GEOGRAPHIC NUMBER PORTABILITY (GNP)

END TO END PROCESS MANUAL

Operational Process

Version 17.3.6

22nd May 2014

This document takes precedence over all previous documents created by the NP Industry Forum

Ownership of this Industry document is via the NP Process & Commercial Group

CONTENTS

1   Document Control

The GNP process manuals are owned by the fixed line number portability commercial group.

Change requests relating to this document should be submitted to the chair of the group via the CPs representative on the group.

History of Changes

Version	Date	Detail
15	01/09/2008	General Review and update, exchanging of orders by e-mail added
16	01/09/2010	E2E manual reviewed, redrafted and re-issued
17	01/02/2011	E2E manual reviewed, 11.1 S/L definition redrafted, 11.7.2 fixed time activation section redrafted, 12.1 M/L definition redrafted and 13.3 erroneous line transfer paragraph added.
17.1	20/10/11	**Stuart McBride/Mick Wadham** **Subsequent Ports – Activation process** – S/L & M/L – New detail added – Paras 11.8, 11.8.3, 11.8.4, 12.11.3 Cancel Other for Subsequent Ports – Para 11.11 – new detail added **CPs to sign-off**
17.1	20/10/11	**Stuart McBride** **Rejection code 54** - Virgin Media advised that reject code 54 (Prefix Change Order or losing Communications Provider acceptance not received by range holder) had been accidently deleted from the S/L and M/L rejection tables when the manual had been redrafted. This code is used for subsequent porting orders. Rejection code 54 & associated description has been re-instated for both S/L(para 11.5) and M/L(para 12.6) **Applicable to NGNP??**
17.1	20/10/11	**Steve Sherry, Stuart Mc Bride** **New definitions proposed for S/L & M/L** **Single Line**: a single line which terminates on a socket that has a single number allocated to the line. **Multi-line** caters for ranges of numbers or PBX groups that terminate on equipment (e.g. ISDN) configured for use by an End User or Customer. This includes the following where particular timescales are involved: Multi Line (30 Lines of less) Multi Line (31 lines or greater) – Simple DDI Complex DDI **CPs to sign-off**

17.1		**Stuart McBride** **Rejection Codes - 25/26 – Both Rejection codes now inserted in both S/L & M/L tables (paras 11.5, 12.6)** Currently both rejection codes 25 & 26 are in the Single line rejection code table, however code 25 is not in the Multi Line rejection table. At the last meeting CP's felt that rejection code 25 should not be reinstated into the multi line section, and rejection code 26 should be removed from single line in order for multi line to use rejection code 26. Virgin Media believe both rejection codes 25 & 26 should be in the single and multi line sections as not all CP's order desks split out multi line and single line orders, for example Virgin Media operate with Business and Residential teams therefore Business single and multi line orders are dealt with in the same team. **CPs to sign-off**
17.1	20/10/11	**Stephen Hyde** Post Port Prefix Change – Para 12.12.2 - Typo corrected – GCP replaces LCP
17.2	21/05/12	**Jim Reilly** Paragraph 13.1 – Retention Activity removed and other paragraphs renumbered to suit.
17.3	8/2/13	**Jim Reilly** **Para 14.2 - Appendix B – NPOR Iss 4 (embedded) replaced by NPOR Iss.5 (separate attachment)** Change made to Date/Time box to remove the auto-update macros **Details:-** In cell A6 we have deleted the formula "= TODAY" and set the formatting as date = dd/mm/yy. Similarly in cell A7 we have deleted the "= NOW" formula and set the formatting as hh:mm. **This formatting will be the industry standard format.**
17.3	8/2/13	**Issue v17.3 uploaded to Magrathea web-site**
17.3.1 (draft)	29/8/13	-Definitions Para 2 – Table updated to align with NGNP doc. -Definitions Para 2 – Defintions for Range Holder and Host CP and their relationship clarified. -Sub-port activations via Email/CSV – Para 11.8 -Sub-port activations – Activation window changed from 2 to 7day – Para 11.8 -Sub-port activations – New Appendix E attached – CSV template spec -Process Automation – Appendix D –EDI Spec - amended to correctly handle Reject Code 30 for Subsequent ports – Paras 11.8.2, 12.11.2 also amended
17.3.2 (draft)	16/10/13	-Revised text for Para 13.3 – Directory Services & Emergency Services Database -Appendix A – Contacts Register(Bilateral) – amended to include contact details for handling ESDB queries - 3 New Appendices added:- - Appendix F - User Guide – Customer Data for the Emergency & Operator Assistance Services - Appendix G - 999 Emergency File Format Interface Specification. - Appendix H – Code of Practice for Public Emergency Call Services between CPs & Emergency Services (sometimes referred to as the PECS Code)

17.3.5	31/3/14	**Issue 17.3.5 uploaded to Magrathea & OTA web-sites – 31st March-14** – Range of revisions to Sect 12 (Multi-line Orders) -Reduced lead times for m/l DDI – Para12.2. -M/L Sub-port lead times split LCP/RH – Para 12.2 -S/L Sub-port lead times split LCP/RH – Para 11.2 -New Appendix J added – Multi-line process trial description
		Work in progress items:- *-OOH Port desk availability schedule* *-Multi-line order Activation – needs fundamental overhaul* *-Multi-line activation – Para 6.1 - SLA wording too vague* *-DDI Breakout – needs some rules – current text too vague* *-PDI standardisation – Section B edits (records-only SLA)* *-OOH support process* *-Cancel Other Reason Codes* *-BT Interconnects – CP Fault reporting* *-ESDB process Improvements* *-Erroneous Ports & Disouted ownership – New process needed*
17.3.6	22.5.14	*Various CP comments removed (retained in v17.3.5)*

2   Definitions

AFN	All Figure Number
APC	Average Porting Conveyance
CLI	Calling Line Identification
Customer	The Subscriber, or a Reseller who has a contractual relationship with the Subscriber, who may authorise the porting of a Number
Customer Letter of Authorisation	The letter from the Customer authorising the porting of a Number – Appendix C refers
DIU	Directory Information Unit
DMA	Data Management Amendment
DN	Directory Number
DQ	Directory Enquiry
DTN	Deliver To Number
GNP	Geographic Number Portability
Gaining Communications Provider (GCP)	The Communications Provider with the network that the Number is to be ported to
Gaining Party (GP)	The Reseller gaining the customer Number
HLSD	High Level Service Description
Host CP	The Communication Provider who hosts a number range on behalf of another CP who is the designated Range Holder A Range Holder may opt to host their number range with another CP (i.e. the Host CP) on the basis of a bilateral agreement between the 2 parties concerned. In these circumstances, the Host CP would undertake all import/export activities on behalf of the Range Holder.
IPF	Interconnect Policy Forum

ISDN	Integrated Services Digital Network
CUPID	Communications Provider Identification Code. – Internet address: http://www.ofcom.org.uk/static/numbering/index.htm#cupid
Losing Communications Provider (LCP)	The Communications Provider with the network that the Number is to be ported from
Losing Party (LP)	The Reseller losing the customer Number
NICC	Networks Interoperability Consultative Committee
NGNP	Non-Geographic Number Portability
NP	Number Portability
NTS	Number Translation Service
Number	A telephone number in the format 030CD EFGHJ, 080CD EFGHJ or 090CD EFGHJ used for Non-Geographic Numbering Services
Number Portability Prefix Code	6 digit inter-network prefix allocated by Ofcom to facilitate onward routing of ported numbers from Range Holder / Host to Recipient, in the format
Ofcom	Office of Communications (UK Telecommunications Regulatory Body)
Communications Provider /CP	A person who provides an Electronic Communications Network or provides Electronic Communications Services
ORT	Operational Readiness Testing
PA Form	PAP (Pre Allocation Porting) form
PB Form	Port Bulk Order form
PC Form	Porting Contacts Register form
PE Form	Porting Establishment form
PF Form	Porting Failure Form
PG Form	Porting Forecast form
PNO-IG	Public Network Operators Interest Group
PO Form	Porting Order Form
POI	Point of Interconnection
POLO	Payment to Other Licensed Operator
PP Form	Porting Planning form
Range Holder	The Communications Provider who has been allocated a range of numbers by Ofcom that includes the Number to be ported. The Communications Provider who operates Geographic Numbering Services, from whom a Number has been - or is to be ported.
	A Range Holder may opt to host their number range with another CP (i.e. the Host CP) on the basis of a bilateral agreement between the 2 parties concerned.
	In these circumstances, the Host CP would undertake all import/export activities on behalf of the Range Holder.
Recipient	The Communications Provider who receives call traffic from a Range Holder / Host in respect of a ported Number.
Reseller	A person, organisation or company that has acquired Numbers from a Communications Provider (or another Reseller) for resale to a Customer
RH	See Range Holder
ROLO	Payment Received from Other Licensed Operator
Service Definition Code	The 0SABC part of the Number (e.g. 08456 xxx xxx)

Subscriber	The end user of the Number. Subscribers may, through billing or other communication, believe that their Reseller is a "network" Communications Provider
Tromboning	The term used to describe a loop in call routing through a Transit or Range Holder / Host network, occupying an ingress and egress circuit for the duration of the call

3 General Introduction

Number Portability enables end-users (who are taking a Publically Available Telephone Service (PATS) – as defined in GC18) to retain their telephone number(s) when they change their Communications Provider (CP). This manual describes the industry agreed process for porting geographic telephone numbers. For the porting of non geographic, mobile and personal numbers please refer to the appropriate industry process manual.

Geographic Number Portability (GNP) provides the capability for the customer of one Communications Provider (the losing Communications Provider) to become a customer of another Communications Provider (the gaining Communications Provider) whilst retaining the same geographic telephone number(s). When GNP was implemented in the UK industry adopted the "Onward Routing" technical solution. This requires the Range Holder (RH) to route calls to the Gaining Communications Provider (GCP) for them to deliver calls to the end-user.

To enable GNP there must be a commercial agreement in place between the GCP and the RH and they must have a Point of Interconnect (POI) or transit agreement with a network CP to be able to route the calls to. The CPs will also require a Communications Provider Identity Code (CUPID) and a porting prefix (format 5xxxxx); these are allocated and administered by Ofcom.

The GNP process is based around the principle that the GCP will recruit the customer and manage the transfer of the telephone number(s) on their behalf with the Losing Communications Provider LCP. The GCP will raise an order with the LCP, which will act as both retail and wholesale order. The retail order will be a third party cease, raised on behalf of the customer by the GCP, to cease telephone service with the LCP. The wholesale order will request the porting of the number(s) or for a transfer (1k or a 10k block) from the LCP to the GCP.

In all instances ONLY the number will be ported NOT the service, the LCP will cease the access line and removes all associated services at the time of port. The GCP will provide the customer with the agreed services when the number is ported to their network. The number must be in use and working to be portable, if service has been suspended for any reason (i.e. bad debt) this does not prohibit portability.

4   Regulatory Requirements

Communications Providers are required to provide Number Portability as set out in General Condition 18 ("Number Portability") of the General Conditions of Entitlement set by the Director General of Telecommunications under section 45 of the Communications Act 2003 (the "Act") by way of publication of a Notification pursuant to section 48(1) of the Act on 22 July 2003 and contained in a Schedule to that Notification. General Condition 18.2 requires Communications Providers to provide Portability

In the context of the business rules, procedures, timescales and other processes detailed in this manual, it is relevant to note that, General Condition 18 requires that Number Portability and Portability be provided "as soon as reasonably practicable" and on "reasonable terms". A Communication Provider may view the Functional Specification and the end-to-end process manual to represent an industry-agreed standard for porting.

