



AQ Review 2014 – Impacts on the Contact Management Service (CMS) REMINDER NOTIFICATION

Please note that this is a re-issue of information, previously circulated on 23rd July 2014, to act as a reminder of the impacts of the AQ process on availability of CMS. In particular it details the impacts to CMS during September.

In summary, between September 20th and September 27th there will be a period when data updates to a number of UK Link tables will be suspended. As a consequence there are some identified Contacts (ISO/DUP/ECO) within the Contact Management Service system which will be impacted during these periods. This communication outlines the affected Contacts.

Full details of the impacts to stakeholders are depicted within the tables below:

| Contact Code | Process | Affected Stakeholder | Stakeholder Impact | Affected Period | BAU |
|--------------|-----------------------|----------------------|--|------------------|-----------|
| ISO | Isolation Requests | Shippers | <ul style="list-style-type: none"> o The method for input is by the CMS screen only o This Contact Code will be de-activated on 22nd September a.m. and therefore preventing the generating of an ISO Contact via the CMS screen. o De-activating the Contact Code will also remove the ability to locate ISO Contacts via the Advanced Search facility. o You will be able to locate previous ISO Contacts as long as you have the Contact Reference Number. o Contact Code to be reinstated on Wednesday 24th September a.m. and the Advanced Search facility fully restored. | 22nd & 23rd Sept | 24th Sept |
| DUP | Duplicate Meter Point | Shippers | <ul style="list-style-type: none"> o Contacts can be raised as normal via the CMS screen or the QMP file. o Contacts which fail the 1st stage validation will be notified via the QMJ and/or QMR file as normal. o Contacts requiring updates to UK Link will be suspended until Wednesday 24th September. | 22nd & 23rd Sept | 24th Sept |



| Contact Code | Process | Affected Stakeholder | Stakeholder Impact | Affected Period | BAU |
|--------------|------------------------|----------------------|---|------------------|-----------|
| ECO | Erroneous Confirmation | Shippers | <p>o Contacts can be raised in the usual way via the screen.</p> <p>o Contacts requiring updates to UK Link will be suspended until Wednesday 24th September.</p> | 22nd & 23rd Sept | 24th Sept |

Any unexpected changes will be communicated at the earliest possible time. Should you require further information regarding general AQ 2014 activities please click on the following link, xoserve.Com, which will direct you to the AQ page of the Xoserve website. Alternatively you may contact your Xoserve AQ Operational contact ([AQ Review « Xoserve](#)) to discuss any specific concerns or questions regarding this years' AQ Review. You can also find information about system outages and process updates via the following link - [AQ Update and System Impacts « Xoserve](#).