

**Change Order Form**  
For  
**Supporting Information for Telephone Enquiry Usage**  
**UPCO006**

**Please send completed CO Form to**  
[xoserve.userpays@xoserve.com](mailto:xoserve.userpays@xoserve.com)

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**BLUE TEXT SHOULD BE OVERTYPED, PURPLE TEXT IS FOR INFORMATION/GUIDANCE**

Admin Details	
Title	<b>Supporting Information for Telephone Enquiry Usage</b>
Submission date	<b>05/09/2012</b>
Expected Beneficiaries <i>Indicate the impacted organisations</i>	<p><i>Please insert an X in the appropriate box(es):</i></p> <p><input type="checkbox"/> All User Pays Customers (Gas Shippers, Transporters, Major Energy Users)</p> <p><i>Or select individually as follows:</i></p> <p><input type="checkbox"/> Gas Transporters</p> <p><input checked="" type="checkbox"/> Gas Shippers</p> <p><input type="checkbox"/> xoserve</p> <p><input type="checkbox"/> Major End Users</p>
CO Raising Organisation	<a href="#">Xoserve</a>
User Pays Contract Manager	<a href="#">Dave Addison</a>
User Pays Contract Manager contact details	<a href="mailto:dave.addison@xoserve.com">dave.addison@xoserve.com</a> 0121 623 2752
Customer subject matter expert	<a href="#">N/a</a>
Customer subject matter expert contact details	<a href="#">N/a</a>
xoserve subject matter expert (if known)	<a href="#">Dave Addison</a>

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### Change Details

**Change priority :**

*Please insert an X in the appropriate box and include a explanatory statement below;*

Non-Urgent
  Urgent
 |

**Change overview:**

*Please insert an X in the appropriate box and include full change description below;*

Change to existing service
  New service
 |

Users have requested an additional report to the Services Schedule for the Provision of Non-Code User Pays Services.

This report would provide Users of the Telephone Enquiry Service with supplementary data items including SSC, Password, Name of Caller and Date of Call for the previous month's information.

The Telephone Enquiry Service will not impacted by the provision of this service. This change would be a supplementary service and would only be provided upon request. It is anticipated that the User will be able to requesting an annual service of scheduled monthly reports or receive the previous month's data via an adhoc request.

A supporting Agency Charging Statement will be prepared.

See Example File



Example File

**Additional information:**

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