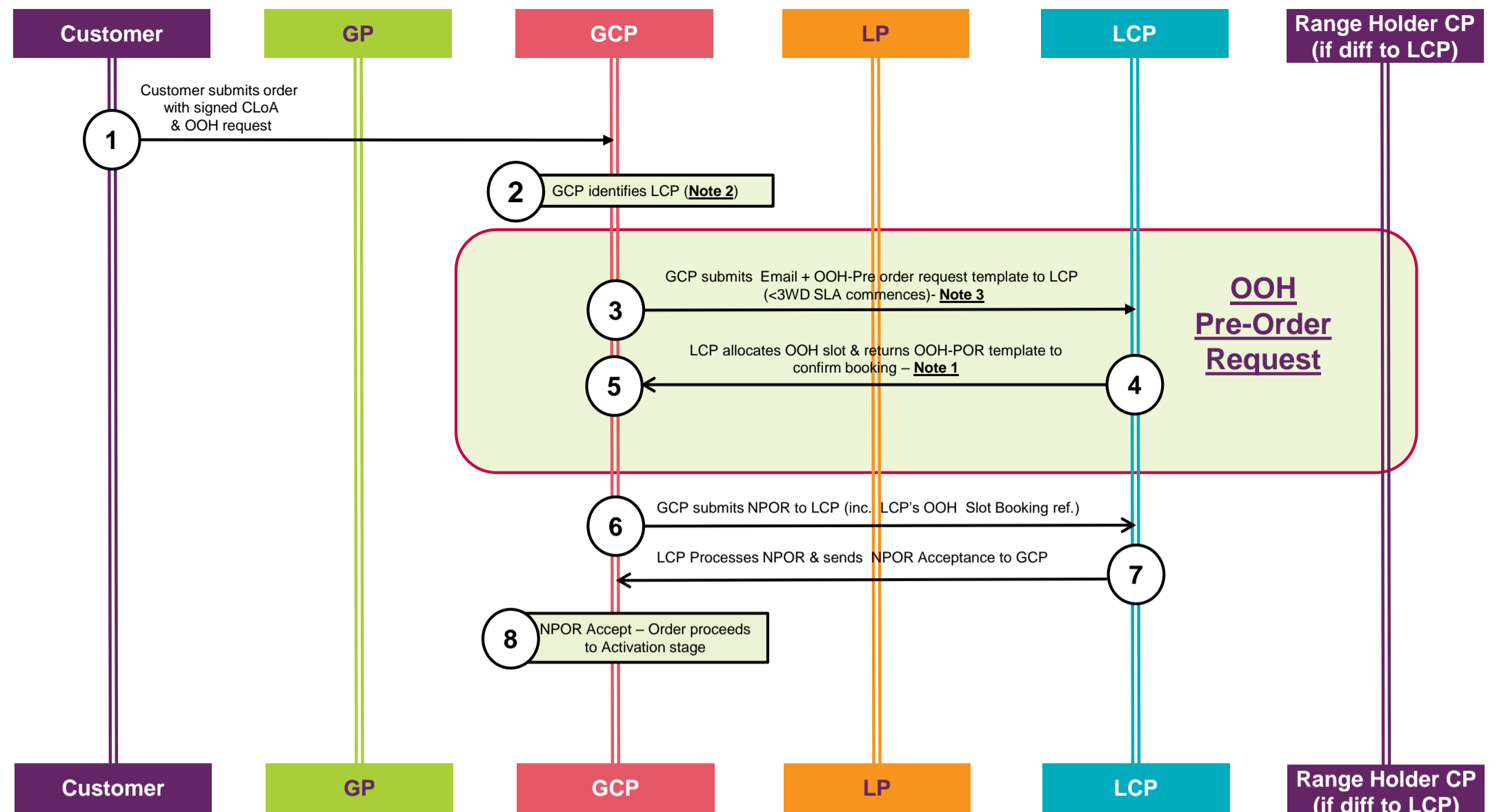


GNP - Out of Hours – Pre Order Request Process (OOH-POR)

Direct Port only



Note 1 – Standard OOH Slots are as specified in [App N2-GNP-CP Support times-v5](#)

Note 2 – Tier 1 CPs are expected to provide OOH Activations support on a commercial basis ([App N1 - List of Tier 1 CPs-v1](#))

Note 3 - The email subject header should read as follows:- **OOH Pre-Order Request – Customer Name**

Note 4 – OOH Slot reservations by Range Holder will be held for 5WD (max) pending receipt of firm order (i.e. the NPOR). Failing this, the GCP will need to submit a new OOH Pre-Order Request.

Openreach – Specific Process:

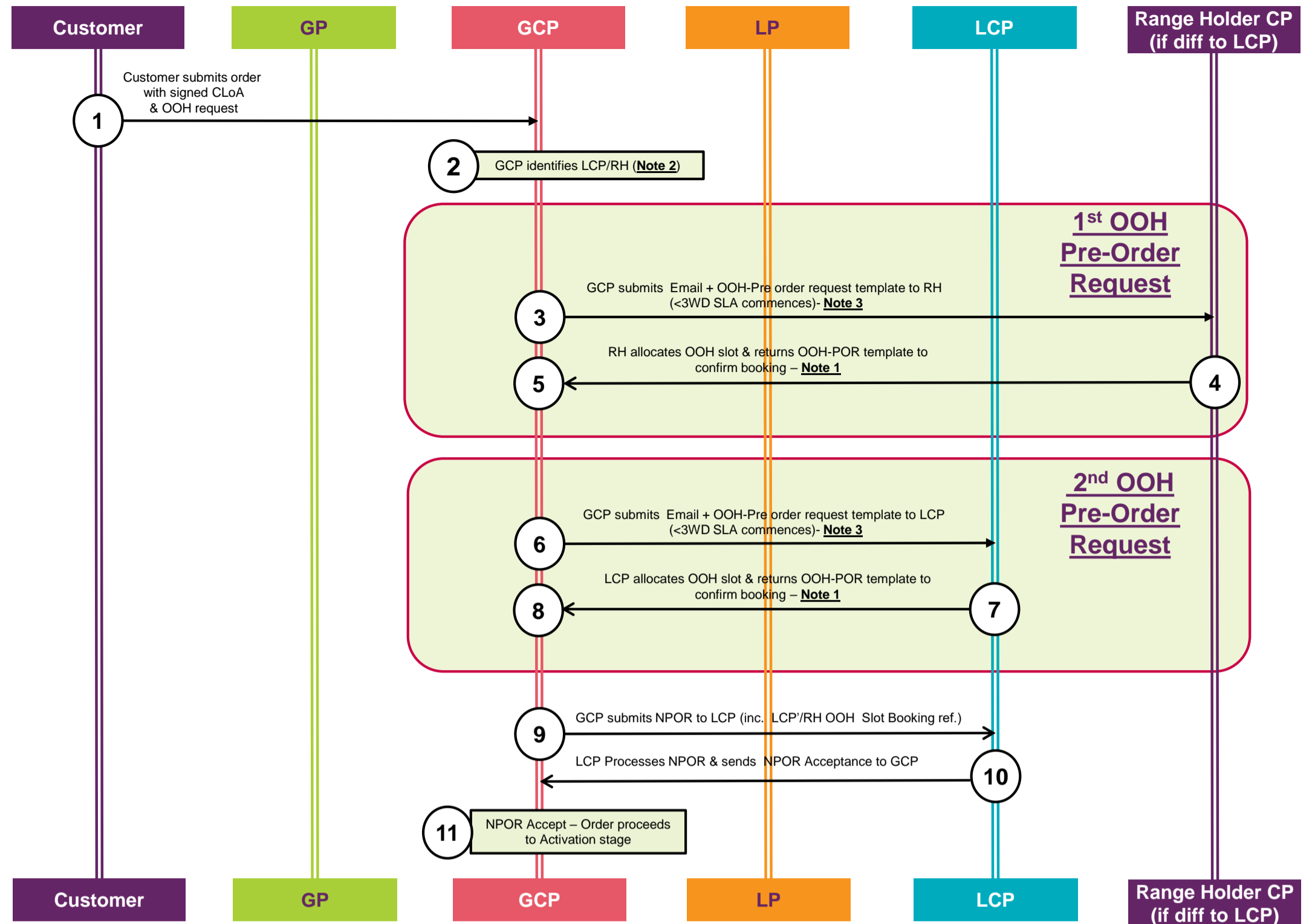
- End customer approaches GCP to discuss out of hours porting requirements.
- GCP completes OOH Pre-Order Request ([App N5-OOH Pre-Order Request-v4.8](#)) and submits to Openreach NPSC (as rangeholder) with requested out of hours dates in priority order.
- If the number has already been exported then we reject the enquiry and provide LCP CUPID.
- Otherwise, NPSC then book an out of hours slot:
- If we are LCP (but not Rangeholder), we complete Part 2 and return OOH pre-order request.
- If we are Rangeholder, we complete Part 3 and return OOH pre-order request.
- GCP submits NPOR ([App N4-GNP NPOR-v8](#)) indicating the OOH pre-order request has been completed.
- NPOR processed as normal by NPSC, noting that the booking reference has already been confirmed.
- NPSC raise CSS job.
- NPOR returned to GCP including out of hours porting contact number.
- When port completed, TSO “com” CSS job so that report can be produced to allow manual billing to be progressed.

| GNP - Minimum Order Lead times | | | | |
|---|---------------------------|--|---|----------------------------------|
| Installation type | Lead-time in working days | Sub Port Lead-time in working days (LCP) | Sub Port Lead-time in working days (RH) | If Out of Hours Support required |
| Single Line | 4 | 7 | 4 | +3WD |
| Single Lines with greater than 10 Lines porting at same installation / time | 14 | 17 | 14 | +3WD |
| Multi Line (30 lines / Channels or less) but no DDI | 7 | 10 | 7 | +3WD |
| Multi Line (31-150 lines / channels) – and/or DDI ranges are included | 10 | 13 | 10 | +3WD |
| Multi Line (151 lines / channels or greater) -Capacity check required | 17 | 20 | 17 | +3WD |
| Complex DDI | 22 | 25 | 22 | +3WD |

Note 1 - All Order types require +3WD for pre-order feasibility request

GNP - Out of Hours – Pre Order Request Process (OOH-POR)

Subsequent Port



Note 1 – Standard OOH Slots are as specified in [App N2-GNP-CP Support times-v5](#)

Note 2 – Tier 1 CPs are expected to provide OOH Activations support on a commercial basis ([App N1 - List of Tier 1 CPs-v1](#))

Note 3 - The email **subject header** should read as follows:- **OOH Pre-Order Request – Customer Name**

Note 4 – OOH Slot reservations by Range Holder will be held for 5WD (max) pending receipt of firm order (i.e. the NPOR). Failing this, the GCP will need to submit a new OOH Pre-Order Request.