The defined term "Communications Provider" is quite broad and encompasses both those who provide an Electronic Communications Network (e.g. a network operator in the old regulatory regime), or an Electronic Communications Service (e.g. a Systemless service provider). This process manual has relevance to Communications Providers as described in Condition 18 of the General Conditions of Entitlement. The definitions of Number Portability and Portability are defined in GC18.

5   Technical Principles

When GNP was implemented in the UK, industry adopted the 'Onward Routeing' technical solution, whereby a call is carried to the destination switch in the RH network where it is identified as a call to a ported number. At that time the RH inserts a prefix (5xxxxx) which is added to the call that identifies the GCP. The RH then onward routes the call, via the appropriate POI (or transit CP), to the GCP for final routeing and delivery to the end-user.
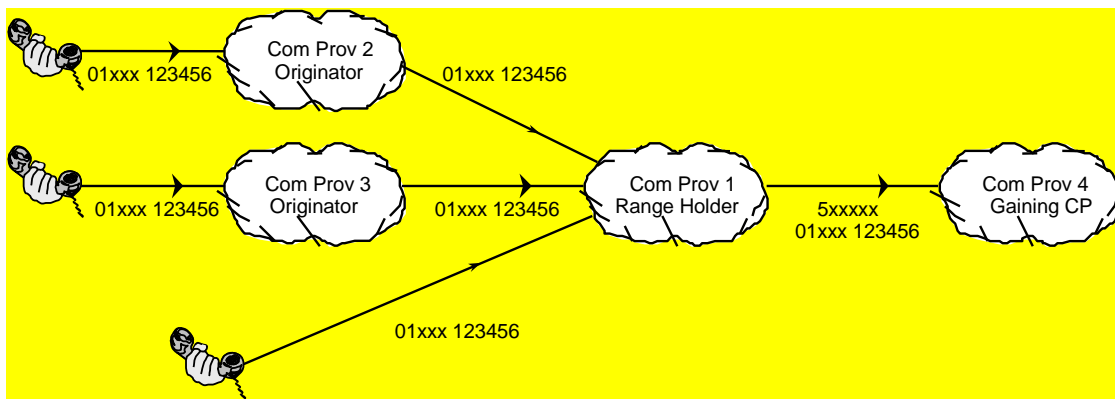
6   Service Establishment & Maintenance

The Service Establishment (SE) process is fully described in the Industry end-to-end process manual entitled 'Service Establishment and Maintenance'.

The SE process is for the setting up of GNP network capability between two CPs from initial contact to the point where the CPs are capable of exchanging porting orders. Calls can be routed either directly or indirectly (i.e. via a transit CP), the method of exchanging calls will have been agreed during the commercial negotiations. This document assumes that the CPs already have Points of Interconnect (POI) established between them. If a CP wishes to establish portability with another CP that it does not have a POI with, then it must either develop a wholesale transit agreement between itself and a more widely interconnected CP or establish direct interconnect to

be able to offer this service. The transit process includes the same activities and target timescales as per the standard SE process but there will of course be extra cost implications.

Portability may be established in one direction only, but a CP must be able to export a number if requested by the end-user. There may be circumstances where a CP does not have an allocation of numbers in a particular geographic area, this does not prohibit their ability to import numbers allocated to other CPs.

The 'Initial Contact' stage carries a target time scale of five (5) working days and is the process whereby one CP declares its intention to import numbers from the other. Contact details are exchanged via the Contacts Register and a Planning Request form is submitted. A meeting of the two CPs (typically planning and commercial people) is sometimes felt necessary at this stage, but is by no means a requirement of the process.

This is followed by the 'Planning Stage' that has a target time scale of thirty (30) working days. This stage is used to define the interconnect links required for the flow of traffic between the two networks. It is a very detailed stage of work that requires a robust porting forecast and ported traffic arrangements to be planned and agreed. The interconnect plans produced during this stage of the work need to be agreed before the 'Network's Databuild and Testing' stage. A further ten (10) working days is allowed for the allocation and distribution of test numbers.

The final stage is 'Network's Databuild and Testing' that carries a target time scale of forty (40) working days. When the network databuild has been completed testing is conducted between the CPs using the test numbers defined in the Planning stage. Once this work is completed the CPs are ready to pass ported traffic between them. The whole process takes a total of eighty five (85) working days, assuming all runs smoothly. Once SE has been completed, customer orders can be exchanged.

Service Maintenance (SM) is the ongoing maintenance of the GNP service once it has been established; this is described in the Industry end-to-end process manual entitled 'Service Establishment and Maintenance".

7   Commercial Requirements

CPs must have a commercial relationship with other CPs to be able to port numbers. These commercial agreements will be bi- lateral and can be as part of an existing Interconnect Agreement, as part of a new Interconnect Agreement or as a freestanding contract. CPs may establish an agreement that incorporates only subsequent portability. CPs who wish to pursue the transfer of a 1k or 10k number block as per Ofcom Certificate may be required to enter into additional commercial arrangements and processes.

Where a CP having an Interconnect Agreement with at least one other CP wishes to enter into a GNP relationship with a CP with whom they do not interconnect, then both CPs will need to come to a commercial agreement with one of the parties with whom they have an existing interconnect for the purposes of providing a transit portability service. At the same time, a freestanding commercial agreement would need to be agreed with the other CP to support the order handling relationship and to allow databuild to commence.

When CPs set up a GNP agreement the following costs and cost recovery elements need to be considered:-

- Service Establishment (SE) - Each individual CP bears their own SE costs on the understanding that each CP entering into GNP has costs and these will be in relation to their own network and systems.

- The porting order management and activation charge (the per port charge) - These costs are borne by the GCP on the grounds that that CP will benefit from the additional revenues associated with gaining that customer's business. They will also bear their own

costs of establishing and operating an order desk. The LCP (and RH) will raise the charge against the GCP.

- Additional conveyance of calls to ported numbers - Each individual CP bears their own costs but may agree an Additional Porting Conveyance Charge (APCC) with CPs on the basis that the CPs benefit from inadvertently transited traffic. The APCC represents the costs incurred in transiting a ported call across the Range Holder's network; the diagram below indicates the payment flow.
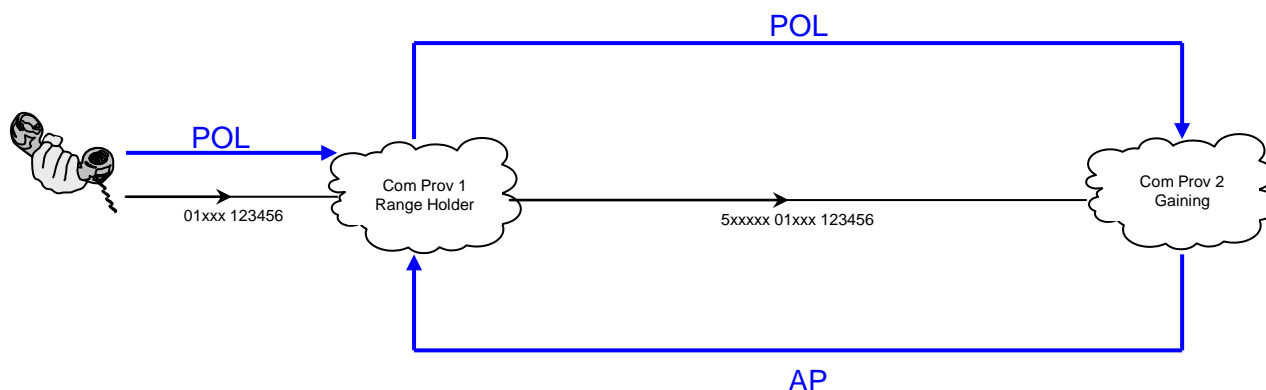
When a CP is hosting numbers allocated to another CP by Ofcom, both parties should agree who will manage number portability of these ranges. Where it is agreed that the network CP (hosting) will manage this process they will attempt to maintain porting arrangements in the event of the failure of the range holder CP, where technically and commercially possible.

GNP contracts shall be signed prior to the Service Establishment commencing, or at a later stage as agreed by both parties. It is generally agreed by Industry that no orders should be presented / exchanged by CPs unless the Commercial Agreements / Contracts are in place.

8 Service Level Agreements

Service Level Agreements (SLAs) have been agreed by the industry to support the operational requirements laid down in the process manual. They represent an objective for best practice and CPs should seek to adhere to their recommendations. The SLAs cover the operational support, order desk opening hours and order activation arrangements, together with target times for emergency restoration of service in the event of a porting failure.

8.1 Order Handling

Activity	Action Required	Initial Acknowledgement	Completion Response Time	Achievement Target
Acknowledge port request (multi-line only)	Return acknowledgement via route submitted		By the same time on the following working day	99.5%
Accept/reject port requests	Return acknowledgement via route submitted		Single line – by the same time on the following working day Multi line – by the same time on the second working day	99.5% 99.5%
Acknowledge failure to respond to porting request	Return Acknowledgement	10 minutes	30 minutes	90.0% (acknowledgement) 99.0% (complete)
Complete porting activation	Complete port		Single line within 15 minutes of initiation Single line within 20 minutes of initiation Multi line – as agreed on order acceptance	95.0% 99.0% 95.0%
Porting failure due to donor error	Complete port	10 minutes	Within 15 minutes Within 1 hour	80.0% 99.0%
Emergency restoration	Full service restoration in the losing network	10 minutes (all services)	Single line within 15 minutes Multi line within 30 minutes Multi line within 60 minutes	99.0% 90.0% 99.0%

8.2 Number Portability Support Availability

	Single Line	Multi Line
Porting Order Service Centre	0800 – 1800 Monday to Saturday	08.00 – 1730 Monday to Friday
Installation Support	0800 – 2000 Monday to Saturday	0800 – 2000 Monday to Saturday (Analogue) 0800 – 1800 Monday to Friday (Digital)
Availability of Real Time Router	0800 – 1945 Monday to Saturday	N/A
Porting Availability	0800 – 1945 Monday to Saturday	0800 – 1930 Monday to Saturday (Analogue) 0800 – 1700 Monday to Friday (Digital)

UK Bank holidays are non working days.

8.3   Planned System Outages

Data freeze notifications are sent between CPs through business as usual channels. It is the responsibility of the receiving CP to ensure such information is internally cascaded to the teams responsible for order handling and port activation.

Systems Affecting	Notification Period
Order Handling	28 calendar days
Port Activation	28 calendar days

9   Order Forecasting

CPs should provide an initial three-month order forecast prior to orders being exchanged. The GCP provides forecasts of monthly volumes for orders to the LCP, to ensure that they have sufficient resources to validate orders and achieve the industry SLAs. The LCP will assume the average of the previous three months orders as the order volume for the next month, unless otherwise notified. Where there is an expected step change over this level, the GCP must inform the LCP of the increase in orders one-month prior, e.g. forecasting by exception. If the GCP fails to inform the LCP, the SLAs revert to best endeavours.

Activity	Action Required	Completion Response Time	Achievement Target
Provide GNP forecasts	Initial 3 month	Prior to accepting orders	100%
Exception Forecasts	GCP informs LCP	28 days	100%
Produce error-free orders	Per process manual	None required	90%

10   Contacts Register

CPs should supply and maintain a register of their Company contact details (Contact Register) for service establishment, service maintenance, order handling, fault handling and escalation. This should be provided to the CPs that they have a GNP agreement with and is solely for the use of the order desks.

