



Appendix J
Pre-order Validation process
for Number Port Order Handling
Process Description



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1.0 Introduction & Scope

The CP community who handle multiline orders have highlighted significant issues with the current 'Business-as-usual' multiline order handling process which is leading to i) major dissatisfaction on the part of Business End users & ii) considerable cost of failure for all CPs concerned.

A new process has been developed by Industry with the specific aim of materially reducing the cost of failure associated with the current 'BAU' process, whilst improving the End User experience.

The new process has been successfully trialled for a period of 6 months & will now be opened up for use by the whole community.

This document has been introduced as a new Appendix (J) to the existing Industry E2E GNP Process document.

The new process will supplement the pre-existing BAU process and Section 12 in the existing Industry E2E GNP Process document will be updated accordingly.

The scope of this process is currently limited to Order Handling but the intention is to re-engineer the Activations process as soon as possible thereafter.

2.0 Problem Statement – What happens today

Process is flawed, not clearly documented, and open to interpretation and non-compliance

A significant volume of relatively simple multi-line (& where applicable, single-line) orders are rejected due to 'Invalid post code' where typically the LCP's record of the post code does not match the P/C indicated on the NPOR. (i.e. either one or the other is wrong)

Until this 'P/C mismatch' gets resolved, the NPOR cannot proceed as the LCP will continue to reject, and the GCP has no way of resolving the mismatch without the LCP's direct help.

Some such orders may also be rejected for other reasons (e.g. DDI details incorrect, MBN missing, etc.) and may also lead to multiple NPOR rejects over protracted timescales.

The current process (GNP, Sect 12) clearly states that once the GCP (or the GP if reseller involved) has a signed CLoA, they are authorised by the end customer to engage in a dialogue with the LCP (or LP if reseller involved) to clarify/validate the port request details.

The purpose of this dialogue is for the GCP (or GP) to validate the customer's request against the LCP/LP's record of the customer's current installation/configuration. By doing this, the risk of porting the wrong numbers or, in some way, not satisfying the customer's wishes is significantly reduced.

It is not unusual to find that the customer's view of their current installation/configuration is inaccurate and incomplete....hence the need for this order validation dialogue to take place.



It seems that, in practice, there are some CPs (i.e. Losing CPs) who will not necessarily engage in a dialogue with other GCPs (or GPs if reseller involved), when requested to do so, on the basis that they 'have no prior relationship' with them and do not recognise the signed CLoA as sufficient authorisation to engage with the GCP/GP.

For those GP's (typically small CPs) who encounter a LCP who simply does not recognise (or accept) the authority which comes with a signed CLoA, this represents a major obstacle in the GP/GCP's ability to generate a 'clean' NPOR which will be accepted at 1st attempt.

However the existing process is clear and the CLoA gives the GCP/GP (if a reseller is involved) the authority to engage in dialogue with the LCP/LP (if a reseller is involved) and when presented with a signed CLoA it is incumbent on the LCP/LP (if a reseller is involved) to engage in dialogue with the GCP/GP (if a reseller is involved) to ensure a clean NPOR is produced that will be accepted by the LCP/LP (if a reseller is involved) at the first attempt.

It is also recognised that the LCP's record of their customer's installation/configuration may also be erroneous (or simply out of date) but this should not arise very often. In these circumstances, a physical site audit may be the only option as a last resort.

3.0 CP Mindset

The new process seeks to overcome a major issue which exists with the current 'BAU' process whereby, Losing CPs (and/or Losing Parties) have little incentive to co-operate directly with the Gaining Party in order to expedite the timely resolution of issues associated with the specific order, even though the Gaining Party may have a signed CLoA (customer letter of authorisation) in their possession.

By registering their case handler contact details with the OTA, CPs are 'signing-up' to the principle that, as a Losing Party (or LCP), they will assign their nominated case handlers to co-operate directly with the Gaining Party (or GCP) when required to do so, as per the new process.

However it must be remembered that CPs who wish to import numbers have to export numbers and hence follow the agreed Industry processes for porting numbers and the existing process once a CLoA is obtained by the GCP/GP does give the GCP/GP the authority to engage in dialogue with the LCP/LP to ensure the end customer's wishes are carried out efficiently.

The OTA encourages all CPs to sign up for the PoV process as an "Industry Best Practice", which has been developed & trialed by the collective Industry for the Industry.

Significantly reducing rejections will ultimately save the cost, delays and customer dissatisfaction associated with multiple rejections.

