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

OTA²

Post-Sept'20 Support Windows										
Number Portability (Geo & Non-Geo)										
CP Support Windows for Order Handling & Activations **BAU & OOH**										

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)							
	Activations Availability -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