Revisions to these contacts must be communicated to all the existing recipients of the contact register by supplying a replacement version. This should be controlled with appropriate version / date details. The contact register is in Appendix A

11   Single Line Orders

11.1   Introduction

A Single Line order is for a single line which terminates on a socket that has a single number allocated to the line.

This section of the manual details the process for porting numbers that are used on a single number installation in the LCP network. However it is recognised that numbers can be used on different access line technologies and in some instances will have no direct correlation to an access line. In these circumstances the S/L process should be followed.

The GCP will raise the NPOR with the LCP on behalf of the end-user. The LCP validates the request and sends an acceptance or rejection back to the GCP. For orders that have been accepted the GCP will contact the LCP on the day of port and request activation. For orders that are initially rejected see section below "Order Rejection".

11.2   Order Presentation (Email/EDI/EMP)

The GCP will complete the NPOR (the template is in annex B) and send to the LCP. There are currently three options for requesting single-line number ports:

▪   **E-mail** - CPs who use this method should send their porting requests to the LCP e-mail account as detailed in their contact register. The e-mail should have the NPOR attached. Orders will also need to be sent with the current NPOR attached. Where it is not possible to send associated documents via e-mail then they should be faxed using the Fax number as per the contact register.

   To enable CPs to sort e-mails on arrival all CPs should as a minimum include their CP name and the words Single in the subject header of the e-mail. This will enable CPs with split order desks to set-up appropriate outlook rules.

   E-mail should be used for low volume requests (<100 export orders / week / CP) and all Subsequent Portability orders.

▪   **Electronic File Transfer** - This is seen as the preferred method that all CPs should migrate to, and must be used where Single Line orders exceed 100 per week. Refer to the automation section for more information.

▪   **Equivalent Management Platform** - This is used by CPs when they place a LLU or WLR access line order on Openreach and they request a number export (of a BT number) as part of the unbundling order. Refer to the LLU process manual for more information.

The minimum order lead times are:-

Installation type - Minimum Order Lead-time	Lead-time in working days	Sub Port Lead-time in working days (LCP)	Sub Port Lead-time in working days (RH)
Single Line	4	7	4
Single Lines with greater than 10 Lines porting at same installation / time	14	17	14

Note – The sub-port lead-time splits indicated in the table above represent the min lead times the LCP and RH can each expect to see when receiving a sub-port NPOR from the GCP. i.e. the RH allocation of 4WD is a sub-set of the overall min lead time for sub-ports of 7WD.
This will help to reduce invalid rejects from Range Holders (Code 22 - insufficient lead time)

11.3 <u>Order Types</u>

There are nine possible Number Portability order types, five main order types: -

- Provide
- Cease
- Return to Range Holder
- Subsequent Portability
- Prefix Change

Which may be followed by four amend order types: -

- Re-present
- Change
- Cancel Own
- Cancel Other

11.3.1   Main Order Types

Provide Order (PRO) - A provide order is generated by the GCP to the LCP. A provide order will only be generated when the LCP is also the RH.

SL Provide Process - v0.1

Customer

Customer makes request to GCP for number portability from RH

Customer Ported

yes

GCP

GCP sends order to LCP via email or automated system

GCP build installation

GCP requests activation

Refer to autopostpone or non-activation of ports

Port successful

no

Refer to Port Failures

LCP

LCP receives and validates order

Email GCP with acceptance confirmation

Order accepted

Yes

no

Refer to rejection process

Port activated

Cease (CSE) - A cease request is generated by the end-users current CP to the RH to notify them that the customer has ceased the service on the previously ported in number.

A cease request must be raised within 2 weeks of the number having been ceased by the end-user; the order cannot be submitted in advance of the numbers being ceased.

Cease Process - v0.1

Customer/CP
- Need identified for LCP to cease numbers and return back to RH
- Previously ported numbers returned

LCP
- LCP sends Cease Order to RH via email or automated system

RH
- Order is acknowledged
- Order Accepted
  - Yes → RH removes prefix from switch and quarantines number
  - No → Refer to rejection process

Return to Range Holder (RRH) - This order is generated by the RH and sent to the current CP. This order is used when a customer has previously ported the number and now wishes for the service on that number to be back with the RH.

It is the responsibility of the current CP to ensure that the end-user is not disconnected prior to the activation of the port.

Subsequent Port (SUP) - This order is generated by the GCP where the number has previously been exported by the RH to another CP (i.e. the LCP & RH are different CPs). The GCP will initiate and co ordinate the port between all parties. A subsequent porting order is sent by the GCP to the LCP who will validate the customer details. Once the order has been accepted by the LCP the GCP sends a sub port order to the RH, ensuring that the "LCP acceptance for sub port" box is completed.

As there are three CPs involved in this process the order flow and port activation need to be carefully organised by the GCP. It is the GCPs responsibility to establish who the RH and LCP are before the order can be placed. If the GCP is unable to confirm who the LCP is then they will submit a provide request to the RH. The RH will then reject the order using rejection code 30 and supply the cupid of the LCP (A fuller explanation of this order type is detailed the subsequent portability section).

Subsequent Portability Process Flow

Prefix Changes - This type of order will arise when the current CP requires a change to the porting prefix due to a change of the serving switch/exchange. Prefix changes are not service maintenance and are requested on a per order basis, the switch having been validated as part of the original order.

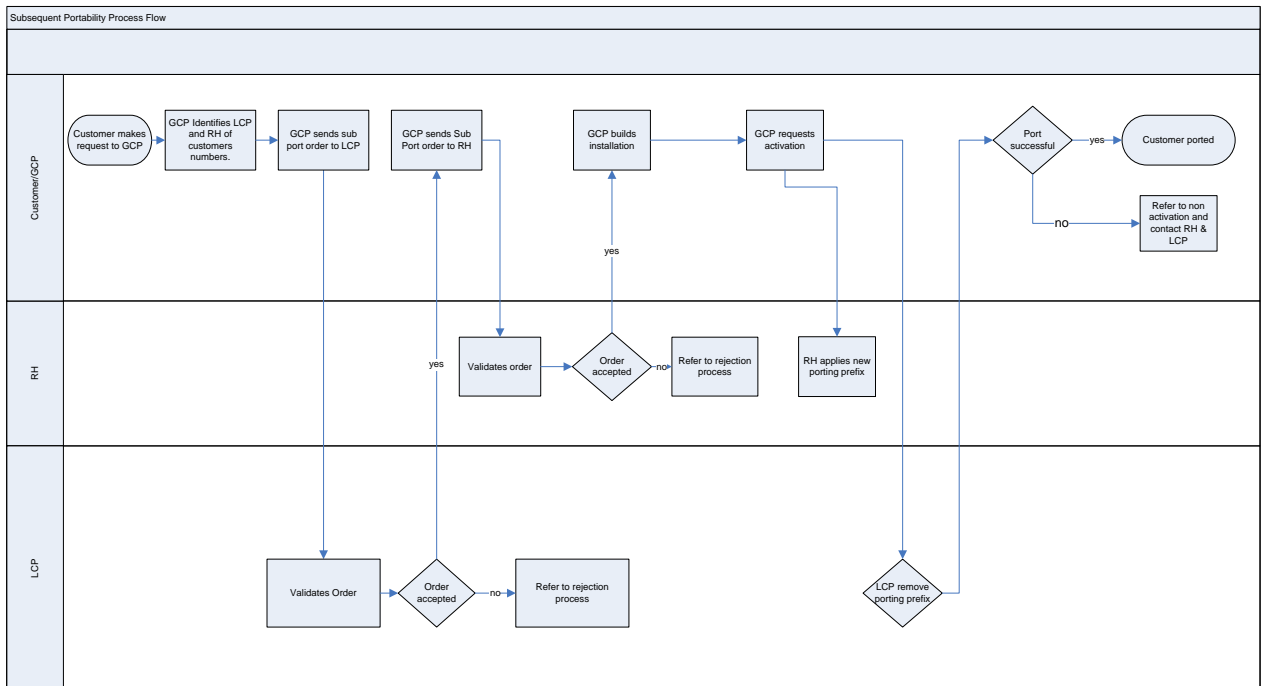> **Pre-port Prefix Change** - This order is used by a GCP to amend a previously communicated porting prefix on an order that has not yet been completed. A prefix change prior to the port date will be processed as a change order.

> **Post Port Prefix Change (PXC)** - This order is used by the current CP to amend the porting prefix against a ported number that is currently live on their network.

11.3.2   Amend Order Types

Re-present (RPT) -This order is sent by the GCP in response to a rejection(s) from the LCP. When a main order is rejected the GCP will check the data that has been rejected, correct the relevant fields and resends the order (No other order type will be accepted). An order must be re-presented within the lead time or a new porting order will need to be submitted.

Change (CHA) - This order is used by the GCP to modify an accepted Main or Re-present order where the port has not been activated.

Change Process vo.1
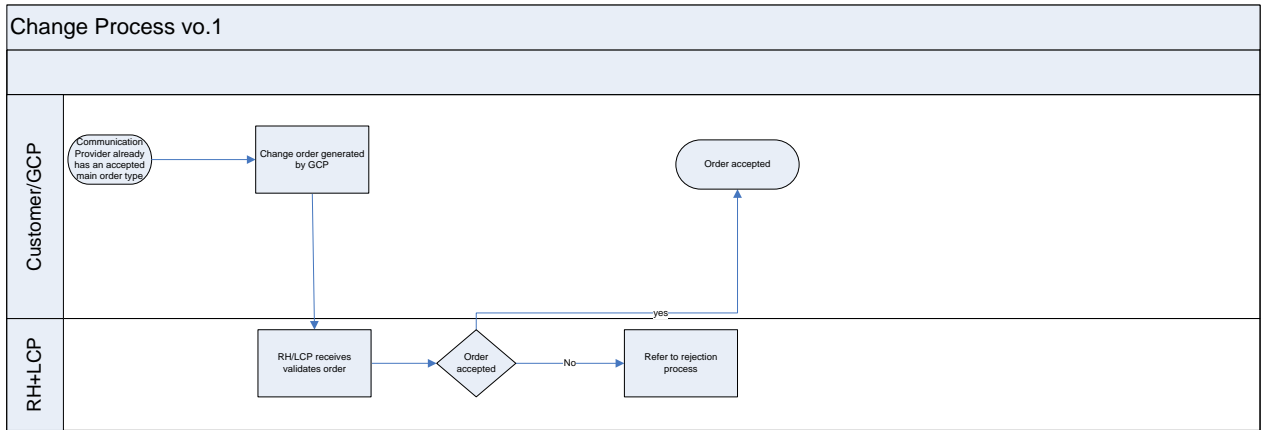
A Change order may change the porting day/time and/or the exchange prefix. If the porting day/time is modified then it must meet the agreed industry lead-times. These are the only changes allowed for a Change order. A Change order can be submitted up until 18:00 on the working day prior to the requested port date.

Cancel Own (COW) - This order is used by the GCP to cancel any main order type where the port has not been activated.