For complex orders and rejected simple orders the Gaining Party must send their signed CLoA with every PoV request to the LP case handler via e-mail as detailed within Appendix J1 PoV – Process Swimlanes.



4.0 Process Scope

CPs using the new PoV process will be required to register their 'case handler' contact details with the OTA who will maintain a single contacts register which will be accessible via the OTA web-site. Once registered, CPs may use the new PoV process to progress their own Multiline (& where applicable, single-line) orders (i.e. as Gaining CPs) on the strict understanding that they will reciprocate when/if they are approached as a Losing CP.

Any CPs who are not registered to use the new PoV process will continue to use the pre-existing BAU process. However it is recommended that all CPs use the PoV as it is deemed an Industry "Best practice" developed by the Industry.

5.0 Complex & Simple Orders

The new process caters for 2 types of order:- i) Complex orders, ii) Simple orders

Complex Orders can only qualify as 'complex' if they match 1 or more of the 'complex' criteria specified in Appendix J2.

Simple Orders – Where an order does not meet the criteria for a Complex order it must be treated as a 'Simple' Order. However if a simple order is rejected on the first attempt to place the request to port the number the GCP/GP (if a reseller is involved) can then use the PoV process as per a complex order as detailed in this document and appendices to ensure that the simple order is successful on the second attempt. . Only 1 NPOR rejection is allowed for 'Simple' orders.

It is envisaged that the majority of multiline (& where applicable, single-line) orders handled by most CPs will be classed as 'simple' with a minority of orders qualifying as 'complex' (e.g. <10%)



6.0 High-Level Process Description – The How

The new process contains a number of new features & is primarily aimed at eliminating NPOR rejections for orders raised by CPs who support the Business Market. i.e. Multiline &, where applicable, Single-line orders.

6.1 PoV Stage

The new process has been designed to incorporate a new 'pre-order validation' (PoV) stage whereby the 2 parties involved (Gaining & Losing) engage directly prior to NPOR submission.

The primary aim of this PoV stage is for both parties to jointly review the proposed order & to resolve any potential issues which might otherwise lead to an NPOR rejection. This direct engagement would normally be via email but may occasionally require direct dialogue (via phone/audio conf.) where appropriate.

6.2 PoV Process Success Criteria

All Complex orders comprise a front-end PoV stage followed immediately by a 1st (and final) NPOR submission.

NPOR rejections are not allowed for Complex orders **for any reason**, as the PoV case handler interchange should resolve **any** actual or potential issues with the order before the 1st (& final) NPOR is formally submitted (e.g. any lead time issues must be resolved within the PoV stage)

All Simple orders go straight to 1st NPOR submission (i.e. no PoV) with the expectation that the majority will be 'accepted'.

If the initial NPOR rejection can be quickly resolved by the GP/GCP (e.g. by adding some key information which was overlooked in the 1st NPOR), then they may submit a 're-present' NPOR which should be accepted.

Otherwise, if the 1st NPOR for a Simple Order is rejected, the order may then be progressed as if it were a Complex order, including the PoV stage. Only 1 NPOR rejection is allowed for 'Simple' orders.

6.3 PoV Process Lead time

The PoV lead time will not exceed 5WD. The expectation is that the majority of PoV requests will be completed within 2-3WD. The trial has helped to confirm the most practical Lead time to be applied but once the new process beds in & is rolled out for all CPs to use the lead-times can be reviewed at the OTA Industry Forum. The PoV clock commences when the initial PoV request is sent by the



GP/GCP to the relevant LP/LCP case handler, and stops when the GP/GCP submits their 1st (and final) NPOR.

Once the PoV stage has been completed, the standard minimum lead times remain as per the Standard Minimum lead times specified in the existing E2E Process document.

7.0 Detailed Process Description

The new process is described in detail in the form of 'Process Swim Lanes' in the attached [Appendix J1](#).

7.1 Supply Chain Scenarios

There are various supply chain scenarios which can arise in practice which dictate slight differences in the way each order is handled. Swim Lane illustrations have been developed for the 5 'most likely' Scenarios:-

Scenario A - GNP Multi-Line Orders (Direct Port + No Resellers)

Scenario B - GNP Multi-Line Orders (Direct Port + Reseller(GP))

Scenario C - GNP Multi-Line Orders (Direct Port + Reseller(LP))

Scenario D - GNP Multi-Line Orders (Direct Port + 2*Resellers(GP & LP))

Scenario E - GNP Multi-Line Orders (Sub Port + No Resellers)

8.0 How to identify current CP (i.e. the Losing Party, or Losing CP)

For each scenario, the Gaining Party needs to be able to identify, upfront, who the Losing Party is, so they know which Case Handler they need to contact as part of the PoV stage.

