# **Peak Season Call Flow Changes**

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|  | **Non-Production change (in Production) for LOB with current Peak Season** | **Non-Production change (in Production) for LOB without current Peak Season** | **Production Change for LOB with current Peak Season** | **Production Change for LOB without current Peak Season** |
| Blackout | Allowed with Pre-approved change CHG0209157 - CI10158967 between 3pm CT and 8 am CT except for Blackout Mondays and Dec 7th and 8th  NO Changes allowed on any Blackout Monday | Allowed with Pre-approved Change CHG0209157 except for Mondays - NO Changes allowed on any Blackout Mondays and Dec 7th and 8th | Allowed with standard approved change ticket between 10:15 pm CT and 6 am CT except for Mondays - NO Changes allowed on any Blackout Monday and Dec 7th and 8th  Peak Season Potential Impact CI used | Allowed with standard approved change ticket between 10:15 pm CT and 6 am CT except for Blackout Mondays and Dec 7th and 8th  NO Changes allowed on any Blackout Monday |
| Blackout | Allowed with Pre-approved Change CHG0209157 between 3pm CT and 8 am CT except for Blackout Mondays and Dec 7th and 8th  NO Changes allowed on any Blackout Monday | Allowed with Pre-approved Change CHG0209157 except for Blackout Mondays and Dec 7th and 8th  NO Changes allowed on any Blackout Monday | Allowed with standard approved change ticket between 10:15 pm CT and 6 am CT except for Mondays - NO Changes allowed on any Blackout Monday and Dec 7th and 8th  Peak Season Potential Impact CI used | Allowed with standard approved change ticket between 10:15 pm CT and 6 am CT except for Blackout Mondays and Dec 7th and 8th  NO Changes allowed on any Blackout Monday |
| Critical Break/fix Only | Allowed with pre-approved change CHG0209157 all day | Allowed with pre-approved change CHG0209157 all day | Allowed with standard approved change between 3 pm CT and 8 am CT  Peak Season Potential Impact CI used | Allowed with standard approved change between 3 pm CT and 8 am CT |
| Business Critical Changes Allowed | Allowed with pre-approved change CHG0209157 all day | Allowed with pre-approved change CHG0209157 all day | Allowed with standard approved change between 3 pm CT and 8 am CT  Peak Season Potential Impact CI used | Allowed with standard approved change between 3 pm CT and 8 am CT |