Cancel Own Process
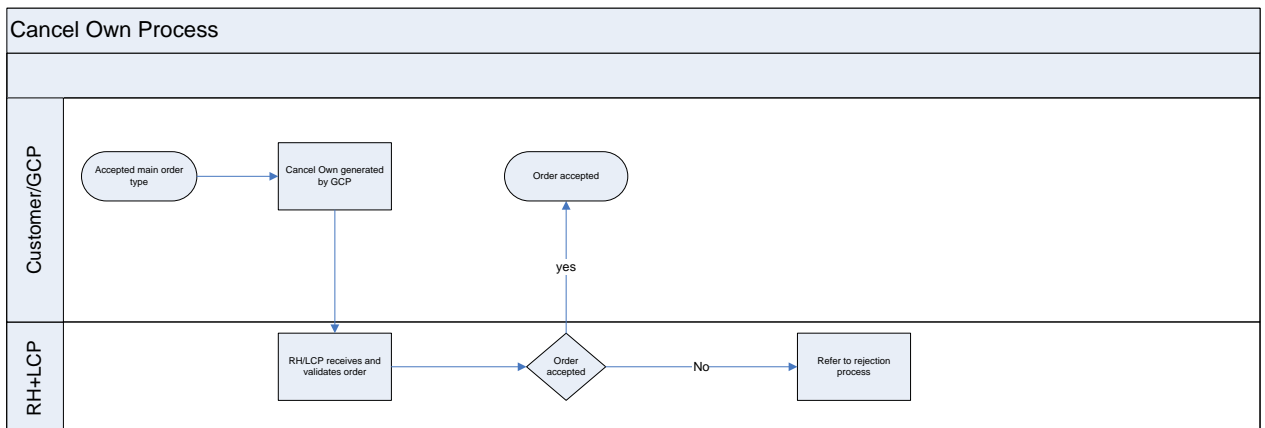
Cancel Other (COT) - This order is used by the LCP to cancel any main order type where the port has not been activated, where the customer has informed the LCP they no longer wish to port. A Cancel Other order can be submitted to the GCP up until 16:00 on the working day prior to the requested port date. After that time, the end-user must contact the GCP directly to cancel the port.
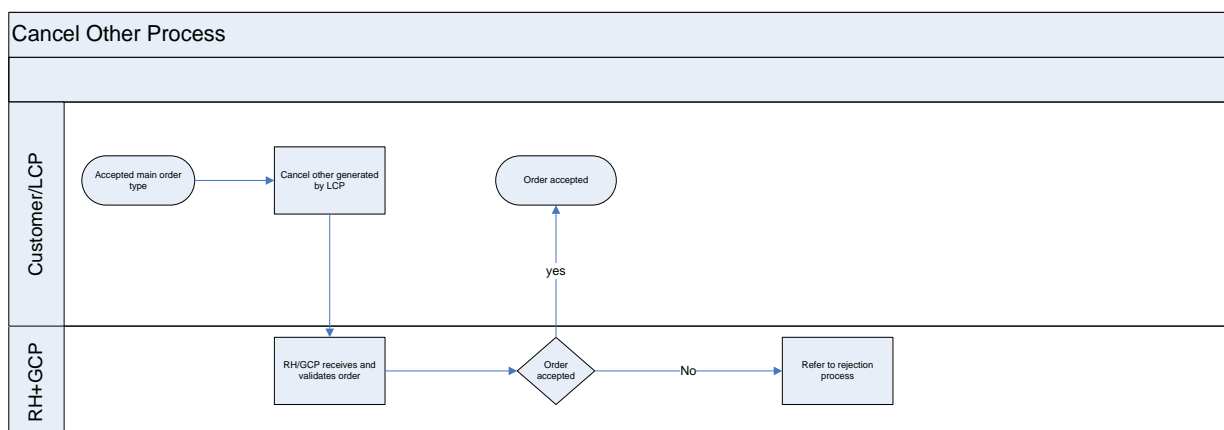
11.4   Order Validation

This is the process that the LCP undertakes in order to "accept" or "reject" an order that they have received. The LCP can only "accept/reject" based on the information that is included in the porting order (e.g. The LCP cannot reject a porting order if, for example, the customer is currently in debt). The LCP has up to 24 hours to undertake the appropriate validation and return either an "acceptance" or "rejection" (with the corresponding rejection code).

The telephone number provided on the NPOR is assumed to be correct and all validation checks are made against that number. If the number is being used on a product/service that does not have an installation address, then the end-users billing address Postcode should be used for validation purposes.

11.5   Order Rejection

Orders can only be rejected based on incorrect or missing information being presented by the GCP. If a number has been disconnected (i.e. not currently a live service associated with it), this will also result in the rejection of the porting request.

As per the "order validation" rules above, a rejection should be generated to the GCP within 24 hours of the order being received by the LCP

Orders may be rejected by either an "automated" or "manual" process (depending on how the LCP manages these requests. **An order must be validated in full with all rejection reasons and associated codes relating to the order.**

If a CP believes that an order has been rejected incorrectly, then this should be discussed on a bi-lateral basis between the two relevant CPs.

Rejection Codes

REJECTION REASON	Reject Code.	MAIN ORDER TYPE							AMEND ORDER TYPE			
		Provide	Cease	Return to Range Holder		Change of Prefix and/or CUPID	Subsequent Portability	Service Restoration	Re-present	Change	Cancel Other	Cancel Own
Order number missing or invalid	01	✓	✓	✓		✓	LCP	✓	✓	✓	✓	✓
CUPID missing or invalid	02	✓	✓	✓		✓	RH	✓	✓	✓	✓	✓
Order sent date and time missing or invalid	03	✓	✓	✓		✓	RH	✓	✓	✓	✓	✓
Order type missing or invalid	05	✓	✓	✓		✓	LCP RH	✓	✓	✓	✓	✓
Porting telephone number missing or invalid	06	✓	✓	✓		✓	LCP RH	✓	✓	✓	✓	✓
Telephone number out of agreed porting ranges	07	✓					RH		✓			
Porting prefix missing or mismatch with CUPID	09	✓				✓	RH		✓	✓		
Porting date missing or invalid	10	✓	✓	✓		✓	LCP RH		✓	✓		
Porting time slot missing or invalid	11	✓	✓	✓		✓	LCP RH		✓	✓		
Change or Cancel received after Porting Time	14						LCP RH			✓	✓	✓
Other (must detail reason for rejection separately)	15	✓	✓	✓		✓	LCP	✓	✓	✓	✓	✓
Re-present received too late	16						LCP		✓			
Change or Cancel received after cut-off time	18						LCP RH			✓	✓	✓
Amend with no original Main order accepted	20						LCP		✓	✓	✓	✓

REJECTION REASON	Reject Code.	MAIN ORDER TYPE						AMEND ORDER TYPE			
		Provide	Cease	Return to Range Holder	Change of Prefix and/or CUPID	Subsequent Portability	Service Restoration	Re-present	Change	Cancel Other	Cancel Own
Duplicate order number (i.e., Main)	21	✓	✓	✓	✓	LCP RH	✓				
Insufficient lead time for order	22	✓	✓	✓	✓	LCP RH					
Order incomplete (i.e. some mandatory fields missing)	23	✓	✓	✓	✓	LCP RH	✓	✓	✓	✓	✓
Single Line Order but porting telephone number is Multi line	25	✓		✓		LCP		✓			
Multi line order but porting telephone number is Single Line	26	✓		✓		LCP		✓			
Porting order already accepted for telephone number (Different CRD)	28	✓	✓	✓		LCP RH					
Porting order already accepted for telephone number (Same CRD)	29	✓	✓	✓		LCP RH			✓		
Telephone number already ported. (must be accompanied by valid CUPID of LCP)	30	✓		✓		LCP, RH					
Customer has no service with LCP	31	✓		✓		LCP					
Porting request out of current scope for Number Portability	32	✓				LCP RH		✓			
Porting order already cancelled.	33					LCP RH			✓	✓	✓
Second reschedule for Auto postpone port after activation window commenced	34								✓		
CRD for this telephone No. is in data freeze period	35	✓		✓	✓	LCP RH		✓	✓		

REJECTION REASON	Reject Code.	MAIN ORDER TYPE							AMEND ORDER TYPE			
		Provide	Cease	Return to Range Holder	Change of Prefix and/or CUPID	Subsequent Portability	Service Restoration		Re-present	Change	Cancel Other	Cancel Own
Order for this telephone No. received in data freeze period.	36	✓		✓	✓	LCP RH			✓			
LCP Installation postcode invalid	41	✓		✓		LCP			✓	✓	✓	✓
Number no longer exported	45		✓	✓	✓	RH						
Change or Cancel received / pending when RTR activation made	46									✓		✓
Security lines associated with the installation where there has been no order raised with the LCP to cease or transfer that service.	47	✓		✓		LCP			✓			
Service on this number already ceased - Cease Export Order being processed	48			✓		LCP			✓			
Invalid Range Holder (i.e. telephone number does not belong to Range Holder).	52	✓	✓	✓	✓	RH	✓		✓	✓	✓	✓
Losing Communications Provider acceptance not received by Range Holder	54					RH						

11.6   Re-presenting an Order

Rejected Provide, Cease or Return to RH orders can only have a Re-present returned within 24 hours from the rejection of the main order. Rejected Provide, Cease or Return to RH orders, which do not have a valid Re-present returned within 24 working hours from the rejection will be considered time expired. In this scenario a new Provide, Cease or Return to RH will need to be raised using new order numbers with a new minimum lead time.

11.7   Porting Activation

Order activation is the final stage of the porting order process. When activation has been completed, all inbound traffic for the number(s) in question will be routed to the GCP. Note: the GCP is responsible for ensuring that their network has sufficient capacity to handle traffic to ported numbers.

When a GCP is requesting a single-line number port from the LCP, the order will include the requested "Port Date" – this is the date that the GCP wants the number to be "onward routed" to their identified network.

For a single-line order, the minimum requested lead time for the activation date can be no less than 4 working days from the date of the request. E.g. for an order that is generated on a Monday, the activation date requested can be no earlier than the Friday of that week.

There are two different methods for activating the port, real time or fixed time. The GCP indicates what option they wish to use on the porting order.

11.7.1   Real-time activations

Orders that have been identified as "real-time activations" support a process known as "auto-postponement". Auto-postponement allows the GCP a period of up-to 7 working days (from the "port date" stated on the porting order) to request the activation of a port. E.g. a "real time activation" order with a port date of a Monday will allow the GCP to request the activation up to 19:45 on the following Monday.

The reason why a CP would opt to undertake "real time activations" is due to the flexibility that this process allows. For example, if the GCP has been unable to install their access service by the initial requested port date, they have an additional 6 days to complete the installation and request the activation of the port – without having to raise a new porting order to the LCP. CPs indicate that an order requires "real time activation" by marking the required "activation time" to be 19:45.

Activations for RTR orders can be requested by either a telephone call or an Email, as determined by the Range Holder.

A GCP can request a "date change" after the original port date has passed – however, it must be placed at least one day before the closure of the auto-postponement window (i.e. up to the 6th working day). Note: The GCP can only request one date change if the original port date has passed. If the GCP does not activate the port then a new porting order needs to be raised.

If no activation or date change request is made by the GCP within the 7 working days following the original "port date", the order will be deemed to have lapsed, this is referred to as a time expired order. The LCP will notify the GCP of this situation via a Cancel Other Order sent on the 8th working day (such Cancel Other Orders do not need to be acknowledged by the GCP).

The LCP will port the number when requested by the GCP. If the port has not taken place after 20 minutes from then contact should be made with the LCP via the agreed escalation route as per the Contacts Register.

11.7.2   Fixed-time activations

Orders that request "fixed time activations" do not have an "auto-postpone window", orders are "activated" by the LCP on the date and time that the GCP states on their order.

The GCP can request either a "date change" or a "cancel own" of the porting order up to 30 mins before the port order is due to be activated. In addition to generating an email order the GCP should also make telephone contact with the LCP porting order desk in order to ensure that the new request is acknowledged and supported. If the GCP does not request a "date change" within the limits described above, the order will continue and the number will be exported to the GCP as per the original order.

