

**High Level Process Description** ← - - - →

**BAU (with CLoA) process**

- i) GR obtains signed CLoA from EU (**New CLoA Template – later slide refers**)
- ii) GR submits Port order to GSP (inc. CLoA ). GR retains CLoA on file.
- iii) GSP submits PO to GNCP (inc. CLoA)
- iv) GNCP submits NPOR to LNCP (inc. CLoA) (**note 1-NPOR Preparation**)
- v) LNCP validates NPOR content (i.e. number exists on LNCP N/W) and separately, LNCP notifies their immediate Reseller partner using the RPON template
- vi) On receipt of the RPON, all Resellers in the supply chain have a collective duty to promptly relay the RPON asap to the Losing Retailer & ultimately, the End User.
- vii) On receipt of the RPON, the Losing Retailer should send the standard CPON template to the EU.
- viii) The objective of this port order notification process is 2-fold: -
  - i) To ensure the End User is informed asap as they may wish to cancel due to change of mind or no knowledge.(e.g. slamming attempt)
  - ii) To afford the EU’s retailer (and any intermediate resellers) a time-limited opportunity(<48hrs) to flag any concerns regarding the port order. (e.g. accuracy, missing detail)
- ix) This notification would normally take the form of a simple email (from the LNCP) and would include the port order details (inc. the GNCP CUPID ref)

**NPOR acceptance/rejection – Responsibility**

- i) For Geo & non-Geo numbers - The LNCP would normally be responsible for accepting/rejecting the NPOR based on the outcome of their own validation check and any valid concerns raised by the LR or any other resellers in the losing supply chain. The LNCP will endeavour to resolve any reseller concerns raised before making the decision to accept or reject the NPOR. The decision to accept or reject the NPOR rests ultimately with the LNCP.
- ii) For non-Geo numbers only - If the LNCP requires additional time (i.e. >48hrs) to process the NPOR (e.g. delayed replies from reseller chain), the LNCP should ‘provisionally accept’ the NPOR and will have a further 5WD to formally accept/reject the NPOR.
- iii) Where Losing Reseller is also Range Holder - If the LNCP’s Reseller happens to also be the Range Holder (for the number(s) to be ported), the LNCP would normally forward the NPOR (or just it’s content) to the Reseller/RH to allow them a time-limited opportunity (<48hrs) to formally accept/reject the NPOR.
- iv) Alternatively, there are circumstances where the Losing Reseller/RH may choose to ‘delegate’ all their NPOR handling responsibilities (inc. the critical activity of updating the 999s database) to their designated Host CP

