contact for 1st line escalation of order problems) | | | Name :  Tel : | | |  | |
|  | | |  | | |  | |
| **Porting Activation (Single Line)** | | |  | | |  | |
| Operational Hours | | |  | | | 0800:2000 Monday to Saturday | |
| **Real Time Routing** (number to call to initiate port) | | | Tel : | | |  | |
| **Enquiries** (number to call to enquire about port status) | | | Tel : | | |  | |
| **Escalations** (name and contact for 1st line escalation of porting problems) | | | Name : | | |  | |
| Tel : | | |  | |
|  | | | | | | | |
| **Order Handling (Multi Line)** | | | | | | | |
| **Order Centre** (name of order handling centre) | | |  | | | | |
| Operational Hours | | |  | | | 0800:1730 Monday to Friday | |
| **Enquiries** (for general Order Enquiries) | | | Tel : | | |  | |
| **Orders** (for sending orders) | | | Email : | | |  | |
| (for orders via electronic link) | | | Tel : | | |  | |
| **Hot Line (**for urgent SHORT messages only) | | | Tel : | | |  | |
| **Escalations** (name and contact for 1st line escalation of order problems) | | | Name :  Tel : | | |  | |
|  | | |  | | |  | |
| **Porting Activation (Multi Line)** | | |  | | |  | |
| Operational Hours | | | Analogue: :) | | | 0800:1930 Monday to Saturday  (A | |
|  | | | Digital: | | | 0800:1700 Monday to Friday | |
| **Real Time Routing** (number to call to initiate port) | | | Tel : | | |  | |
| **Enquiries** (number to call to enquire about port status) | | | Tel : | | |  | |
| **Escalations** (name and contact for 1st line escalation of porting problems) | | | Name :  Tel : | | |  | |