**Special Service Restoration Pro-forma**

This Pro-forma must be used at all times when sending a Special Service Restoration (SSR) case to the SSR team in Openreach.

Send completed forms to the Openreach SSR Team using the below format:

*Email ID:* [*specialservicerestoration@openreach.co.uk*](mailto:specialservicerestoration@openreach.co.uk)

*Subject: “SSR Request for {SOGEA Service ID}”*

|  |  |
| --- | --- |
| **Name of Communication Provider** |  |
| **Openreach Order reference of WLR/MPF Working Line Takeover Order** |  |
| **Openreach Order reference of SOGEA Cease order** |  |
| **Openreach Order reference of FTTC/SMPF SIM2 Provide order (if requested)** |  |
| **End Customer’s Postcode** |  |
| **Directory Number (if number import is requested)** |  |
| **Why does this meet the special service restoration criteria (please be specific)** |  |

We will send an SSR case reference number by email once we receive your form. Please ensure you use the reference for all contacts into Openreach about your SSR request.