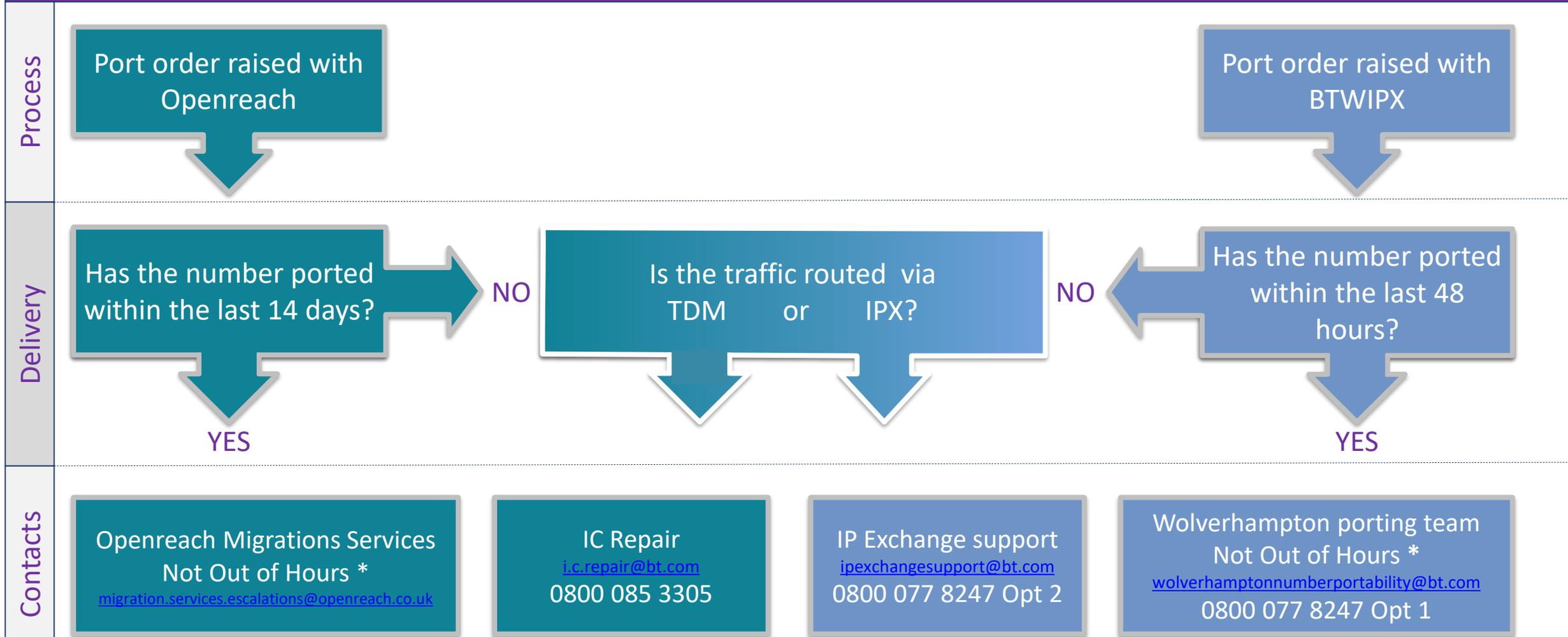




Customer (CP) Process for reporting Porting Issues

October 2017

Customer (CP) Process for reporting Porting Issues



*Out Of Hours –

- For TDM routed traffic, please go to IC Repair
- For IPX routed traffic, please go to IP Exchange support

■ These teams are available for raising the fault only. Progression of faults will be within Business working hours. (Mon-Fri 8-6 excl Bank/Public Holidays). For any life at risk or business critical issues, please follow the escalation path as outlined in the Customer Service Plan.

BT Inbound – Non-Geo Porting-related fault reporting arrangements

BT Inbound port repair must be reported to:
09:00 – 17:00 Monday to Friday (excluding Bank holidays) 0800
234 6495 or istc.ngnp@bt.com
All other times to 0800 110011 .