

From: ".Box.UKLINK.Manual" <uklink@xoserve.com>
Subject: LJ/1039/CM - xoserve Service Desk - UK Link Committee Formal Notice of Implementation
Date: 31 January 2011 15:58:38 GMT

Communication Ref : LJ/1039/CM

Subject : xoserve Service Desk - UK Link Committee Formal Notice of Implementation

Dear Colleague,

Following the representation period through the UK Link Committee, two representations were received seeking clarification, but no negative comments were received regarding the change as a Class 1 UK Link Modification or the requested implementation date.

As such xoserve intends to implement this change on 28th February 2011.



Below is a sample of the communication which you may find useful to communicate the change to your colleagues. Also, to advise you this change will be communicated on the xoserve.com website and to various Customer Operations forums.

xoserve is introducing a new service desk for your IS related calls, this means as a UK Link system user you will need to dial a new number.

This change will take effect on the 28th February 2011. The new Service Desk is a dedicated service for our customers and aims to improve our service to you.

Should you have any queries or problems relating to UK Link services and systems i.e. Sites & Meters, Invoicing, IX, SPA and file transfer issues, please dial the new Service Desk number below.

0845 600 0506

For customers outside of the UK please dial +44 121 623 2858

The Service Desk is managed by xoserve IS Operations, leading to greater control for escalated issues and more flexibility to respond to customer feedback. The Service Desk staff will only be dealing with calls relating to xoserve systems and will therefore have more in depth knowledge and expertise about our systems.

Should you have a query or question relating to this notification please contact Tim Cooley or email tim.i.cooley@xoserve.com

Following closeout of representation this change will be shown on the implementation plan as a Class 1 change and will be implemented on the 28th February 2011.

If you have any questions can you please contact Christina McArthur on + 44 121 623 2734, email: christina.s.mcarthur@xoserve.com or Tim Cooley on +44 121 623 2310, email: tim.i.cooley@xoserve.com.

Regards,

Christina McArthur

IS Project Officer

xoserve Projects & Change Management

31, Homer Road, Solihull, B91 3LT.

0121 623 2734

Christina.mcarthur@xoserve.com

If you have any comments, concerns or issues with this email, please contact uklink@xoserve.com

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