

# CP Support Windows Business-as-Usual & Out of Hours



Post-Sept'20 Support Windows		Number Portability (Geo & Non-Geo)										
<u>CP Support Windows for Order Handling &amp; Activations</u> <u>BAU &amp; OOH</u>												
Support Types		Number Types	Order Types	Mon-Fri				Sat			Sun	
Order Handling (Geo & non-Geo)	Porting Support (i.e. Order handling queries)	Single Line (Geo)	EDI-automated (Mass-market)			0800-1800				0800-1800		
		Single Line (Geo)	Manual orders (non-mass market)			0900-1700						
		Multi-line (Geo)										
		Non-Geo										
Activations (Geo)	Activations Support (on the day)	Single Line (Geo)	EDI-automated (Mass-market)			0800-2000				0800-2000		
		Single Line (Geo)	Manual orders (non-mass market)	Out of Hours Support (tba)		0900-1700	Out of Hours Support (tba)		Out of Hours Support (tba)			Out of Hours Support (tba)
		Multi-line (Analogue)										
		Multi-line (Digital)										
	<u>Activations Availability</u> -Real time Router (OR/BT only) -CSV/XLS Single/Batch (via IOP) - Manual Trigger (Phone, email) - Fixed Time Activations		Single Line Multi-line (Analogue)				0800-1945				0800-1945	
		Multi-line (Digital)				0800-1700						
Activations (Non-Geo)	Activations Support	Single/Multi-Number		Out of Hours Support (tba)		0900-1700 (tbc)	Out of Hours Support (tba)		Out of Hours Support (tba)			Out of Hours Support (tba)
	Dated Ports - Availability	Single/Multi-Number		0001-0400					0001-0400			
	Timed Ports - Availability					0800-1800						
Business -as-usual			No Charges ALL CPs should be available to provide BAU support to each other for i) order handling & ii) activations, Mon-Fri, 9-5, as a minimum. Additionally, for residential port orders which are 'E2E automated', the small number of 'mass volume' CPs concerned should continue to provide BAU support for each other for i) order handling & ii) activations, as they do currently. For this small group, BAU support would additionally continue to be provided on Saturdays (0800-1800hrs).									
Out of Hours			Subject to CP bilateral negotiation (i.e. OOH Windows available, Commercial terms)									
Notes		1		UK Bank Holidays are 'non-working' days								