

<b>MCR</b>	<b>1126</b>	<b>Phone Number Categorisations</b>	<b>Priority</b>
			<b>High</b>

<b>Harmonisation Status</b>	<b>CLOSED - Following discussion at HWG</b>	<b>CR Status</b>	<b>On Hold</b>
		<b>Status Date</b>	<b>19/09/2012</b>

Date	Version	Reason For Change	Version Status
12/09/2012	v2.0	Issued to Market for HWG on 19/9/2012	Final

**PART 1 DETAIL OF DISCUSSION REQUEST/MARKET CHANGE REQUEST:**

<b>Requesting Organisation(s)</b>	NIE	<b>Originating Jurisdiction</b>	NI
<b>Contact name</b>	Joan-Edel Smith		
<b>Date Request Raised</b>	31/07/2012	<b>Originating Request</b>	DR 1126

**Detail of Request**  
**Reason for Request**

**\*\* Changes to the MCR since DR approval are: \*\***  
**Inclusion of 1 new flag**  
**\* Authorise to contact by Text/SMS**

NIE requires accurate capture and maintenance of phone numbers. This could also be seen as beneficial for all Market Participants. The phone number data model and strategy is important from a customer service perspective.

Currently, there is no way of identifying which phone number is a mobile, work, home number in any inbound Idoc. The Central Market System does not store any number in this categorisation, making it difficult to transfer phone numbers accurately to all the feeder systems and subsequently back to Suppliers.

Without phone number categorisation, it is difficult to provide updates to the correct phone numbers in the Central Market System. This is resulting in existing numbers being overridden, sent to feeder systems as the incorrect type of phone number and generally being an inaccurate representation of customer data.

**Proposed Solution**

NIE propose:

- The adjustment of the contact details segment to allow for a new repeating segment called phone details to be held within it.
- Contact details segment has types (i.e. A1 and A2 – party contact details and customer contact details). The change would affect both types of contact details.
- The segment would contain the following fields:
  - Phone type [mobile, home, work, other]
  - Phone country code [existing country code]
  - Phone number [same as phone number 1 at present]
  - Phone extension [same as phone ext 1 at present]
  - Authorise to Text/SMS flag. Would be Y/N flag [New]

**Authorise to Text/SMS flag is necessary for possible future automated text based communication**

The Market Messages that show the existing contact details and/or party contact details segment are tabled below - green highlighted where customer contact segment exists and non-highlighted where only party contact details exist.

All messages below would need to accommodate the new structure.

The New HBL Data Codes would be as follows:

Mobile 001  
 Home 002  
 Work 003  
 Other 004

Inbound MM	Description	Outbound MM	Description
010	Registration Request	101	New Connections Registration Acceptance
011	Cancel Registration Request	101P	New Connection Provisional Acceptance
011A	Cancel Change of Supply Agreement	102	Change of Supplier Registration Acceptance
012	Objection to Change Supplier	102P	Change of Supplier Provisional Acceptance
012W	Withdrawal of Objection to Change Supplier	105	Change of Supplier Confirmation
013	Change of Customer Details	112	Notification of Objection
015	Change of SSAC and or supplier Unit	112W	Withdrawal of Objection
016	Change of Legal Entity	116	COLE Confirmation
017	Meter Point Status Change Request	116A	COLE Confirmation to TSO
021	De-registration Request	116N	COLE Notification to Supplier with pending registration
030	Meter Works Request	140	
205	Replacement Reading	261	Resolution of Problem Damage or Tampering
210	Supplier Provided Reading	303R	Customer Read rejection
252	Request for Special Reading	311	Meter Problems
260	Observation of Problem, Damage or Tampering		

MCR 1126 Phone Number Categorisations							Priority High
<b>Classification of Request</b>							
Harmonisation Impacting			X	Harmonisation Baseline Version No.			TBD
NI Specific		RoI Specific		Operational		Date of Transfer from HWG	
<b>Scope of Request</b>							
Design Documentation	Business Process	Market & MP Systems	Market Gateway (Hub)	MPCC/ EMMA	Schema	Web Forms	Extranet
X			X	X	X	X	
<b>Harmonisation Baseline Documents impacted by Request</b>							
<b>Market Messages:</b>	Market Messages - Customer Details, Market Messages - Data Aggregation, Market Messages - Meter Reading, Market Messages - Meter Works/Fieldwork Requests, Market Messages - Objection and Cancellation, Market Messages - Registration						
<b>Data Definitions:</b>	Yes						
<b>Data Codes:</b>	Yes						
<b>RoI MM Guide:</b>	TBD						
<b>NI MM Guide:</b>	NI Market Message Implementation Guide - Common Data Segments, NI Market Message Implementation Guide - Data Aggregation, NI Market Message Implementation Guide - Data Processing, NI Market Message Implementation Guide - Meter Works, NI Market Message Implementation Guide - Customer Data and Agreements, NI Market Message Implementation Guide - Meter Registration						
<b>Harm. Impact (RoI):</b>	TBD						
<b>Comment:</b>	TBD						
<b>Jurisdictional Market Design Baseline Documents impacted by Request</b>							
<b>Market Process Diagrams (MPDs):</b>	TBD						
<b>Guidance Documentation</b>	TBD						
<b>Briefing Documents:</b>	TBD						
<b>User and Technical Documents:</b>	TBD						
<b>Comment:</b>	TBD						

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<b>PART 2 MARKET ASSURANCE:</b>						
<b>Applicability</b>		DSO	Suppliers	TSO	SEMO	Generators
<b>Scope of Test</b>		Business Solution Assessment	Integration Test Assessment	Data Transfer Testing	IPT	Other (specify)
<b>PART 3 RECOMMENDATION</b>						
<b>Recommended by</b>		SIG		IGG	HWG	
ACCEPTANCE (Date)	REJECTION (Date)	NO RECOMMENDATION		<b>COMMENT</b>		
<b>Reason for Recommendation</b>						