**Cancellation (Enhanced Cancellation Process – Later Slide refers)**

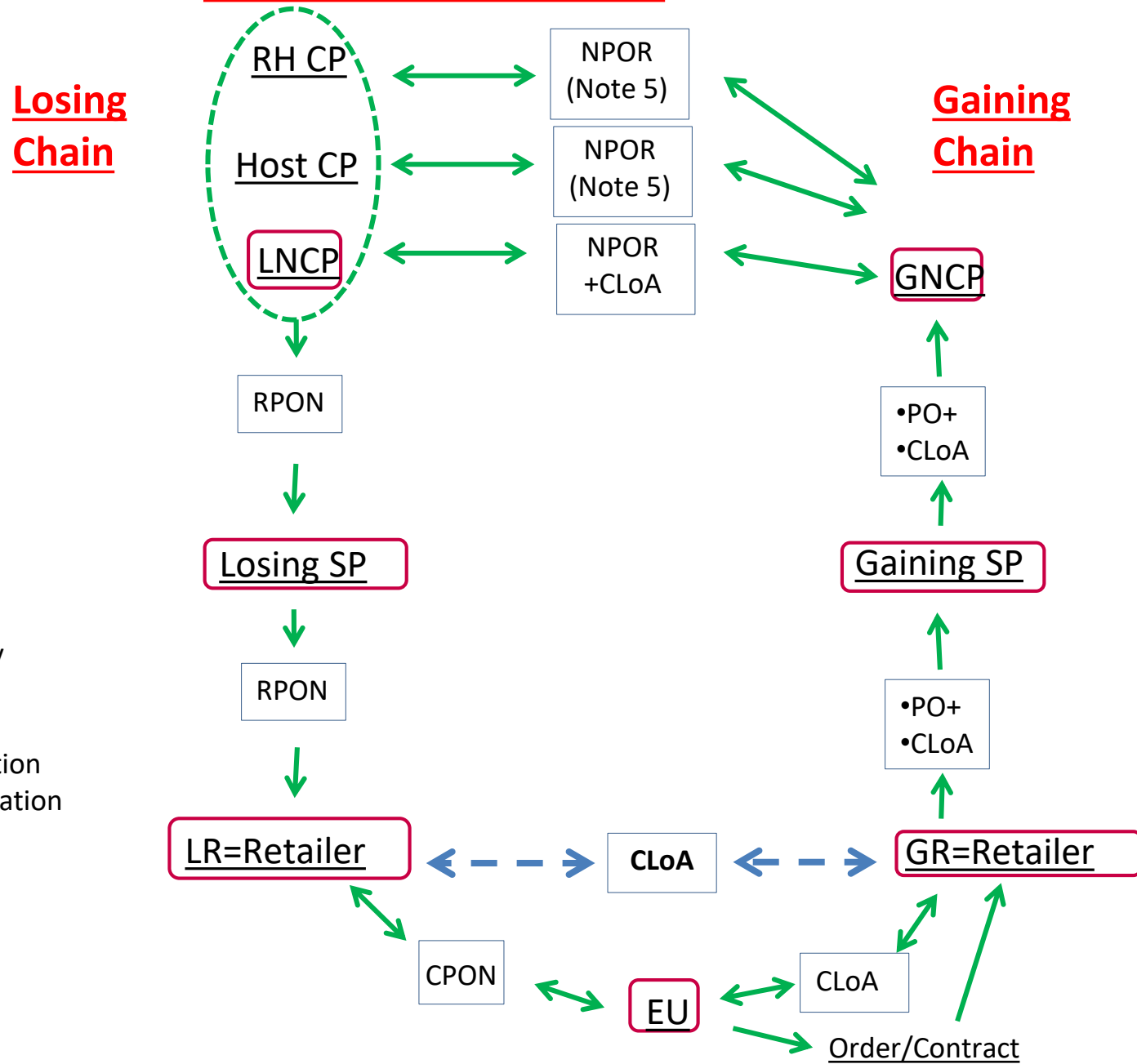
- i) Only the End User (not the retailer) may request a cancellation.
- ii) On behalf of the End User, the LNCP can raise a cancel other(COT) NPOR at any point up to 16:00 on the final working day prior to the Port activation date.

# BAU Business

(2 of 8)

## Business Customers BAU Order Handling Process - All order types (with new CloA Template & assoc. handling process)

### Geo & Non-Geo Numbers



#### Legend

EU=End User  
RH=Range Holder  
LNCP=Losing N/W CP  
GNCNCP=Gaining N/W CP  
GSP=Gaining Service Provider  
LSP=Losing Service Provider  
NPOR=Number Port Order Form  
CloA=Customer Letter of Authority  
GR=Gaining Retailer  
LR=Losing Retailer  
RPON=Reseller Port order Notification  
CPON=Customer Port order Notification

### High Level Process Description

#### BAU (with CloA) process



#### Note 1 – NPOR preparation

- Where the numbers to be ported (as specified in the CloA) are a mixture of Geo, Non-Geo, single/multi-line with different Range Holders, the GNCNCP should transpose the numbers onto individual NPORs (i.e. RH-specific) which can then be sent.

#### Note 2 – Reseller Port Order Notification (RPON)

- LCP notifies their immediate reseller partner (using the RPON email template) that a port order has been received.
- Each Reseller in the supply chain checks the RPON details and promptly forwards the RPON to the next reseller in the supply chain and ultimately the End User's retailer (i.e. the LR)

#### Note 3 – Customer Port Order Notification (CPON)

- LR notifies End User (using CPON template) that an order to port their number(s) has been received & asks them to confirm if ok to proceed.

#### Note 3 – Hosted Ranges

- If the target number to be ported is part of a hosted range, the GNCNCP should identify the Host CP by reference to internal records derived over time from own porting agreements with other N/W CPs & number range activation broadcasts sent via the Yahoo Group.

