|  |
| --- |
| **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 |  |

|  |
| --- |
| **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 : |            |