

NPA Re-Energisation:

Re-Energisation Completed or Re-Energisation NOT Completed.

Supervisor Actions

- Schedule job for action and completion of re-energisation in line with appointment arrangements which have been agreed with Supplier.

Network Technician Actions

Re-Energisation Completed

- Finish the call on Areas on same day
- Return CX to Database within 24 hours

Re-Energisation NOT Completed

- Contact the ACO by phone from site to update & Leave "Sorry we missed you" card. ("Sorry we missed you" card code 9806742)
- Reschedule call in AREAS to facilitate completion at subsequent date

ACO Actions

Re-Energisation NOT Completed

- Take phone call from NT on status of job (not re-energised)
- Send email to Supplier using standard template ("*Failed NPA Re-Energisation Report*") immediately after receiving phone call. Email should include 3 numbers: (i) MPRN (ii) Networks' Service Order No. (iii) Supplier's Purchase Order No.

Process 3 - NPA Re-Energisation