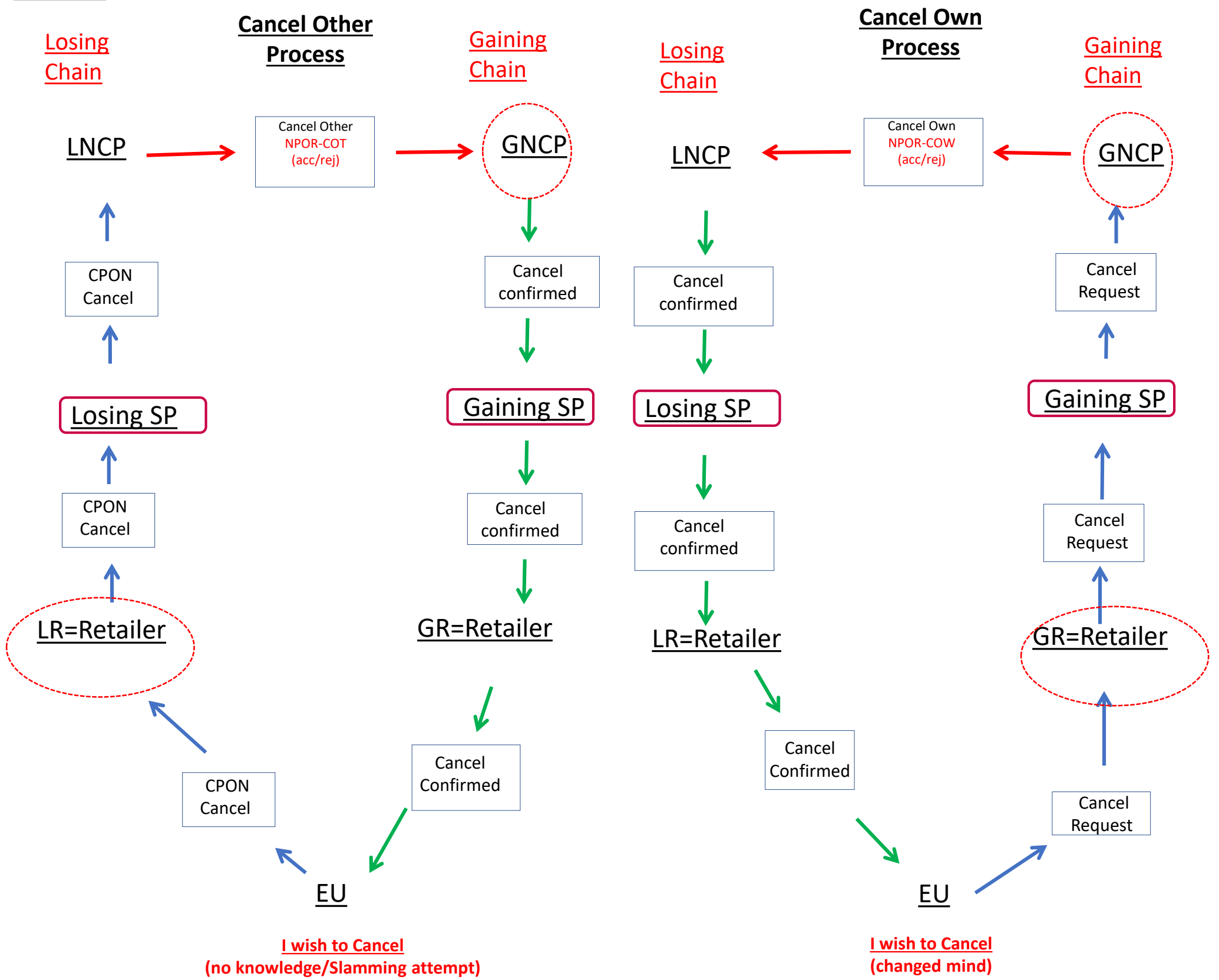
#### Note 4 – Openreach acts as a Number Port Gateway (i.e. order handling & activations) for OLOs (Other Licenced Operators)

- Where GR is a WLR CP, then OR act as GNCNCP (i.e. Creates & Sends NPOR to LCP on behalf of GR)
- Where LR is a WLR CP, then OR act as LNCP (i.e. Receives & Processes NPOR on behalf of LR, accept/reject)
- Where GR is a IPexCP, then BT/IPex act as GNCNCP (i.e. Creates & Sends NPOR to LNCP (via OR) on behalf of Gaining IPex CP)
- Where LR is a IPexCP, then GNCNCP sends NPOR to OR who forward NPOR onto BT/IPex who act as LNCP (i.e. Receives & Processes NPOR on behalf of the Losing IPex CP).

#### Note 5 – Direct & Subsequent Port orders

- **Direct Port** - Where the LNCP is also the RH/Host CP, the GNCNCP should send the NPOR & (if requested) the CloA to the LNCP.
- **Subsequent Port** - Where the LNCP is not the Range Holder or Host CP (i.e. Subsequent port order), the existing process will continue to apply, whereby the GNCNCP is not required to send the CloA (with the sub-port NPOR) to the RH/Host CP. For subsequent port orders the RH/Host CP do not need to see the CloA in order for them to process the NPOR.

(3 of 8)



### A. Enhanced Cancellation process

**Step 1 – Customer Port Order Notification Template (CPON)** - LR notifies End User that an order to port their number(s) has been received.

