

<b>Change Proposal – F40/01 (Page 1 of 2)</b>	<b>CP No: 785</b> <i>(mandatory by BSCCo)</i>
<b>Title</b> <i>(mandatory by originator)</i>  Minor clarification to SSL330 'National Support Services'.	
<b>Description of Change</b> <i>(mandatory by originator)</i>  Clause 1.2.6 of SSL330 explains that the National Help Desk Service (which is one of the many National Support Services provided by the Supplier Volume Allocation Agent) shall maintain a list of Market Participants and their preferred method of communication with the National Help Desk Service (ie. fax, email or voice mail). In cases where the preferred method is unavailable, fax must be used. However, SSL330 does not reference this requirement.  This CP has been raised from CR R2686 'Amendment to clause 1.2.6 of SL330'.	
<b>Proposed Solution(s)</b> <i>(mandatory by originator)</i>  Amend the last paragraph of section 1.2.6 to read:  "In the absence of a preference, <b>or if a preferred method is unavailable</b> , fax must be used."  The bold text highlights the new text to be included.	
<b>Justification for Change</b> <i>(mandatory by originator)</i>  To clarify the procedures followed by the National Support Services.	
<b>Other Configurable Items Potentially Affected by Proposed Solution(s)</b> <i>(optional by BSCCo)</i>  None.	
<b>Impact on Core Industry Documents</b> <i>(optional by originator)</i>  None.	
<b>Related Changes and/or Projects</b> <i>(mandatory by BSCCo)</i>  None.	

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<b><i>Originator's Details:</i></b>  <b><i>BCA Name:</i></b>  <b><i>Organisation:</i></b>  <b><i>Email Address:</i></b>  <b><i>Date:</i></b> <b><i>08/04/2002</i></b>	
<b>Attachments:</b> <b>No</b>	