Number portability day of port batch requests high level process overview:

The day of port (DOP) batch file process was introduced as trial with the view that based on success, would roll out to industry.

The process negates the need for high volumes of calls from gaining CP's (GCP) into the Openreach NPSC to trigger the multi-line ports. This process is for multiline only as single line is already automated.

Instead of the GCP calling in to trigger / initiate the multiline port, they would instead fill out a simple excel batch file (max 20 ports per batch file) into the np@openrenreach.co.uk with a specific subject title CP Name DOP Batch File. (This is very important as auto forward rules will be applied to the NP@openreach.co.uk mail box so that the batch files are sent on to the correct team to deal.

These e mails are then auto forwarded to relevant agents who work through each porting order and progress the ports in the direction of OMC teams that sit in BT TSO to actually do the configuration work on switch manager.

There is a template for both the export & import scenarios. This means we have parity between LCP's & GCP's.

During the trial, governance has been set and agreed. I would like consideration from industry moving forward to check that the governance meets the requirements at industry level.

Governance in place is as follows.

Batch files would be sent in between 08:00 – 12:00 Monday to Friday.

No more than 20 ports per batch file will be accepted by Openreach. Any files with more than 20 ports will be rejected back.

Openreach will respond within 2 hours upon receipt and include details of progression on the batch file.

Any batch file received into Openreach past the 12:00 noon window will be rejected back asking for a represent the following working day.

Where the 12:00 is missed on a singleton basis the GCP can still contact the NPSC to trigger the port before 15:45 on the day.

The last call for multi-line other than isdn30 is 17:15 on the day

Once Openreach receive the batch file and initiate the ports, the port will take place as requested and cannot be cancelled.

The purpose of batching work in this way is to replace the old way of working (calls) therefore the CP's using this process must refrain from call contact into Openreach until such time the SLA for responses have expired.

Benefits of the trial to which industry can expect are as follows.

Reduced outgoing call volume into Openreach to trigger DOP requests.

Reduced incoming call volume into Openreach. This allows resource to be applied in other areas of number port work.

Speedier response to DOP triggers enhancing end customer experience.

For isdn30 ports an e mail notification upon start & completion mechanism in place.

How does a CP get involved and use this process?

In the first instance please contact susan.3.dunne@openreach.co.uk, amrik.2.singh@openreach.co.uk to request access to the batching processes.

Once Susan / Amrik receives your request to use the process , Susan / Amrik will need to firstly have an e mail address to which Openreach Number port team can reply with the updated batch file.

Then Susan / Amrik will contact the NPSC team to notify them of the request so that appropriate resources are balanced to ensure adherence to SLA's remain in force. An excel template will be supplied to the CP applying to use the process.

Once the above items are in place Susan / Amrik will notify the CP who wishes to use this process that they can now start to use it.