**CPON - Customer Port Order Notification – email Template**

**Email From** **- Your current Service Provider (The Retailer)**

**Email To - The End Customer** (ideally the CLoA signatory)

**Email Header - Customer Port Order Notification (CPON)**

**Email Body**

Please be advised that we have received notification of a port order relating to the following numbers associated with services we currently supply to you.

Numbers list: - …………………………………….

If you wish to cancel this port request, you should annotate the section below and send this ‘CPON’ back to us and we will arrange for the port order to be cancelled on your behalf.

If you do not wish to cancel your port order, you need take no further action.

 **-------------------------------------------------------------------------------------------------------------------------**

**Customer’s Email response**

**For the attention of: -**

My current Service Provider,

Please be advised that I wish to cancel the port order relating to the abovementioned telephone numbers.

Customer Name

Title

Company

**--------------------------------------------------------------------------------------------------------------------------------------------------**

**RPON - Reseller Port Order Notification – email Template**

**Email From** **- Current Service Provider**

**Email To - Reseller**

**Email Header - Reseller Port Order Notification (RPON)**

**Email Body**

Please be advised that we have received notification of a port order relating to the following numbers associated with services we currently supply to you.

Numbers list: - …………………………………………….

End User Details

* Installation Post Code; -
* Billing Address Post Code; -
* Account Ref. (Non-Geo only); -

If you do not recognise these details or wish to raise any concerns regarding accuracy please notify us asap, otherwise can you please promptly forward this RPON onto the next reseller in the supply chain.

If you are the retailer can you notify the End User by sending them a CPON (Customer Port Order Notification) asap.

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