The LCP will port the number at the agreed (fixed) time. If the port has not taken place after 20 minutes from the agreed time then contact should be made with the LCP via the agreed escalation route as per the Contacts Register.

11.7.3   Return to Range Holder Activations

For this order type the RH removes the porting prefix when they have provided the new installation on their network and then inform the LCP so that they can cease the end-users service

11.7.4   Request for Out of Hours Activations

There are occasions when customers require their port activations to take place outside of agreed industry times. On such occasions the GCP should contact the LCP and request an Out of Hours port, which will be reflected on the porting order. These requests are subject to negotiation and agreement with the LCP. As part of these negotiations both CP's should agree the level of support required following the activation (i.e. how long the LCP is available).

The Out of Hours port should be carried out within 30 minutes of the agreed time requested on the order. If the GCP is delayed for any reason then the LCP must be contacted during the 30 minute window and informed of any delay. The LCP has the right to decline a request to port after the 30 minute window, unless alternative arrangements have been agreed, in which case the port must be rescheduled.

Note: Whilst not mandatory, Out of Hours ports are regularly carried out with general goodwill and co-operation within the industry. It has been accepted that providing such a service on an ad-hoc basis defuses the need for regulatory intervention in industry process. It should also be noted that either CP may choose to levy a charge for this service.

11.8   Subsequent Portability

As opposed to "direct porting" (which involves two entities – the GCP and the LCP), Subsequent Portability involves three entities – GCP, LCP and the RH. Subsequent Portability is the process that enables numbers that have already been exported from the RH's network to be exported to another CPs network.

11.8.1   Commercial agreements for Subsequent Portability

In order to be able to initiate a Subsequent Portability order process, the GCP must have a commercial relationship in place with the end-user's LCP and the RH. Note: following a successful Subsequent Port, the GCP can expect to have two charges raised in relation to the order process – one charge from the LCP and one from the RH.

11.8.2   Order Process for Subsequent Portability

As there are three CPs involved in this process the order flow and port activation need to be carefully organised by the GCP. It is the GCPs responsibility to establish who the RH and LCP are before the order can be placed. If the GCP is unable to confirm who the LCP is then they will submit a provide request to the RH. The RH will then reject the order using rejection code 30 and supply the CUPID of the LCP

The GCP must first email the sub port order to the LCP. The LCP then has the standard 24 hour lead time to accept/reject the order. The minimum lead time that can be requested for the Subsequent Portability order is 7 working days.
In the case of Subsequent Portability the LCP should only validate details relating to the current installation. The LCP should not validate the Number Portability Prefix Code as this will be properly validated by the Range Holder when they receive their element of the same sub-port order.

If the order is accepted by the LCP, the GCP then needs to raise a (new) sub port order to the RH, ensuring that the LCP acceptance for "Subsequent Portability" box states "Yes", confirming that the LCP has accepted the request.

Where rejection code 30 is returned via the EDI electronic interface, the CUPID of the LCP should be indicated in the NPAA Notes field in the correct format. Refer to Appendix D on Process Automation, NPAA Data Record.

11.8.3   Activation

Manual Trigger - All Subsequent Portability orders must be activated by a manual trigger by the GCP. The GCP should first contact the RH and request that the porting prefix is changed. If the port has not taken place after 20 minutes from then contact should be made with the RH via the agreed escalation route as per the Contacts Register. Once this has been completed, the GCP should then contact the LCP and advise them that the number has now been ported onto their network .The LCP should remove the associated data from their network to enable calls originated from their network to successfully route to the RH's network. . If the port has not taken place after 20 minutes from then contact should be made with the LCP via the agreed escalation route as per the Contacts Register.

Email Activation Option - CPs may continue to call the Openreach porting desk to request the port activation, however, a <u>new email activation facility is now available</u> enabling CPs to request their sub ports activations (as singletons or in batch) by sending an email request with a standard template attachment.
<u>Email template & design spec attached</u> – Appendix E

- **Non Activation of Subsequent ports** - If the port activation is not called for by the gaining CP (via call or email), then the activation will <u>no longer auto-complete at 19:45</u> on the CRD, as was previously the case with Openreach, but will instead be held for a <u>further 7 working days</u> during which time it may be activated if requested.
- If not called for within 7 working days of the CRD, the sub port order will be cancelled – this mimics the direct port auto-postpone window.

11.8.4   Rescheduling

The GCP can request either a date change or a cancel own of the Subsequent Port order on the day of the port. In addition to generating an email order the GCP can also make telephone contact with the LCP & RH porting order desk to ensure that the new request is acknowledged and supported.

11.9   <u>Porting Prefix Changes</u>

Porting Prefix Changes are orders that are submitted to the RH to request a change to a porting prefix. Such orders can be generated before the number is live on a CPs network (i.e. a "Pre Port Prefix Change) or after the number has been ported (i.e. a "Post Port Prefix Change").

Such Porting Orders can only be generated using the manual method and should be marked as being a "Prefix Change" by responding positively to the section that asks "Includes Prefix Change?"

11.9.1   Pre Port Prefix Change

These orders are used by the GCP to notify the RH that the porting prefix originally identified on the order is to be amended. For single lines, these orders should be received by the RH at least 2 working days before the agreed port date.

11.9.2   Post Port Prefix Change

These orders are used by the LCP to notify the RH that the porting prefix that is currently being used for the advised number is to be amended. For single lines, these orders have a minimum lead time of 4 working days.

11.10 Cancel Own Orders

These are orders that are generated by the GCP – such orders are raised when the GCP no longer wishes the porting order to progress, Cancel Own orders can only be raised against existing live orders (i.e. orders that have not yet been completed). The following order main types can be the subject of a Cancel Own request:

- Provide
- Subsequent Portability
- Return to Range Holder
- Cease

11.11 Cancel Other Orders

A Cancel Other order is one that is raised by the LCP in order to stop the export of a number from completing. Cancel Other orders are generated due to the end-user changing their mind and requesting the LCP to cancel the order, or a Real Time Export order having elapsed (i.e. not activated within the 7 day window). For Subsequent Portability orders the LCP must issue a Cancel Other Order to the GCP, which must be acknowledged. It is then the responsibility of the GCP to issue a Cancel Own Order to the RH.

A Cancel Other order can only be raised up to 16:00 prior to the day of port activation, or following the expiration of the auto-postponement window.

12   Multi Line Orders

12.1   Introduction

The industry has agreed that there will be two order types Single line(S/L) and Multi line (M/L)

This section of the manual details the process for porting numbers that are used on a multi number installation in the Losing Communications Provider's (LCP) network. However it is recognised that numbers can be used on different access line technologies and in some instances will have no direct correlation to an access line. In these circumstances the M/L process should be followed.

Multi-line orders cater for ranges of numbers or PBX groups that terminate on equipment (e.g. ISDN) configured for use by an End User or Customer. This includes, the following where particular timescales are involved:-

- Multi Line (30 Lines of less)
- Multi Line (31-150 lines/channels) – Simple DDI
- Multi Line (151 lines/channels or greater)
- Complex DDI

The Gaining Communications Provider (GCP) will raise the NPOR with the LCP on behalf of the end-user. The LCP validates the request and sends an acceptance or rejection back to the GCP. For orders that have been accepted the GCP will contact the LCP on the day of port and request activation.

12.2   Order Presentation

The GCP will complete the NPOR (the template is in annex B) and send to the LCP. The agreed method for sending and receiving multi line NPOR is via e-mail.
.
Orders should be sent to the dedicated email account as notified on the contacts register (NB orders should be sent to and from that nominated account). All CPs should as a minimum include their CP name and the word 'Multi' and order type in the subject header of the e-mail.

NPORs and responses should be stored by the LCP and the RH (where the LCP is not the RH – see Subsequent Porting section below) for a minimum of 3 months, or one month following completion of a port whichever is the longer. During this period, copies of NPORs and responses should be made available if requested within 24 hours.

The minimum order lead times are:-

Installation type - Minimum Order Lead-time	Lead-time in working days	Sub Port Lead-time in working days (LCP)	Sub Port Lead-time in working days (RH)
Multi Line (30 lines / channels or less) but no DDIs	7	10	7
Multi Line (31 – 150 lines / channels) and/or DDI ranges are included	10	13	10
Multi Line (151 lines / channels or greater) - capacity check required	17	20	17
Complex DDI	22	25	22

Note – The sub-port lead-time splits indicated in the table above represent the min lead times the LCP and RH can each expect to see when receiving a sub-port NPOR from the GCP. i.e. the RH allocation is a sub-set of the overall min lead time for sub-ports.
This will help to reduce invalid rejects from Range Holders (Code 22 - insufficient lead time)

Complex DDI installations are those installations where only part of the DDI number block/range are to be ported and pre work is required to reconfigure the DDI range on the RH network prior to the port taking place. The LCP/RH will advise the GCP if an order requires DDI re-configuration and is to be managed as a complex order.

12.3   Order Types

There are nine possible Number Portability order types, five main order types: -

- Provide (PRO)
- Cease (CSE)
- Return to Range Holder (RRH)
- Subsequent Portability (SUP)
- Prefix Change (PXC)

Which may be followed by four amend order types: -

- Re-present (RPT)
- Change (CHA)
- Cancel Own (COW)
- Cancel Other (COT)

12.3.1   Main Order Types

Provide Order (PRO) - A provide order is generated by the GCP to the LCP. A provide order will only be generated when the LCP is also the RH.

Customer

Customer makes request to GCP for number portability from RH

Customer Ported

GCP

GCP sends order to LCP via email

GCP build installation

GCP requests activation

Refer to autopostpone or non-activation of ports

Port successful — no → Refer to Port Failures

yes

LCP

LCP receives and validates order

Email GCP with acceptance confirmation

Order accepted — yes →

no

Refer to rejection process

Port activated

Cease (CSE) - A cease request is generated by the end-users current CP to the RH to notify them that the customer has ceased the service on the previously ported in number.

A cease request must be raised within 2 weeks of the number having been ceased by the end-user; the order cannot be submitted in advance of the numbers being ceased.

Cease Process - v0.1

Lane	Steps
Customer/CP	Need identified for LCP to cease numbers and return back to RH → Previously ported numbers returned
LCP	LCP de-activates port on requested date → LCP sends Cease Order to RH via email or automated system
RH	Order is acknowledged → Order Accepted — Yes → RH removes prefix from switch and quarantines number; No → Refer to rejection process

Cease Process - v0.1

Lane	Steps
Customer/CP	Need identified for LCP to cease numbers and return back to RH → Previously ported numbers returned
LCP	LCP de-activates port on requested date → LCP sends Cease Order to RH via email or automated system
RH	Order is acknowledged → Order Accepted — Yes → RH removes prefix from switch and quarantines number; No → Refer to rejection process

Return to Range Holder (RRH) - This order is generated by the RH and sent to the current CP. This order is used when a customer has previously ported the number and now wishes for the service on that number to be back with the RH.

It is the responsibility of the current CP to ensure that the end-user is not disconnected prior to the activation of the port.

Return to Range Holder - v0.1

|					
Customer/CP	Customer requests return of previously ported numbers to RH			Customer returned to RH	
RH	RH sends order to LCP via email	RH builds installation → RH requests activation		RH removes porting prefix	
		yes			
LCP	LCP receives and validates order	Email RH with acceptance confirmation			
	Order Accepted — yes →	Port activated			
	no				
	Refer to rejection process				

Subsequent Port (SUP) - This order is generated by the GCP where the number has previously been exported by the RH to another CP (i.e. the LCP & RH are different CPs). The GCP will initiate and co-ordinate the port between all parties. A subsequent porting order is sent by the GCP to the LCP who will validate the customer details. Once the order has been accepted by the LCP the GCP sends a sub port order to the RH, ensuring that the "LCP acceptance for sub port" box is completed.

