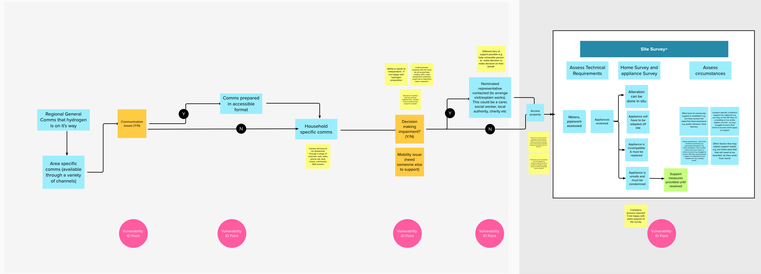
Step
User action
WWU Action
Service
Comment / question
Vulnerability capture point
Vulnerability support point
Supportive measures

Time: 2 years before hand | 1 Year | 2 - 6 months | A few weeks | 1 - 5 days before | On the day | Up to 1 week after | up to a fortnight after

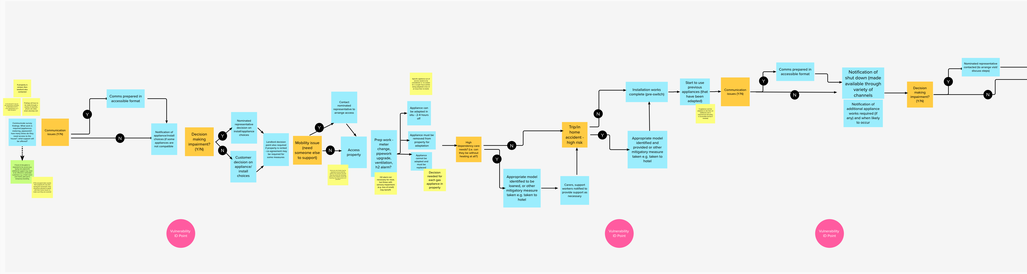
Step

Communication

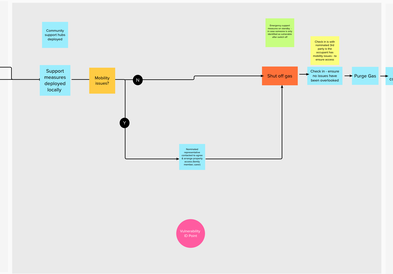


Survey

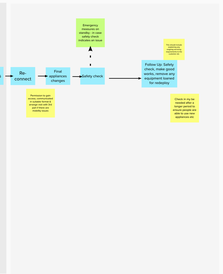
Preparation



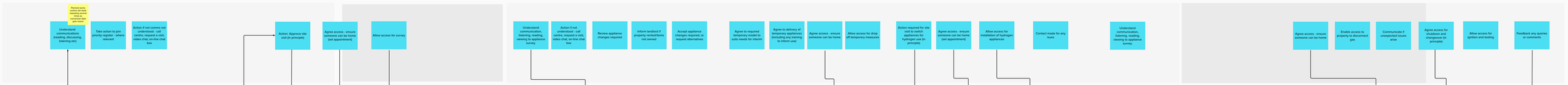
Shut off



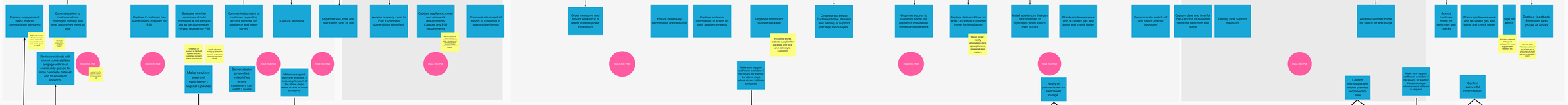
After care



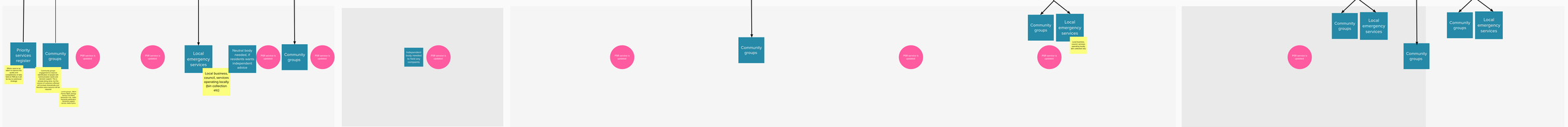
User action



WWU Action



Services



Even before commencing switch over process, a holistic approach should be deployed to identify as many vulnerable customers as possible

Review end to end process. Iterate and refine based on learnings