**Step 2 – Cancel Own** - The LR should advise their End User that if they wish to cancel their order, they should immediately notify the Gaining Retailer by sending the GR a simple email instruction to cancel

The GR will notify their N/W Partner (the GCP) who will send a **'COW' (Cancel Own) NPOR** to their opposite number (the LCP).

**Step 3 – Cancel Other** - In the event that the Gaining Retailer refuses to cancel the order, the End User should notify their current provider (the LR) of their decision to cancel by returning the CPON template.

**Step 4** – On receipt of a CPON cancellation from the End User, the LR should immediately forward the EU's CPON cancellation to the upstream supply chain and ultimately the LNCP who will submit a **'COT' (Cancel other) NPOR** to the relevant GNCP.

**Step 5** – Once the port order has been cancelled, the GNCP (Cancel other) or the LNCP (Cancel own) should notify their respective supply chains accordingly (i.e. Order has been cancelled)

**Note 1** – A COT NPOR may not be raised by LNCP without receiving a valid cancellation request from the EU.

**Note 2** - A COT NPOR may be raised at any point up to 16:00 prior to the day of port activation, or following expiry of the 7-day auto-postponement window.

## New CLoA Template

### Purpose, Ground Rules & Logistics

- 1) A single CLoA template which caters for both Geo & Non-Geo Numbers including ALL order types (i.e. Single, Multi-line, Multi-number)
- 2) Provides Customer authority to initiate the port order
- 3) Provides proof of ownership (i.e. legal right to port the numbers concerned)
- 4) Provides authority (to the current provider) to share details associated with the current service, with the new (gaining) provider, if requested to do so. On receipt of a request for information from the GP, the LP is obliged to engage, as necessary, with the GP to ensure an accurate port order can be raised.
- 5) Provides accurate details regarding the specific numbers to be ported.
- 6) Provides Main Billing Number (MBN) if customer can retrieve it from recent bill.
- 7) Provides accurate post code details (Billing & Site-specific) to support any order validation checks which may need to be undertaken by the Losing N/W CP.
- 8) Provides additional site address details where multiple sites are involved in the port order
- 9) Provides name, address and contact details for the two Retailers involved (i.e. Gaining & Losing)
- 10) Non-Geo Numbers – **A CLoA must always be obtained by the Gaining Provider (GP)**
- 11) Geo M/L Numbers - **A CLoA must always be obtained by the Gaining Provider (GP)**
- 12) Geo S/L Numbers – **For Business End Users (i.e. non -automated order), - A CLoA must always be obtained by the Gaining Provider (GP)**
- 13) CLoA – CP handling
  - a) Once obtained, the GP must hold the CLoA on file for a min period of 1yr.
  - b) Once obtained, the GP must forward the CLoA up their supply chain, **if required**, to the Gaining N/W CP
  - c) The GNCP must forward the CLoA to the Losing N/W CP if they so request it, within 24hrs
  - d) Where the customer has separate providers for Geo & non-Geo, separate CLoAs may be required.
- 14) CLoA Logistics

A fully completed CLoA may be submitted by the customer in any of the following ways: -

  - a) Scanned CLoA template with authorised signature sent as an email attachment from the Customer's business email address (which must show their Business title, and the company's full name & address).

N.B The attached CLoA may use e-Signature.

N.B. The email may use e-Signature

N.B. The attached CLoA template does not need to be on letter-headed paper

N.B. By exception, the CLoA signatory & the originator of the associated email do not have to be the same person.
  - b) CLoA 'format flexibility' - Retailers may also transpose the new CLoA content into the Retailer's standard order form (i.e. tailored to also meet the Retailer's needs). This can then accommodate whatever e-signature method the retailer chooses to use. The CLoA content must be fully transposed with all fields faithfully incorporated.
  - c) Standalone CLoA template with authorised signature sent by Fax or posted letter

N.B. The CLoA must be signed by an authorised signatory and must be on letter-headed paper

## Customer Letter of Authority (CLoA)

for the transfer of services from one provider to another

Current Provider		New Provider	
Name		Name	
Address:		Address:	

Site address to register against numbers		Numbers to be Ported (Geo & non-Geo)
<i>(Use Continuation sheets for additional numbers and/or sites)</i>		
Building Name / Number		Example: 020 7123 4567 Example: 0333 041 4450
Street Name		
Town/City		
County		
Post Code		
MBN-Main Billing number-If known (Geo only)		Example: 020 7123 0000

Customer's Company Details <i>(as shown on most recent bill from current provider)</i>	
Company Name	
Billing Address	
Town/City	
County	
Post Code	
Company Registration No.	
Billing Account No. <i>(Non-Geo only)</i>	

**Fao my current provider:** - this CLoA is to notify you that I (representing the customer shown below) have taken the decision to move my Telephony services to a new Provider and require the numbers associated with those services to be ported across to my chosen new Provider (stated above).

