

Change Proposal – F40/02 (Page 1 of 2)

CP NO: 660
(mandatory by BSCCo)

Title (mandatory by originator)

Amendment to SSL330 "National Support Services" relating to response times (Table 2).

Description of Change (mandatory by originator)

Table 2 "Call Progress Response Times" of SVAA SSL330 "National Support Services" requires the SVAA to respond to incidents within given timescales.

Part a of Contract Change Notice 079a (Contract Ref: 001PPD) provides a derogation for the Supplier Volume Allocation Agent (SVAA) against the timescales specified in the "Follow-up Calls to Caller" column within Table 2.

The derogation requires that the SVAA agrees the follow-up time with the caller.

It is proposed that the SSL is modified to reflect the derogation and that the derogation is consequently withdrawn.

Assumptions:

1. It is assumed that there is no impact on the timescale for notifying BSCCo ("Escalation to the Client or its nominated agent" column).
2. The CCN will continue until the change is implemented within the SSL.

Proposed Solution(s) (mandatory by originator)

Replace the text in the "Follow-up Calls to Caller" column of Table 2 with the following "Within timescale agreed with caller". The change should be incorporated at an opportune time within the SSL.

Withdraw the derogation once the change has been implemented in the SSL.

Justification for Change (mandatory by originator)

Reflects the requirement of the derogation within SSL330 on the basis that the Service Line should reflect the service which is being provided. Derogation's are not intended to be in force for long periods of time and therefore incorporating this requirement in the Service Line will result in this requirement being met, which in turn means that the derogation (which is part of CCN079a) can be withdrawn.

Change Proposal – F40/01 (Page 2 of 2)

S21719
MP No:
(mandatory by BSCCo)

Other Configurable Items Potentially Affected by Proposed Solution(s) *(optional by BSCCo)*

None impacted.

Impact on Core Industry Documents *(optional by originator)*

None impacted.

Related Changes and/or Projects *(mandatory by BSCCo)*

Originator's Details:

BCA Name.....

Organisation.....

Email Address.....

Date.....

[BSC Panel Representative].....

Organisation.....

Attachments: No