Service Integrity for Ported Numbers

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Doc Title	Version	Date	Detail
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2.0   Definitions

3.0 Loss of Service to Ported number

All porting agreements should contain a basic Customer Services Plan, and regardless of the nature of interconnection, be it portability via transit, direct, IP or TDM, the parties should be able to log 'Loss of Service' faults and escalate as necessary.

Where practicable, Donor CPs (i.e. Range Holder CPs) must provide support to Recipient CPs (i.e. Gaining CPs) for fault logging, investigation and service restoration on a 24/7 basis, however, smaller Recipient CPs may legitimately, through bilateral negotiation, agree an alternative approach.

Dropped Prefixes - There are a number of ways in which service can be lost on a Ported Number. The most common is the so-called "Dropped Prefix" scenario whereby the Donor/RH CP's system ceases to recognise the number as having already been exported to a Recipient/Gaining CP.

In such a scenario, providing the number has not been accidentally allocated by the Donor/RH CP elsewhere, then the benefit of doubt should be with the Recipient/Gaining CP when they report that service has been lost to the ported number concerned.

It should be noted that any Port Order, (acceptance or otherwise) could be decades old and will not be readily retrievable (if at all). Providing the number has not been allocated elsewhere by the Donor/RH CP, then they should, upon request, investigate the status of the ported number concerned and if a 'dropped prefix' is confirmed, should re-instate the appropriate prefix and restore service as soon as possible or otherwise in line with the industry-agreed restoration targets specified below.

Donor Investigation - An investigation should take place with the following outcomes;

The Donor/RH CP should do a root cause analysis and be prepared to share the results of their RCA with the Recipient/Gaining CP within 1-2 weeks of the fault being rectified. The Donor/RH CP should be mindful of its obligation to provide portability founded on a reliable N/W infrastructure & operational support for OLOs when needed.

If the Donor/RH CP so requests, the Recipient/Gaining CP should provide compelling evidence that the number was previously exported by the Donor/RH CP from a point in time. This should include Call Data Records (CDRs) demonstrating the routing of calls to the ported number concerned.

Additionally, reference to 999/ESDB records (current & historic) may be needed to validate the End User's claim to being the legitimate owner of a tel. number.

4.0   Service Restoration Targets for ported numbers

The Industry-agreed service restoration target is as follows:-

Whilst this target is not mandatory, it is generally in line with targets set by Service Providers for their own customers & represents good industry practice.

Overall E2E Service Restoration Target

Residential & Business - Service restored within 24hrs from initial End User fault report

Range Holder SLA

Within the overall E2E service restoration target (24hrs), to cater for those Customers who rely on business-critical telephony services & where the Retailer's diagnostics point to an issue in the Range Holder's N/W, the retailer should report the fault to the Range Holder asap.

In these circumstances, the Range Holder SLA for service restoration will be; -

<4hrs (fault reported between Mon-Fri, 8am-5pm)

<6hrs (fault reported between 5pm, Fri to 8am, Mon)

Out of Hours

Please refer to Appendices R1 & R2 (BT & OLO's resp.) for Out of Hours Range Holder CP contact details

5.0   BT & OLO Fault Reporting Arrangements

Appendix R1 - BT reporting process- Service Loss faults

Appendix R2 - Service Loss-OLO Fault Reporting Arrangements

6.0   Disputed Ownership of a Number – Best Practice Guide

Ownership disputes - If the number has (for whatever reason) been allocated by the Donor/RH CP to another party, then it will likely be for one of two reasons.

It has been erroneously exported to another (recipient) network, in which case an emergency restore process can be followed as appropriate to the circumstances. For example, it may have been erroneously exported through a keying error, or the number could have been fraudulently obtained by a third party.

It has been erroneously allocated to a new Subscriber by the Donor/RH CP. In which case, the Subscriber that originally had the number has the most valid claim to having their call routeing fully restored.

However, it is recognised that for reasons of pragmatism, then appropriately empowered representatives of the Donor/RH CP, Recipient/Gaining CP and the two Subscribers will have a commercial discussion to reach a mutually acceptable position and this should occur within a max. of 5 working days from the fault being logged.

A 'Best Practice Guide' has been produced & signed-off by the Industry Group (Number Port Process & Commercial Group)

The BPG provides a set of rules/principles which CPs should adopt in getting to an agreed resolution.

This BPG has been incorporated into the Industry-agreed process documentation & the Guide should be applied by all CPs, as the need dictates, in any future disputes.

Appendix R3 - Disputed Ownership of a Number – Best Practice Guide.

7.0 **Appendices**

7.1   App. R1 – BT reporting process- Service Loss faults

7.2   App. R2 - OLO Fault Reporting Details

7.3   App. R3 – BPG-Number Ownership-Dispute Resolution