My new Provider is authorised to act on my behalf in this matter & you have my authority to disclose to my new Provider (at their request) any other service or site-specific details they might need to allow this port to proceed (e.g. Site/Billing address post code, DDI number range, Main Billing Number (MBN), etc.).

I recognise that it is my responsibility to arrange the cessation of, or changes to, any other services provided by my current Provider.

Requester's Details			
Signed			
Print Name		Job title	
Date (DD/MM/YYYY)		Email	
<b>Validity</b>	This CLoA is valid for 6 months from the above date		
<b>Page Number</b>	Example: 1	<b>OF</b>	Example: 6

**Customer Letter of Authority (CLOA)**

for the transfer of services from one provider to another

<b>Customer Company Name</b>	
------------------------------	--

<b>Additional Sites and/or Numbers to be Ported</b> <i>(continuation sheet)</i>	
<b>Site Address(es)</b>	<b>Numbers to be Ported</b> <i>(Geo &amp; non-Geo)</i>

<b>Requester's Details</b>			
<b>Signed</b>			
<b>Print Name</b>		<b>Job title</b>	
<b>Date (DD/MM/YYYY)</b>		<b>Email</b>	
<b>Validity</b>	This CLOA is valid for 6 months from the above date		
<b>Page Number</b>	Example: 2	<b>OF</b>	Example: 6

**CPON - Customer Port Order Notification – email Template**

**Email From** - Your current Service Provider (The Retailer)

**Email To** - The End Customer (ideally the CLoA signatory)

**Email Header** - Customer Port Order Notification (CPON)

**Email Body**

Please be advised that we have received notification of a port order relating to the following numbers associated with services we currently supply to you.

Numbers list: -

.....

-----

If you wish to cancel this port request, you should annotate the section below and send this 'CPON' back to us and we will arrange for the port order to be cancelled on your behalf.

If you do not wish to cancel your port order, you need take no further action.

-----

**Customer's Email response**

**For the attention of: -**

My current Service Provider,

Please be advised that I wish to cancel the port order relating to the abovementioned telephone numbers.

Customer Name

Title

Company

-----

**RPON - Reseller Port Order Notification – email Template**

**Email From** - Current Service Provider

**Email To** - Reseller

**Email Header** - Reseller Port Order Notification (RPON)

**Email Body**

Please be advised that we have received notification of a port order relating to the following numbers associated with services we currently supply to you.

Numbers list: -

.....

-----

If you do not recognise these numbers or wish to raise any concerns regarding accuracy please notify us asap, otherwise can you please promptly forward this RPON onto the next reseller in the supply chain.

If you are the retailer can you notify the End User by sending them a CPON (Customer Port Order Notification) asap.

# Geo & non-Geo Alignment Port Order Lead-times & SLAs

Number Type	Installation type	Min. Order Lead-times (Order placement Day 0)			Order Handling SLAs	
		Direct Ports (inc RRH)	Sub-Ports LCP Lead-time	Sub-Ports RH Lead-time	Order Acknowledgement SLA	Order Accept/Reject SLA
Geo	S/L	4	7	4	n/a	24hrs
Geo	S/L (>10 lines)	14	17	14	n/a	24hrs
Geo	M/L <30 lines/channels no DDI	7	10	7	24hrs	48hrs
Geo	M/L (31-150 lines/channels) inc. DDI	10	13	10	24hrs	48hrs
Geo	M/L (>151 lines/channels) Capacity check req'd	17	20	17	24hrs	48hrs
	Complex DDI	22	25	22	24hrs	48hrs
Non-Geo	Single/Multiple Nos	<b>7 (was 5)</b>	<b>10 (was 6)</b>	4	n/a	<b>48hrs (was 24hrs)</b>
Note 1 – 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)						

