

Business Evaluation Report (BER)

For

Change Order UPC0006

Supporting Information for Telephone Enquiry Usage

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<p>Details of Service Change</p>	<p>Additional reporting to provide users of the Telephone Enquiry Service with the following supplementary data items for the previous calendar month.</p> <ul style="list-style-type: none"> • SSC • Password • Name of Caller • Date of Call <p>It is proposed that this report may be requested by users as an adhoc service or a monthly report requested annually.</p> <p>It is proposed that the report will not include the password. This will ensure the integrity of the password is maintained. It will be replaced with confirmation that the password has been verified.</p>
<p>Does Xoserve consider Service Change can reasonably be implemented?</p>	<p>Yes</p>
<p>Design Options (including timescales)</p>	<p>Amendment of database reports to include additional reporting. It is expected that this report will be delivered in excel/CSV format via email to a nominated representative.</p>
<p>Estimated development and implementation costs of each Design Option</p>	<p>Development costs expected to be minimal.</p>
<p>Estimated ongoing service costs/price (and cost recovery mechanisms) of each Design Option</p>	<p>To be as detailed in draft ACS</p>
<p>Any system constraints</p>	<p>None expected</p>
<p>Any amendments which will be required to the wording of the</p>	<p>Two additional reports will be added to Service Schedule. Users will be able to</p>

<p>Services Schedule (include tracked document changes/legal text if change is specific)</p>	<p>request monthly reports as part of the annual service or an adhoc report that will provide the previous calendar month detail.</p>
<p>Any required Contract Changes, which would need to be agreed pursuant to clause 3.1 of the Conditions (include tracked document changes/legal text if change is specific)</p>	<p>None identified.</p>
<p>Any necessary changes to the Agency Charging Statement which would need to be submitted to Ofgem pursuant to the provisions of Standard Special Condition (include tracked document changes/legal text if change is specific)</p>	<p>The ACS will need to reflect the additional reports and charges.</p>
<p>Period for which BER is valid:</p>	<p>The BER is valid for 8 weeks.</p>
<p>Lead Xoserve operational manager name & contact details:</p>	<p>David Addison david.addison@xoserve.com</p>