

Order Types allowed in Stop Sell/Cease Sale

Order Type*	Description	Allowed in Cease Sale area	Allowed in Stop Sell
New	The physical build of a brand new service at the site	NO	NO
In-Place Connections		NO	NO
Relocation to new address	Physically moving a service to a new site	NO if "to" Location in Cease Sale area YES if "to" Location <u>not</u> in Cease Sale area	NO
Indoor Relocation (no new equipment)	Moving service within same address	YES	YES
Upgrade	Where the service requires new cabling or truck roll to provide the upgraded bandwidth required	NO	NO
Upgrade	Where the service only needs programming work to provide the upgraded bandwidth required	YES	YES
Product/Plan modifications	Bundle Change	YES	YES
Exchange based Modification	Number range changes where no physical work is required	YES	YES
Software/Configuration Changes	Programming changes only	YES	YES
Order and Service Remediation	Remediation, reversals, reconnect in errors and reconnects arising from Credit Management issues	YES	YES
Change of Lessee	Change of Name or Ownership of the service (no truck roll or service changes required)	YES	YES
Port IN		NO	NO
Port OUT		YES	YES
Churn	Movement from one Service provider to another Service Provider	NO (except in the case of pre-transition churn)	NO (except in the case of pre-transition churn)



*Note – where order type applicable to product