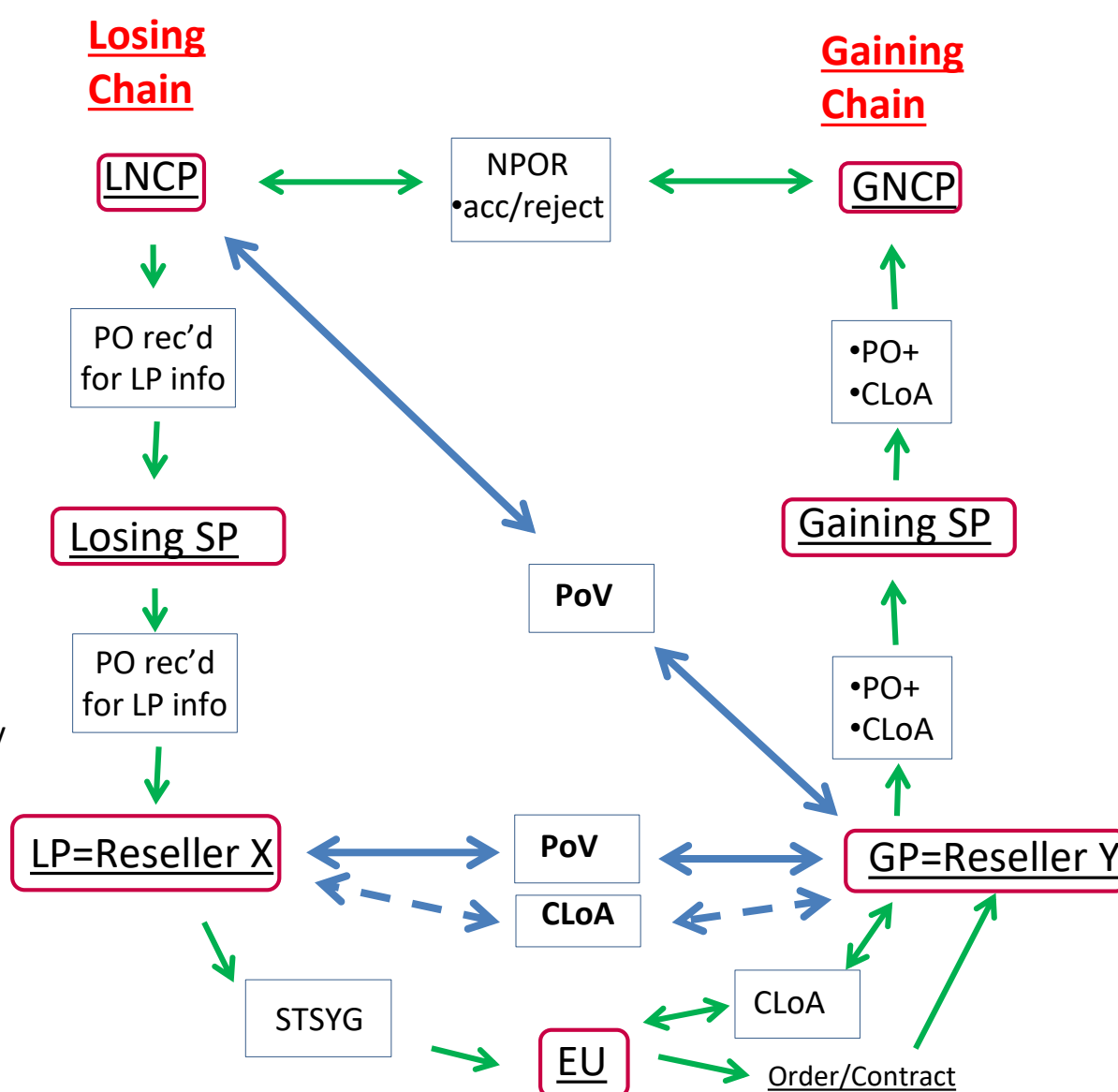


# POV (1 of 2)

## BAU (with PoV) Order Handling Process Geo & Non-Geo Numbers Business M/L & S/L

### Legend

EU=End User  
RH=Range Holder  
LNCP=Losing N/W CP  
GNCP=Gaining N/W CP  
GSP=Gaining Service Provider  
LSP=Losing Service Provider  
STSYG=Sorry to see you go  
NPOR=Number Port Order Form  
CLoA=Customer Letter of Authority  
GP=Gaining Party(Retailer)  
LP=Losing Party(Retailer)



### PoV Process - High Level Process Description

#### PoV Process



- PoV Process is an additional /optional step which can be used by GPs where the LP is unable/unwilling to provide the information required.
- CPs need to be registered to use the PoV process
- PoV Response SLA is <5WD
- GP may submit PoV request to LNCP in 1<sup>st</sup> instance
- If LP is known to GP, and both are registered, then GP may submit PoV request direct to LP

#### N.B.

Where LP is a IPexCP, then GCP sends PoV to OR who forward PoV onto BTW/IPex who process PoV on behalf of LP. OR notify GCP that PoV has been sent to BTW/IPex who will liaise directly with GP.

