



Office of the  
Telecommunications  
Adjudicator

# Number Port Emergency Restorations



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**1.0 Definitions**

LCP	Losing CP (i.e. Losing N/W CP)
GCP	Gaining CP (i.e. Gaining N/W CP)
LP	Losing Party (i.e. Losing Retailer)
GP	Gaining Party (i.e. Gaining Retailer)
POR	Port Override Request
RH/Host	Range Holder (or their nominated Host N/W partner)
CLoA	Customer Letter of Authority
COT	Cancel Other order type



EU	End User
OTA	Office of The Telecoms Adjudicator
EAP	Executive Authorisation Panel

## 2.0 Document history

V1	18.1.21	New Emergency Restorations Doc published

## 3.0 GNP - Port Failures & Emergency Restoration

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.

### 3.1 *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.

### 3.2 *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 fall-back 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 GCP 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



## **4.0 NGNP - Porting Failure & Emergency Restoration**

### **4.1 Introduction**

The porting failure process allows Communications Providers to restore service to the customer quickly, irrespective of the fault location. It has three stages, Porting Failure Notification, Emergency Restore and Re-submission. Although it is expected that the sequence will normally start with Stage 1 and proceed to Stages 2 and 3 (if required), a Communications Provider may proceed directly to Stage 2 to initiate an immediate Emergency Restoration.

### **4.2 Porting Failure (Stage 1)**

The Recipient shall telephone the Range Holder / Host using the special Porting Failure contact number (given on PE form) and give notice of a porting failure. The call shall be supported by the **Porting Failure form (PF) with part A completed (see **Error! Reference source not found.**)**.

The notification must be received by 10:00 hrs on the first full working day following the agreed port date, otherwise it will be classed as a fault and be subject to normal repair times.

**Porting Failure notification may mean the customer is without service; the Range Holder / Host shall respond within 1 hour.**

On receipt of the PF form, the Range Holder / Host shall check that the translation has been built correctly, and if not, shall instigate a correction. The Range Holder / Host shall acknowledge receipt of the Porting Failure Notification by returning the PF form, stating whether the translation had been built correctly or not. If the translation built is found to be faulty, the Range Holder / Host shall notify the Recipient when this has been corrected.

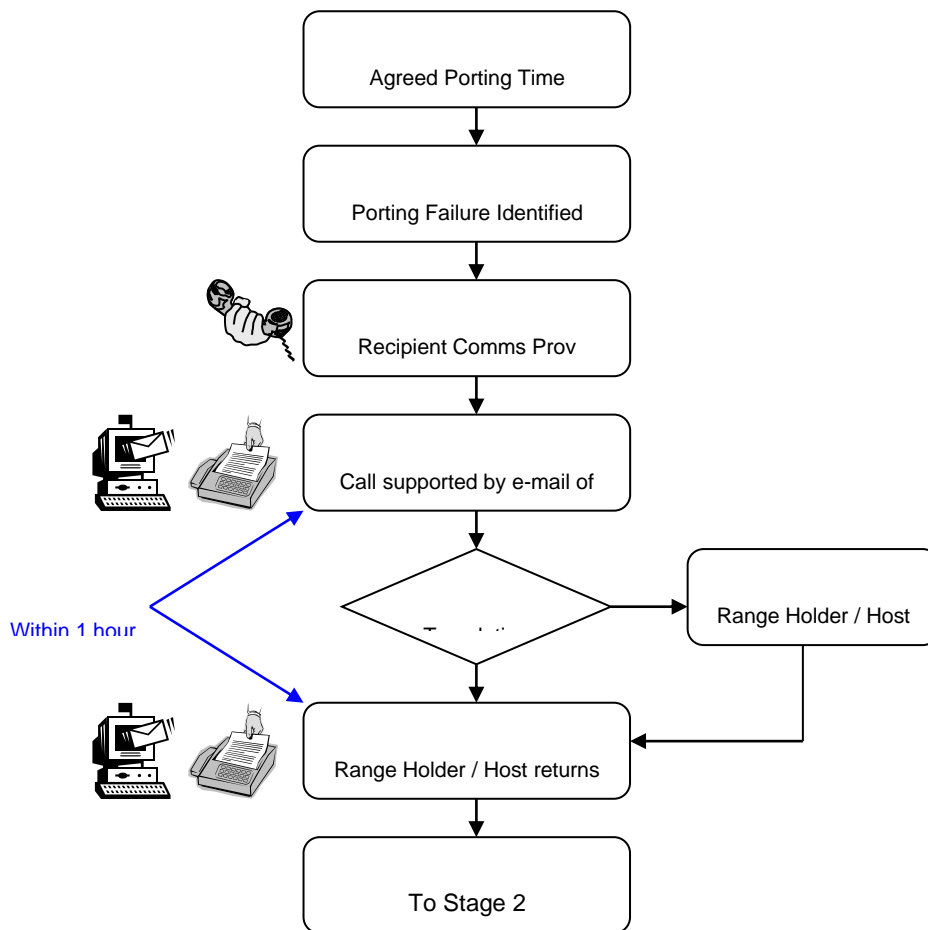


Figure 1 - Porting Failure Resolution - Stage 1

### 4.3 Emergency Restoration (Porting Failure Stage 2)

At this stage the Recipient may decide to undertake further checks. To request Emergency Restoration the Recipient shall telephone the Range Holder / Host using the special Porting Failure contact number. The call shall be supported by the **porting failure form PF (see App NG1)** with Part B completed.

