

LLU IPM Change Matrix v21

Section	Section Description	IPM Page No.	Description
4.9	Appointment process for PUS orders	28	Addition of text clarifying use of PUS orders where there is an in-situ line to the premises.
18.3.3	Appointments for faults	54	Addition of new section on appointment process for faults
18.8.1	Updates on fault reports	56	Addition of new section on updates available on fault reports
18.8.2	Historical Fault information	56	Addition of new section on historical fault information
18.11	Pending Clear process	56	Addition of clarifying text on the process if a fault is cleared to 003, customer not available.