

xserve



respect > commitment > teamwork

Notification of Change

Change Notice Periods

- Timescales required:
 - Class 1 UK Link Modification
 - No formal notice period
 - Class 2/3 UK Link Modification
 - 6 months for User system change
 - 4 months for User operational change
- UNLESS
 - 1 month notice where new Ad Hoc invoice supporting information files are provided by I' X
 - 4 months notice where existing Ad Hoc invoice supporting information files are provided by I' X (rather than email)**
- Note: it has been agreed Transporters can request a reduced notice provided that where Users indicate that they are unable to accommodate such change that Users and Xoserve provide an alternative process (e.g. pass via email to only impacted Users)

Example Change

- Changes to Online Scheduled Invoice Formats e.g. CAP / COM
 - Additional charge types – where not explicit within Allowable Values – proposed as Class 1 UKL Mod
 - Changes to Allowable Values – Class 2/3 UKL Mod

Change Notice Periods

- Courtesy Notifications to UKLC:
 - Issue of Ad Hoc Supporting Information via e-mail – new records / amendments to existing issue via email
- Approval for such change as follows:
 - Notified to ‘CSS Billing Distribution List’ with 1 months notice
 - Approval through notification – implied by no dissent
 - Flagged to UKLC for information and comment, but not approval