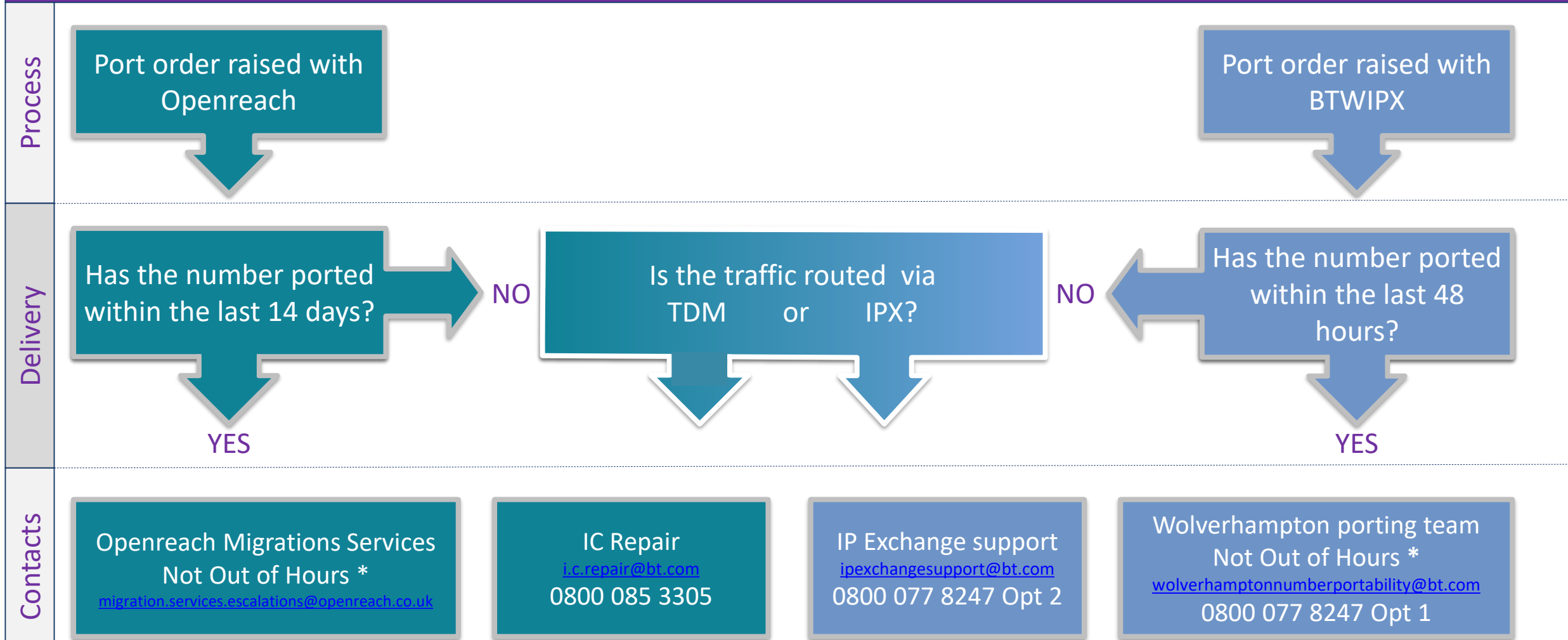




Customer (CP) Process for reporting Porting Issues

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.