As there are three CPs involved in this process the order flow and port activation need to be carefully organised by the GCP. It is the GCPs responsibility to establish who the RH and LCP are before the order can be placed. If the GCP is unable to confirm who the LCP is, or are unaware that the order requires Subsequent Portability, then they will submit a provide request to the RH. The RH will then reject the order using rejection code 30 and supply the cupid of the LCP (A fuller explanation of this order type is detailed the subsequent portability section). A new SUP order will be raised by the GCP using the SUP new order lead times.

The GCP must first email the sub port order to the LCP. The LCP then has the standard two working day lead time to accept or reject the order. The minimum lead time that can be requested for the SUP order is 10 working days.

If the order is accepted by the LCP, the GCP then needs to raise a (new) SUP order to the RH, ensuring that the acceptance for "Subsequent Portability" box states "Yes", confirming that the LCP has accepted the request.
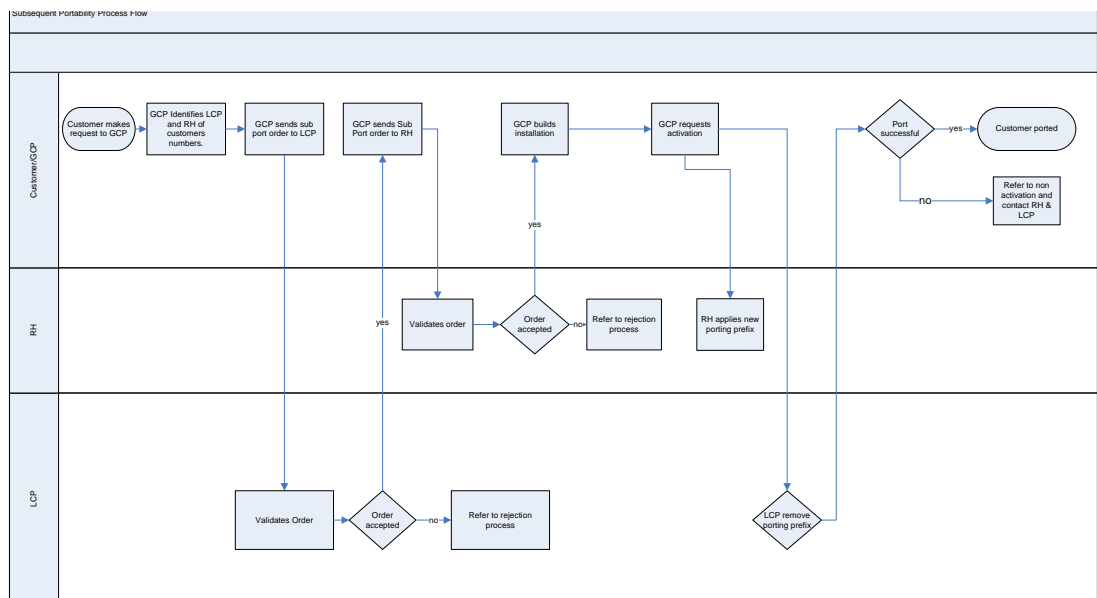
Prefix Changes - This type of order will arise when the current CP requires a change to the porting prefix due to a change of the serving switch/exchange. Prefix changes are not service maintenance and are requested on a per order basis, the switch having been validated as part of the original order.

> **Pre-port Prefix Change (CHA)** - This order is used by a GCP to amend a previously communicated porting prefix on an order that has not yet been completed. A prefix change prior to the port date will be processed as a change order. The GCP will submit a CHA order to the RH at least 2 working days prior to the agreed port date.

Post Port Prefix Change (PXC) - This order is used by the current CP to amend the porting prefix against a ported number that is currently live on their network.   The GCP will submit a PXC order to the RH giving a minimum lead time of 7 working days.

12.3.2   Amend Order Types

Re-present (RPT) -This order is sent by the GCP in response to a rejection(s) from the LCP. When a main order is rejected the GCP will check the data that has been rejected, correct the relevant fields and resends the order (No other order type will be accepted). Rejected Main Order types which do not have a valid Re-present returned within two working days from the rejection will be considered time expired. In this scenario a new Main Order will need to be raised by the GCP using new order numbers with a new minimum lead time.

Change (CHA) - This order is used by the GCP to modify an accepted Main or Re-present order where the port has not been activated.

A Change order may change the porting day/time and/or the exchange prefix. If the porting day/time is modified then it must meet the agreed industry lead-times. These are the only changes allowed for a Change order.   If a date/time change is submitted after 16:00 the working day prior to the port date, in addition to submitting an email order, the GCP can also make telephone contact with the LCP (& RH for SUP orders) to ensure that the new request is acknowledged and supported.
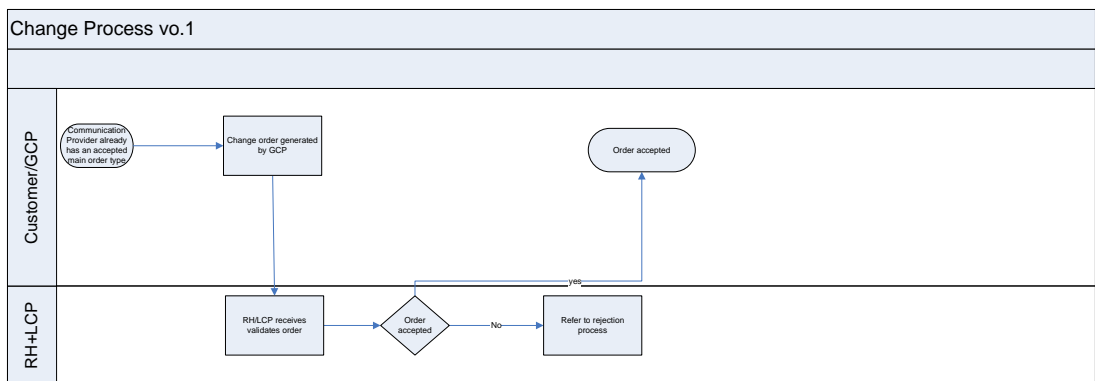
Change Process vo.1

Cancel Own (COW) - This order is used by the GCP to cancel any main order type where the port has not been activated.

Cancel Own Process
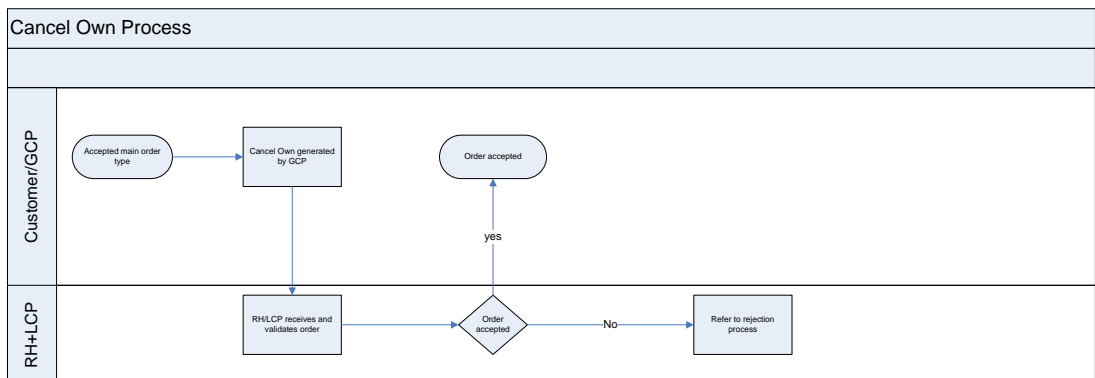
Cancel Other (COT) - This order is used by the LCP to cancel any main order type where the port has not been activated, where the customer has informed the LCP they no longer wish to port. A Cancel Other order can be submitted to the GCP up until 16:00 on the working day prior to the requested port date. After that time, the end-user must contact the GCP directly to cancel the port. Cancel Other orders after the port date can only be raised by the LCP / RH where Subsequent Port for non-activation of a port that has time expired after 2 working days.
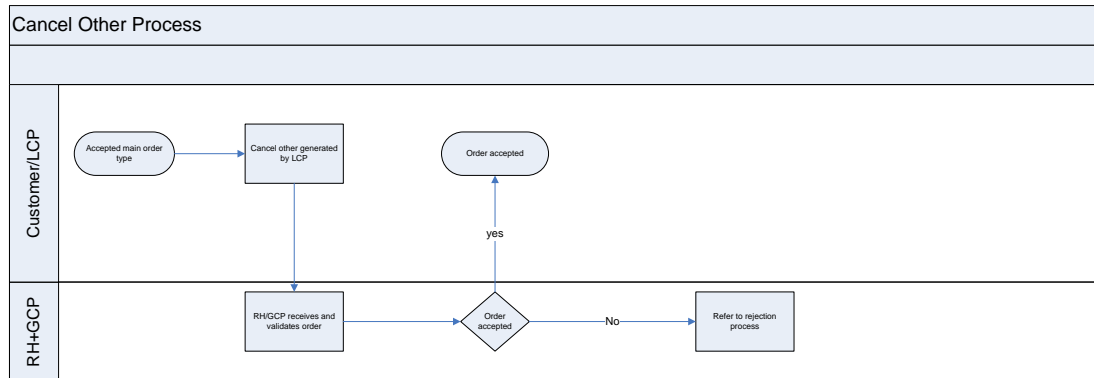
12.4 Additional Requirements for Completing M/L Orders

When porting numbers to/from M/L installations additional information is required to progress these orders and there are additional activities due to the complexity of these installations. This may require the re-configuration of installations to enable the requested numbers to be exported. Capacity planning checks should be completed to ensure sufficient capacity exists in the RH network to deliver the calls to the Point Of Interconnect There might also be a requirement to contact the customer to ensure that their requirements are understood and can be fulfilled.

12.4.1 Customer Letter of Authorisation (CLoA)

The customer often does not know which numbers they have working on an installation and this could lead to orders being rejected for trivial reasons. To overcome this issue the GCP must obtain the customers agreement for a dialogue to take place between the CPs, regarding installation details and numbers used on them. The CLoA can be found in Appendix C).

The GCP should indicate on the NPOR that they have received a CLoA but do not need to send it as part of the order. However, if the order is ticked to show the letter is held, the GCP must provide a customer contact name on the NPOR, solely for the purpose of enabling the LCP to contact the customer to discuss their requirements. Where incorrect DDI details have been submitted by the GCP, the LCP will reject the order but include written corrections in the notes field to clarify the correct DDI details. Where the CLoA is incomplete or has not been submitted by the GCP, the dialogue between CPs referred to above is not authorised and the LCP will reject the porting request.

The GCP should maintain the original CLoA for at least one year from the porting date. The GCP only needs to forward the CLoA if requested by the LCP, following an escalation, either at the time of the port or subsequently.

12.4.2   Checking DDI Ranges

For porting orders where the GCP has listed a DDI range for import, the LCP must check and confirm the DDI range requested can be exported from their network.

If the NPOR matches the confirmed DDI arrangements in the LCP network then the order can be accepted. However, there will be scenario's where the order cannot be accepted, these are likely to be:-

▪   Actual DDI range is greater than that requested
▪   Actual DDI range is less than requested

Where the DDI checks identifies number ranges quoted on the NPOR are incomplete and/or there are other ranges and numbers previously unidentified, then original porting order will be rejected using the appropriate rejection code(s).

