

"Box.UKLINK.Manual" <Uklink@corporg.net>

06/10/2006 15:54

**Subject: NR/669/SB- Proposed Trial of SMS Messaging to Notify Late Deviation from the UKLink Implementation Plan-LDIP Notice.**

Dear Colleague,

UNC (U 8.6.3) requires transporters to notify Users, the following business day, of deviation from the UKLink Implementation Plan (failure / withdrawal). It is recognised that timing of this notification can be insufficient to enable Users to take appropriate action following such deviation. Consequently, xoserve have investigated the feasibility of introducing an additional service to provide such communications via SMS text messages, to a defined set of Users.

This service will enable xoserve to provide a timely and consistent notification to Users at the same time.

A trial has proven the feasibility of the service, and it is now intended that this process be used from the November 2006 scheduled release.

1. The service will be used *only* where an implementation is *unsuccessful* or has been *withdrawn* at short notice. It is not intended to be used to notify Users of successful implementations.

2. The service does not constitute a code communication, where issued it will be in addition to the communication described in Uniform Network Code where Users are notified on the business day following a failed implementation (U.8.6.3).

Users who are interested in taking up the offer of this additional service are requested to provide details of the representatives who are to be included. Please can you provide details of the recipients name, mobile phone number, email address and organisation they represent to UKLink@xoserve.com by 5pm on **Friday 20th October 2006**. There is a maximum limit of 5 representatives per organisation, and we recommend that there is a *minimum* of 2 contacts per organisation.

xoserve will review the level of response to determine if this service is cost effective. The outcome of this decision will be communicated to UKLink Committee after 20th October 2006.

If the outcome is positive a final test text will be issued to all contacts provided prior to the November implementation.

Users will be unable to respond to the text message as this service will be provided through a third party (sender ID will appear as "Ref 20100020"). In order to confirm the successful receipt of the message Users are requested to email the box account; UKLink@xoserve.com, within 2 days of the receipt of the text, detailing the content of the text and the time & date it was received.

Once established representatives can add, delete or amend their details at any time by emailing the changes required to [UKLink@xoserve.com](mailto:UKLink@xoserve.com).

As this service is in addition to the communication described in Uniform Network Code (U.8.6.3), xoserve will not be liable for any omissions, or erroneous data held for the circulation of the texts.

Regards

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