#### PoV Registration

- CPs need to be registered (with OTA) to use the PoV process. By doing this, CPs are 'signing-up' to the principle that they can contact the other 'registered' party directly and be confident that full co-operation will be given. The OTA encourages all CPs to register their PoV contact details.
- The PoV contacts register is maintained by OTA and is published on the 2 web-sites below.
- The latest PoV contact register is published on 2 web-sites currently:
- [http://www2.magrathea-telecom.co.uk/industry\\_porting/](http://www2.magrathea-telecom.co.uk/industry_porting/)
- <http://www.offta.org.uk/best.htm>
- The plan is to locate this register behind a new secure access facility which is being built into the OTA web-site.
- If LP is known to GP, and both are registered, then GP may submit PoV request direct to LP
- GP may choose to submit their PoV request to the Reseller's network partner (i.e. the LNCP) in 1<sup>st</sup> instance
- N.B....For Data Protection** reasons, some LNCPs will only process PoV requests from CPs who already have a contractual agreement (with the appropriate confidentiality warranties) in place with them.
- Where such a Porting agreement does not already exist, the GP has 2 options:-

#### 1<sup>st</sup> Option – Bilateral Non Disclosure Agreement (NDA) – Recommended

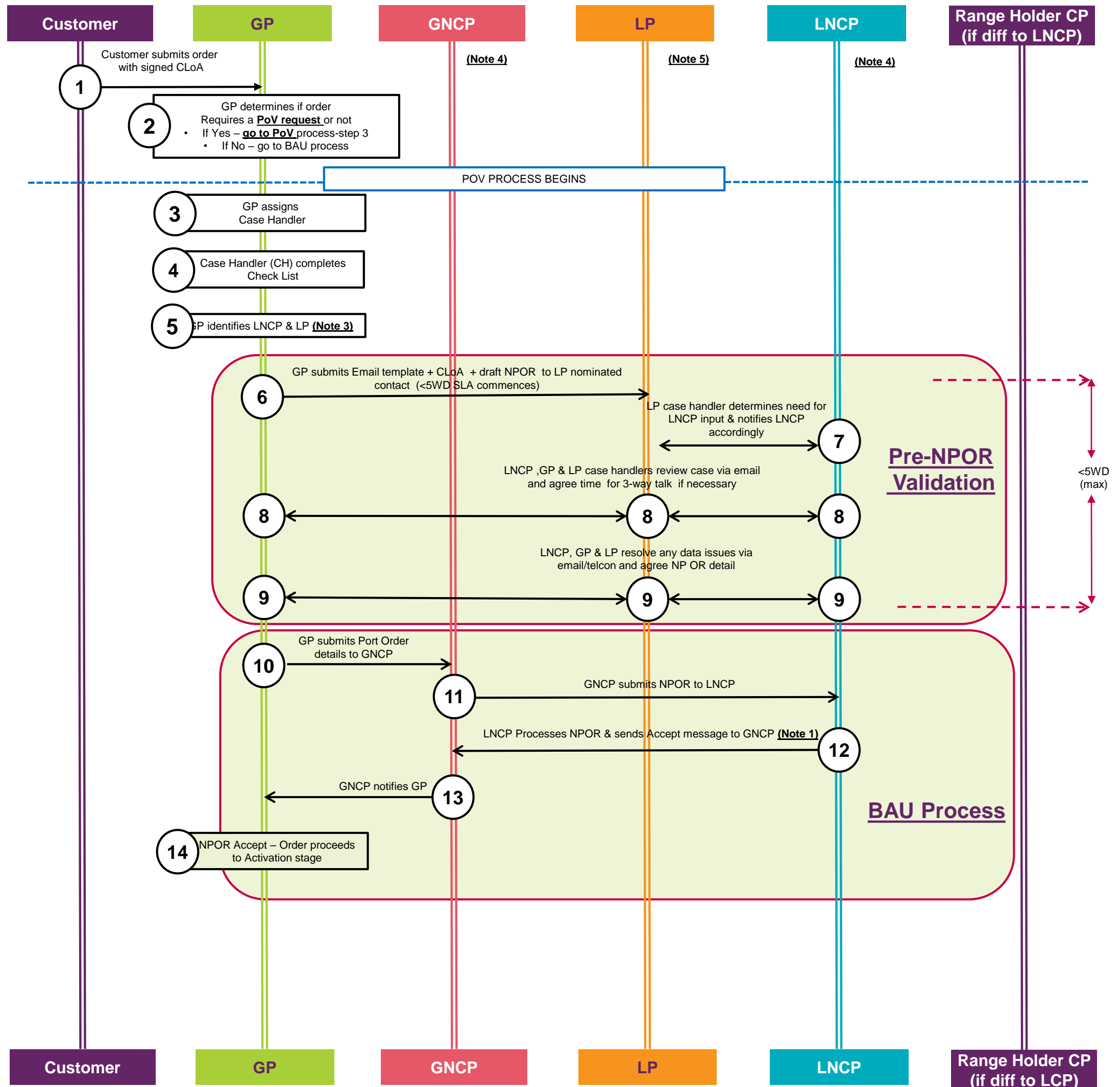
- The GP should ask the LNCP to provide an NDA which the GP will review, sign and return.
- Once both parties have signed this bilateral NDA, the PoV transaction (and all subsequent PoV requests between the 2 parties) can proceed.