The notification must be received by 16:00 hrs on the first full working day following the agreed port date, otherwise the number will remain ported to the Recipient Network and established fault procedures between the two Communications Providers shall be followed.

Emergency Restoration notification may mean the customer is without service; the Range Holder / Host shall respond within 1 hour.

The Range Holder / Host shall acknowledge the receipt of the request. On receipt of the porting failure form, the Range Holder / Host shall restore the translation to the original translation as it was prior to implementation of the port. It will be necessary for the Range Holder / Host to inform the Recipient when the emergency restore has been carried out.

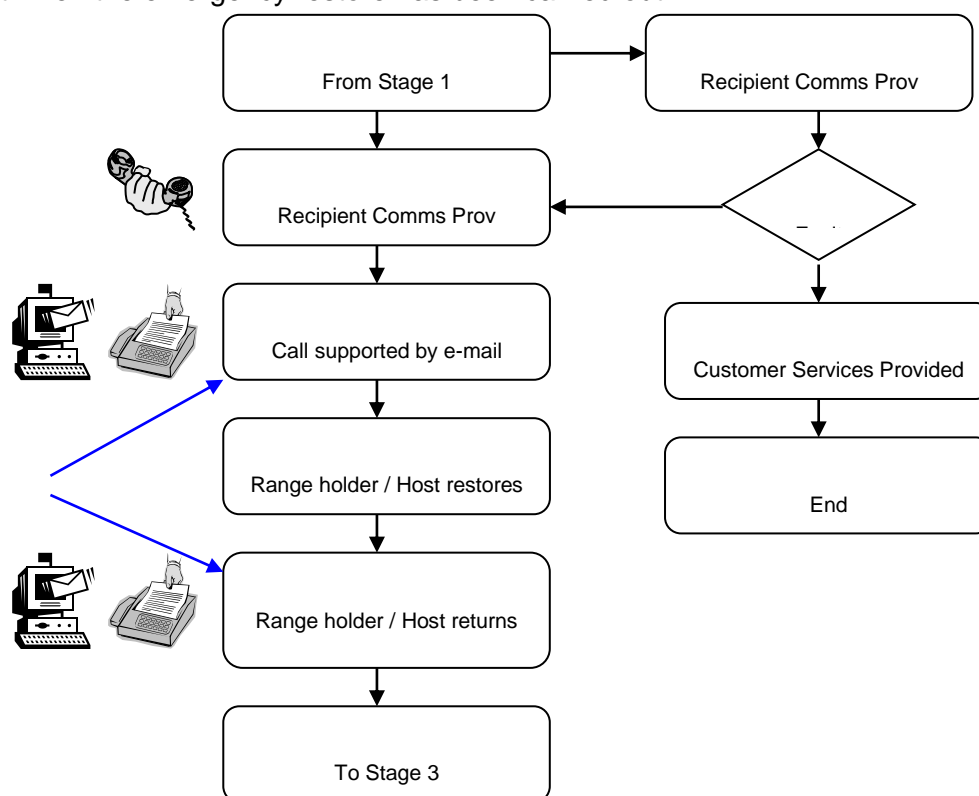


Figure 2 - Porting Failure Resolution - Stage 2

#### 4.4 Order Resubmission (Porting Failure Stage 3)

During the five working days following the Emergency Restoration, the Recipient, using a Change order, can submit another porting date. The minimum lead-time for porting is reduced from five working days to two. If after five days following the Emergency Restoration no Change order is received then the order will be considered time-expired.

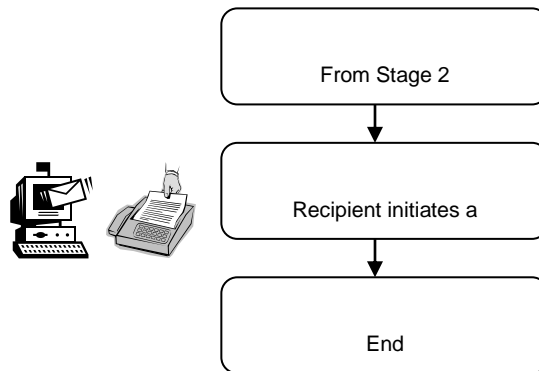


Figure 3 - Porting Failure Resolution - Stage 3

## 5.0 Appendices

### 5.1 App. NG1-NGNP-Porting Failure Notification template(PF)-v1