If the GCP has indicated on the NPOR that they have a CLoA then the exact configuration will be confirmed by the LCP to the GCP in the notes section of the rejected NPOR. The GCP should then confirm the customer configuration and the ranges and numbers that they require to port. A Re-present order will need to be submitted within 48 working hours of the received rejection. Where the receipt of a CLoA is not indicated on the request then the NPOR will be rejected.

For Subsequent Portability orders the DDI check will be performed by the LCP and not the RH. In some instances the RH may require re-configuration subject to 12.4.3.

12.4.3   Re-configuration of DDI Ranges

There will be occasions when the RH will be requested to re-configure DDI ranges to enable the porting of certain numbers but allow some numbers to remain working on the current installation. In these situations the RH will re-configure the DDI ranges to enable the requested numbers to be ported where it's technically possible. CPs should be aware that in some circumstances, the RH may not be able to re-configure the DDI range in accordance with the end-users wishes. In these circumstances all parties should work to find a solution that is acceptable to the end-user.

This situation can also arise with subsequent portability requests.

12.4.4   Associated / Other Numbers and Mixed Installations

Some products will have numbers associated with the main billing number and also other numbers not associated with the main billing number but at the same Postcode. Where this is the case the associated numbers section of the NPOR should be set to 'yes' and details included on page 2

Where customers have a mixture of product types the following scenarios might occur: -

- Mixture of Multi and Single Line orders - In this scenario and for the ease of both CPs, Single Line numbers at the same postcode but not associated with the main billing number can be submitted on the same Multiline NPOR, but will be treated as Multiline (i.e. the lead time relevant to the Multiline numbers on the NPOR will apply to all numbers on the form, and the whole port will be activated via a manual trigger). If this is not appropriate for the Single Line numbers, they must be submitted separately via the Single Line process.

- Associated numbers dependent on the main billing number for service - In this scenario they should be listed on the NPOR, and it should be stated whether the customer wishes to port these numbers, retain them with the LCP (their current provider), or whether they are all to be ceased. Where numbers are to be retained, the LCP needs to agree with the customer how service will be maintained by listing the numbers individually. Where the GCP has not submitted all the associated numbers attached to the main billing number, the LCP will still reject the NPOR but list with the rejection, all the numbers that are associated with the main billing number.

- Mixture of numbers belonging to a number of different RH's on a service - In this scenario different NPOR should be submitted to each CP depending on the order scenario.

12.4.5   Re-Negotiation of the Port Date for Orders Now Deemed Complex

In some circumstances there might be a requirement for the LCP to negotiate the porting date with the GCP and extend the lead-time beyond the minimum time scales. This scenario may arise where analysis of DDI configuration reveals that an installation believed to be simple is in fact complex. If this is the case there will be a need to amend the porting date in line with the longer complex DDI porting lead time to allow for the additional data work required by the LCP to build the export order.

In some cases, acknowledgement and acceptance/rejection can be carried out at the same time. For installations that need capacity planning, an NPOR will be provisionally accepted, pending the outcome of the capacity planning study. Where the port moves from being Simple to Complex, the GCP must raise a Change order so that the appropriate minimum lead-time is applied.

12.4.6   Capacity Planning

It is the responsibility of both CPs to ensure that the necessary capacity is available as degradation of service may occur to ported calls and also other calls transiting the networks.

The RH will be required to conduct a capacity planning study for a porting request from a GCP where calls are delivered to 31 lines or more. This study will assess whether sufficient capacity exists within the RH network to carry the increase in traffic when porting the numbers. On receipt of the order the RH must provisionally accept or reject the order within 2 working days.

Once provisional acceptance is provided the capacity planning exercise will commence and be completed within 10 working days. On completion of the study the RH will inform the GCP of the result with an Accept or Reject for Capacity Planning timescales.

If the capacity planning study identifies the need to increase network capacity a revised porting date will be advised to the GCP with the reject code. The GCP may then re-schedule the porting date to the date quoted by the RH or beyond by submitting a re-present order. If the order is not re-presented by the GCP within 2 working days of completing the study the required network capacity upgrade work will not be undertaken by the RH and the port order will time expire.

The following table shows some examples of installation types that require a capacity planning study.

Number of lines on the GCP Network	Capacity Planning Required
Multiline PBX 31 lines and over	Yes
Combination of Multiline PBXs which collectively are 31 lines and over	Yes
Combination of Multiline PBXs and Single Line PBXs (i.e. S/L terminating on PBX equipment) which collectively are 31 lines and over.	Yes

Where the GCP is not installing a physical access line, they should insert the total number of numbers to be ported to enable the LCP to decide if a capacity planning check is required.

12.4.7   Cessation of ISDN

Where numbers are ported from an ISDN installation it is standard practice for most LCP's to cease the installation immediately post port.

In some circumstances the installation may be used to provision private circuits and/or data connections distinct from the general telephony services that are to be ported. If a customer wishes to continue with such services then they will need to action one of the following:

▪   Request that they keep their ISDN link live with the LCP post port. To do this they will need to request a reconfiguration order with the LCP currently providing the service. This will need to be requested and

completed by the LCP prior to any porting requests submitted by the GCP to the LCP.

Seek to replicate their existing configuration, either with the GCP or via other providers.

12.5 Order Validation

This is the process that the LCP undertakes in order to "accept" or "reject" a received order. The LCP can only "accept/reject" based on the information that is included in the porting order (e.g. The LCP cannot reject a porting order if, for example, the customer is currently in debt). The LCP has up to two working days to validate and return an acceptance, provisional acceptance or rejection (with the corresponding rejection code).

The telephone number provided on the NPOR is assumed to be correct and all validation checks are made against that number. If the number is being used on a product/service that does not have an installation address, then the end-users billing address Postcode should be used for validation purposes.

In the case of Subsequent Portability the LCP should only validate details relating to the current installation. The LCP should not validate the Number Portability Prefix Code as this will be properly validated by the Range Holder when they receive their element of the same sub-port order.

12.6 Order Rejection

Orders can only be rejected based on incorrect or missing information being presented by the GCP. If a number has been disconnected (i.e. not currently a live service associated with it), this also will result in the rejection of the porting request:

As per the "order validation" rules above, a rejection should be generated to the GCP within 48 hours of the order being received by the LCP. **An order must be validated in full with all rejection reasons and associated codes relating to the order.**

If a CP believes that an order has been rejected incorrectly, then this should be discussed on a bi-lateral basis between the relevant CPs.

Rejection Codes

REJECTION REASON	Reject Code.	MAIN ORDER TYPE						AMEND ORDER TYPE			
		Provide	Cease	Return to Range Holder	Change of Prefix and/or CUPID	Subsequent Portability	Service Restoration	Re-present	Change	Cancel other	Cancel own
Order number missing	01	✓	✓	✓	✓	LCP RH	✓	✓	✓	✓	✓
CUPID missing or invalid	02	✓	✓	✓	✓	LCP RH	✓	✓	✓	✓	✓
Order sent date and time missing or invalid	03	✓	✓	✓	✓	LCP RH	✓	✓	✓	✓	✓
Order type missing or invalid	05	✓	✓	✓	✓	LCP RH	✓	✓	✓	✓	✓
Main Billing telephone number missing or invalid	06	✓	✓	✓	✓	LCP RH	✓	✓	✓	✓	✓
Service Establishment required for Telephone Number Range	07	✓				RH		✓			
Porting prefix missing or mismatch with CUPID	09	✓			✓	RH		✓	✓		
Porting date missing or invalid	10	✓	✓	✓	✓	LCP RH		✓	✓		
Porting time slot requested missing or invalid	11	✓	✓	✓	✓	LCP RH		✓	✓		
Change or Cancel received after Porting Time	14					LCP RH			✓	✓	✓
Other (must detail reason for rejection separately)	15	✓	✓	✓	✓	LCP	✓	✓	✓	✓	✓
Re-present received too late	16					LCP		✓			
Change or Cancel received after cut-off time	18					LCP RH			✓	✓	✓

REJECTION REASON	Reject Code.	MAIN ORDER TYPE								AMEND ORDER TYPE			
		Provide	Cease	Return to Range Holder		Change of Prefix and/or CUPID	Subsequent Portability	Service Restoration		Re-present	Change	Cancel other	Cancel own
Amend without original Main order accepted	20						LCP RH			✓	✓	✓	✓
Order number already used (Duplicate value)	21	✓	✓	✓		✓	LCP RH	✓					
Insufficient lead time for order	22	✓	✓	✓		✓	LCP RH						
Order incomplete (i.e. some mandatory fields missing) missing info to be advised on Notes.	23	✓	✓	✓		✓	LCP RH	✓		✓	✓	✓	✓
Single Line Order but porting telephone number is Multi line	25	✓		✓			LCP			✓			
Multi line order but porting telephone number is Single Line	26	✓		✓			LCP			✓			
Porting order already accepted for telephone number (Different Porting Date)	28	✓	✓	✓			LCP RH						
Porting order already accepted for telephone number (Same Porting Date)	29	✓	✓	✓			LCP RH				✓		
Telephone number already ported. (must be accompanied by valid CUPID of LCP)	30	✓		✓			LCP, RH						
Customer has no service with LCP	31	✓		✓			LCP						
Porting request out of current scope for Number Portability	32	✓					LCP RH			✓			

REJECTION REASON	Reject Code.	MAIN ORDER TYPE							AMEND ORDER TYPE			
		Provide	Cease	Return to Range Holder		Change of Prefix and/or CUPID	Subsequent Portability	Service Restoration	Re-present	Change	Cancel other	Cancel own
Porting order already cancelled.	33						LCP RH			✓	✓	✓
Porting Date for this telephone No. is in data freeze period	35	✓		✓		✓	LCP RH		✓	✓		
Order for this telephone No. received in data freeze period.	36	✓		✓		✓	LCP RH		✓			
LCP Installation postcode invalid	41	✓		✓			LCP		✓	✓	✓	✓
Telephone Number(s) associated with MBN missing or invalid (must be accompanied in notes field if LOA confirmed)	44	✓		✓			LCP					
Number no longer exported	45		✓	✓		✓	RH					
Security lines associated with the installation where there has been no order raised with the LCP to cease or transfer that service.	47	✓		✓			LCP		✓			
Service on this number already ceased - Cease Export Order being processed	48			✓			LCP		✓			
Invalid Range Holder (i.e. telephone number does not belong to Range Holder).	52	✓	✓	✓		✓	RH	✓	✓	✓	✓	✓
LCP acceptance not confirmed on NPOR	54						RH					
LOA Held box ticked, but no contact name provided	55	✓		✓			LCP		✓			

REJECTION REASON	Reject Code.	MAIN ORDER TYPE								AMEND ORDER TYPE			
		Provide	Cease	Return to Range Holder		Change of Prefix and/or CUPID	Subsequent Portability	Service Restoration		Re-present	Change	Cancel other	Cancel own
Capacity Planning - additional lead time required (provide next available date in notes field)	56	✓					RH			✓	✓		

12.7   Re-presenting an Order

Rejected Provide, Cease, Sub Port or Return to RH orders can only have a Re-present returned to the LCP within 2WD from the rejection of the Main Order.Rejected Provide, Cease or Return to RH orders, which do not have a valid Re-present returned within 2WD from the rejection will be considered time expired. In this scenario a new Provide, Cease or Return to RH will need to be raised by the GCP using new order numbers with a new minimum lead time

12.8   Multi-Line Order Handling (with PoV stage) Trial Process
Appendix J refers

12.9   Porting Activation

Order activation is the final stage of the porting order process. When activation has been completed, all inbound traffic for the number(s) in question will be routed to the GCP. Note: the GCP is responsible for ensuring that their network has sufficient capacity to handle traffic to ported numbers.