In most cases, the end User should know who their current CP is and can supply that information to the GP along with their signed CLoA. Normally, the End User should know who their retailer is but sometimes they are unsure & the GP/GCP may need an alternative method of identifying the correct LP/LCP.

For Scenarios A & B, there is no Reseller in the Losing supply chain so the LCP(who is also the Range Holder) can be identified/confirmed by the GP/GCP via the Ofcom published database.

For Scenarios C & D, there is a Reseller in the Losing supply chain (i.e. the Losing Party). The Gaining Party needs to positively identify the Losing CP and Losing Party.

8.1 Exports from BT Lines of Business

For those orders which involve any of the BT Lines of Business (i.e. BTW/IPEX, BTB, BTGS, BTR etc.), the role of Openreach in this process has been slightly modified to assist GP/GCPs in



identifying who the correct BT LoB is, and in facilitating the direct engagement needed between the gaining & losing parties, as necessary, to successfully complete the PoV stage.

Where the GP/GCP is unable to identify the correct BT LoB within BT Group (i.e. BTW/IPEX, BTB, BTGS, BTR etc.), they may now contact Openreach using their contact register details and Openreach will identify the correct BT LoB.

If the BT LoB is BTW IPEX Openreach will e-mail the GP/GCP case handler, the relevant BTW IPEX contact details and copy the e-mail with the original pre-validation request to BTW IPEX. The GCP can then contact BTW IPEX directly. If necessary, BTW IPEX will facilitate any further direct engagement needed between GP/GCP and the LP (i.e. the IPEX CP)

Where the LCP is another BT LoB (i.e. BTGS or BTB) Openreach will act on behalf of BTB or BTGS and handle the pre-order validation request directly with the GP/GCP. Openreach will handle any internal engagement necessary with the BT LoB.

8.2 Subsequent Ports

Scenario E describes a subsequent port scenario (albeit with no Resellers in either supply chain).

As with the current 'BAU' process, in order to positively identify the LCP, the GCP can 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.

9.0 **PoV Process Documents**

9.1 Appendix J2 refers – Tab name – CP contact register

CPs intending to use the new PoV process must register their contact details as per the prescribed contacts register template, and once received, the OTA will add these details to a single consolidated contacts register which will be published via the Magrathea & OTA Web-sites.

CPs are directly responsible for notifying any subsequent changes to their details to the OTA, who will undertake to update the register at the end of each month.

The OTA encourages all CPs to sign up for the PoV process as an “Industry Best Practice”, which has been developed & trialled by the collective Industry for the Industry.

Significantly reducing rejections will ultimately save the cost, delays and customer dissatisfaction associated with multiple rejections.

9.2 Appendix J2 refers – Tab name - Complex order criteria

Complex Orders can only qualify as ‘complex’ if they match 1 or more of the ‘complex’ criteria specified.

9.3 Appendix J2 refers – Tab name – PoV Email Template

The email subject header should read as follows:- **PoV Process – CP Request** (*Customer Name*)

This template must be completed and pasted into the body of the initial email request.

PoV Process - Criteria Reason - There is a ‘drop-down’ list of choices for the Case handler to choose from, to record the reason for treating the order as ‘complex’. (inc ‘simple order rejected’?)

9.4 NPOR & CLoA

The Email PoV request must include a draft NPOR & Signed CLoA (as attachments to the email).

The standard NPOR & CLoA templates must be used as per the existing BAU process.

9.5 Appendix J2 refers – Tab name – PoV MIS data capture specification

MIS - All participants are required to record order-specific data in accordance with the data items defined in the PoV MIS data capture tab in Appendix J2.

By capturing this data in this way, each participant can track the success or otherwise of orders handled via the PoV process, for themselves.

Additionally, the data can also be consolidated centrally by OTA, on behalf of the trial participants, enabling the aggregate process performance to be reviewed by the group.

10.0 Appendices

10.1 Appendix J1 – PoV process – Process Swim Lanes

10.2 Appendix J2 – PoV Email Template

10.3 Appendix J2 – PoV Contacts Register (CP Template)

10.4 Appendix J2 – PoV Complex Order Criteria

10.5 Appendix J2 – PoV MIS –Data Capture Template

10.6 Appendix J3 – Consolidated Contacts Register – PoV Process