|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 : | | |  | | |
|  | | |  | | |  | | |
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