The GCP will manually trigger the activation of the port in the LCP's network via a telephone call to the porting activation number listed in the contacts register or on the NPOR.

The GCP must contact the LCP three hours from the agreed activation date and time or by the end of the working day (whichever is the sooner) to request the activation. If the GCP is contacted outside of this window, they are entitled to decline the request to activate. If the GCP requires activation outside of the normal working day (17.00) then the port should be treated as an Out of Hours port & the relevant process followed as per section 12.8.3.

12.9.1   Return to Range Holder Activations

For this order type the RH removes the porting prefix when they have provided the new installation on their network and then inform the LCP so that they can cease the end-users service.

12.9.2   Subsequent Portability Activations

All Subsequent Portability order must be activated by a manual trigger by the GCP. The GCP should first contact the RH and request that the porting prefix is changed. If the port has not taken place after 20 minutes from then, contact should be made with the RH via the agreed escalation route as per the Contacts Register. Once this has been completed, the GCP should then contact the LCP and advise them that the number has now been ported onto their network. The LCP must remove the associated data from their network to enable calls originated from their network to successfully route to the RHs network. If the port has not taken place after 20 minutes from then, contact should be made with the LCP via the agreed escalation route as per the Contacts Register.

12.9.3   LCP Port Activation Reference

The GCP may choose to obtain evidence from the LCP that a number has been ported. Upon request from the GCP, the LCP will provide a unique reference at the time that the port is activated. This will be a reference that the LCP can track back to the numbers, port date and time in question (for example it may be a unique order number on the LCP's billing or order handling systems). The GCP will log this with their records of the port. If there is a future dispute regarding the porting status of the number, the GCP can use the reference as evidence that the port was activated by the LCP.

12.9.4 Request for Out of Hours Activations

There are occasions when customers require their port activations to take place outside of agreed industry times. On such occasions the GCP should contact the LCP and request an Out of Hours port, which will be reflected on the porting order. These requests are subject to negotiation and agreement with the LCP. As part of these negotiations both CP's should agree the level of support required following the activation (i.e. how long the LCP is available).

The Out of Hours port should be carried out within 30 minutes of the agreed time requested on the order. If the GCP is delayed for any reason then the LCP must be contacted during the 30 minute window and informed of any delay. The LCP has the right to decline a request to port after the 30 minute window, unless alternative arrangements have been agreed, in which case the port must be rescheduled.

Note: Whilst not mandatory, Out of Hours ports are regularly carried out with general goodwill and co-operation within the industry. It has been accepted that providing such a service on an ad-hoc basis defuses the need for regulatory intervention in industry process. It should also be noted that either CP may choose to levy a charge for this service.

Specific porting requests that may involve "extra" or "ad-hoc" activity that could possibly require an extended time period to activate ports should be agreed bi-laterally between CP's prior to the port activation date/time.

12.10 Rescheduling Porting Activations

Limitations are placed on the re-scheduling of porting orders, i.e. sending a Change order to reschedule the date or time (or both) of the port.

12.10.1 Prior to the Day of Activation

Changes to the porting date/time must still maintain the agreed minimum working day lead-time from the date the Main Order was sent.

Cancel Other orders may be submitted by the LCP up to 16:00 on the final working day prior to the requested day of porting, orders received on or after this time will be rejected using Reject Code 18.

Change and Cancel Own orders will be accepted by e-mail without limit up to 17:30 on the working day prior to the day of porting. Change orders that bring the date forward will be accepted up to 17.30 on the working day before the new porting date providing it is still within industry lead-times and should be followed up with a phone call to confirm.

12.10.2 On the Day of Activation

Change and Cancel Own will be accepted by e-mail up to 17:00 hours. These however should be sent when available and not batched.

12.11 <u>Non Activation of a Port</u>

If the GCP does not contact the LCP, or RH where Subsequent Port,on the day of port to trigger the activation then the order will remain open for a further two working days. If the LCP / RH does not receive a Cancel Own or Change order (to re-schedule) from the GCP then they will cancel the order using the Cancel Other process.

A GCP may submit a Change order (to re-schedule) with a minimum lead time of two working days. If the required date is less, the LCP / RH must apply best endeavours to port, though an order may be rejected for lead time if it is not possible. In addition to an NPOR submitted via email, a GCP may also contact the LCP / RH by phone to discuss the Change requirements.

13 Miscellaneous

13.1 Port Failures

The GCPs installation must be proven (i.e. return dial tone) before initiating activation. The GCP will carry out test calls to ensure that the number has been ported correctly. These tests should ensure that calls to the ported number can be established from more than one network. If the port has not taken place after 20 minutes from the activation request then contact should be made with the RH via the agreed escalation route in the Contact Registers.

In the event of a failed port, CPs should ensure that they have completed all aspects of the respective activation method and testing. Porting failures identified up until close of business on the day after activation should be dealt with via the order desks and the agreed escalation process. If there is still no resolution the Emergency Restoration process should be followed.

13.1.1 Ports activated in error

If the LCP carries out a port in error where they have been asked to postpone/cancel the order, the customer's service will be restored on request by either the GCP or the customer.

13.1.2 Fault and Repair Handling

The passing of fault information between CPs will follow the agreed bi-lateral fault reporting process as per the interconnect agreements.

13.2 Emergency Restorations

The Emergency Restoration process is used by the GCP to restore service for a customer when full service has not been provided following the attempted port. Instances when this arrangement is to be used should be very few, as the GCP must ensure their own network is fully operational before activating the port. Emergency Restorations may be requested up to close of business the day following the activation of the port.

The GCP will raise an Emergency Restoration request, using the porting form with the order type EMR, to the LCP notifying them that the customer is to be restored to the LCPs network. This could be followed up with a call to the LCP as per the contacts register, advising that an ER has been requested.

If the GCP still intends to port the number a Change order for the restored number should be sent to the LCP via e-mail (orders cannot be sent via the automated process) within 24 hours of completion of the ER. The Change should allow a minimum of three days' lead-time from submission for the new port to occur, unless a shorter lead-time is mutually agreed by both CPs. If a change order is not sent then a new Provide Order would be required with the standard lead-time.

There are a number of scenarios where an Emergency Restoration will not be possible because the original access line is not available to the LCP. These include:-

▪ Where the end-user has moved to a new address as the LCP will not have an access line available.
▪ Access lines that have been fully unbundled (LLU)
▪ Subsequent Portability, as this will require data to be restored on more than one network. It is expected that Range Holders (where not the LCP) will assist as promptly as possible, and will be contacted by the GCP only.

CPs seeking to port numbers used on these types of installations should give consideration to the need to have a fallback position in place to provide a basic level of telephony in the event of a porting failure and may wish to negotiate with the LCP to have a recovery plan available.

There might be occasions when the RH has received a cease order for a number(s) that has been exported and they have sterilised the number in preparation for re-use. As part of an Ofcom initiative to reduce customer harm where an access line has been erroneously transferred and the end-user has lost service the RH will be approached to ER the number back to the GCP. The GGP will raise an ER order and in the notes field insert the comment "Emergency Restoration requested following an erroneous line transfer. The erroneous line transfer process cannot be requested after 30 working days; requests to emergency restore numbers after this period is by bi-lateral agreement between all parties

13.3   Directory Services and Emergency Services Databases

When numbers are ported the ownership of the number must be transferred from the LCP to the GCP in the directory services and emergency services databases. This is necessary to allow the GCP to provide updates for the numbers they manage ensuring accurate records are maintained.

Industry has agreed that this change of ownership of existing records is achieved by the GCP generating and sending a new record to the directory and emergency databases, as opposed to making this the responsibility of the LCP to supply record changes from the port order. This mechanism is termed "**explicit adoption**".

13.3.1   Directory Services

All information required to support directory enquiry (DQ) services is held on a central database owned and managed by BT Directory Solutions. This is maintained on a transactional basis by all CPs interfacing with the database. There are multiple DQ service providers in the UK and their data is sourced from the central database. The order types are:-

Ready for Adoption - When the LCP accepts a porting request they will send a "Ready for Adoption" transaction to the directory services database for the number and advise the identity of the GCP. The directory records will be updated to reflect the fact that a change of ownership is in process.

Adopt - When the porting activation has been completed and calls to the ported number are being delivered to the GCPs network, the GCP sends an "Adopt" transaction to the directory services database.

For this transaction to be valid, the directory "Ready for Adoption" state must indicate the GCP as the pending owner. After the transaction is processed the change of ownership is reflected in the databases and the associated record details (customer information and address) remain unchanged. **The GCP must complete the "explicit adoption" process within of 28 days of the port.**

Adopt & Amend - This transaction is issued by the GCP when the porting activation is complete and calls to the previously ported number are being delivered to the GCPs network but the GCP wishes to change the customer information (name or address) on the databases. This transaction is typically used when the customer moves location.

Cease - This transaction is used to cease existing database entries by the GCP following the cessation of the service. This is generated by the GCP when the number is no longer in use, this must be issued in addition to the "Cease" port transaction.

The GCP has the ultimate responsibility for ensuring that the directory records are maintained correctly once the porting process has been completed and for as long as the number is ported to their network.

For further details, CPs should contact BT Directory Solutions.

13.3.2   Emergency Services

The GCP has the ultimate responsibility for ensuring that the emergency service records are maintained correctly following the porting process and for as long as the number is working on their network.

For further details, CPs should refer to the following key reference documents:-
Appendix F – User Guide – Customer Data for the Emergency & Operator Assistance Services
Appendix G – 999 Emergency File Format Interface Specification. Section 10 provides specific guidance to CPs where they are party to a number port transaction (either as a Losing or Gaining CP)
Appendix H – Code of Practice for Public Emergency Call Services between CPs & Emergency Services (sometimes referred to as the PECS Code)

13.4   Security Lines

Any security services (i.e. Redcare) must be removed or transferred from the installation, before a porting order is submitted.

13.5   Reseller Process

Some End Users take service from Communications Providers who do not own their own switching network; these are commonly referred to as Resellers or Service Providers. If the End User is taking service from this type of CP and they wish to retain their number the GCP should forward the porting request to the network CP that is hosting the number on behalf of the reseller/service provider. The network CP will validate the request and provide a response to the GCP. The network CP remains responsible for managing the relationship between themselves and the reseller/service provider as part of the ongoing contractual relationship. The network CP should ensure that the process for obtaining the requisite authorisation when porting a resold number is sufficiently robust and does not result in undue delay to the porting process.

14   Appendices

14.1   Appendix A – Contacts Register (Bilateral)
14.2   Appendix B – GNP Number Port Order Form (NPOR)
14.3   Appendix C – Customer Letter of Authority (CLoA)
14.4   Appendix D – Process Automation – EDI Spec.
14.5   Appendix E – Sub-port CSV Template & Specification
14.6   Appendix F - User Guide – Customer Data for the Emergency & Operator Assistance Services
14.7   Appendix G - 999 Emergency File Format Interface Specification.
14.8   Appendix H – Code of Practice for Public Emergency Call Services between CPs & Emergency Services (sometimes referred to as the PECS Code)
14.9   Appendix J – New Multi-Line Order Handling Process Trial