#### Default Option – Not ideal

- Where a GP is unable to enter into a bilateral NDA with the LNCP, the GP may alternatively submit their PoV request via their own GNCP Network partner who will send the request directly to the LNCP (on behalf of the GP) – The assumption here is that the GNCP is more likely to have a bilateral porting agreement with the LNCP.
- CPs can decide if this is a better option for them.

# POV (2 of 2)

## POV Process - (Direct Port + 2\*Resellers(GP&LP))



**Note 1**

If LNCP unable to 'accept' NPOR, then LNCP should contact GNCP directly to resolve via Phone/email (i.e. NPOR re-submissions not needed if pre-validation stage previously completed)

**Note 2**

Definitions

**GP = Gaining Party** = Retail CP who uses upstream Network Partner (the GNCP) to facilitate the GP's number porting obligations Including i) number range hosting ii) Interconnect Service Establishment iii) NPOR generation/receipt iv) POV request handling

**GNCP = Gaining CP = Network CP** who facilitates their own number porting requirements, and, where necessary, for their downstream retail partners (i.e. GPs).

A GCP may service i) End consumers directly ii) downstream Retail CP partners iii) or combination of both

**Note 3 – (Assumes LCP=RH)**

GP should ask their Client to identify their current supplier (i.e. the LP)

GP can confirm the identify of the LNCP by reference to the Ofcom (Range Holder) Database

GP can submit separate email request (inc. Numbers to be ported) to OR designated contact

to confirm identity of LNCP and LP (e.g. BTW/lpex = LNCP, Vanilla/lp-LP). OR use CSS to confirm LCP/LP identity.

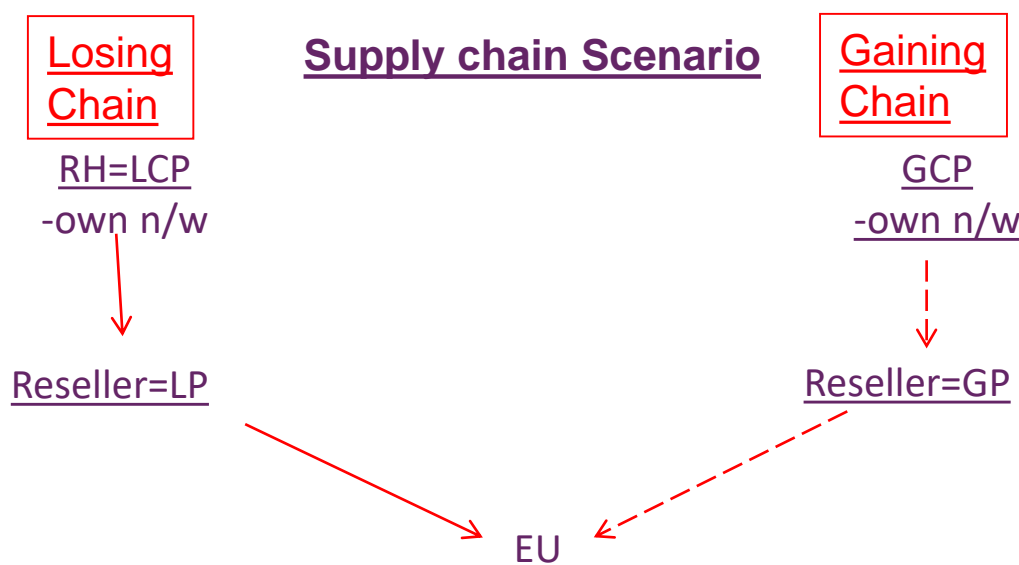
**Note 4**

Where GP is a WLR CP, then OR act as GNCP (i.e. Creates & Sends NPOR to LNCP on behalf of GP)

Where LP is a WLR CP, then OR act as LNCP (i.e. Receives & Processes NPOR on behalf of LP, accept/reject)

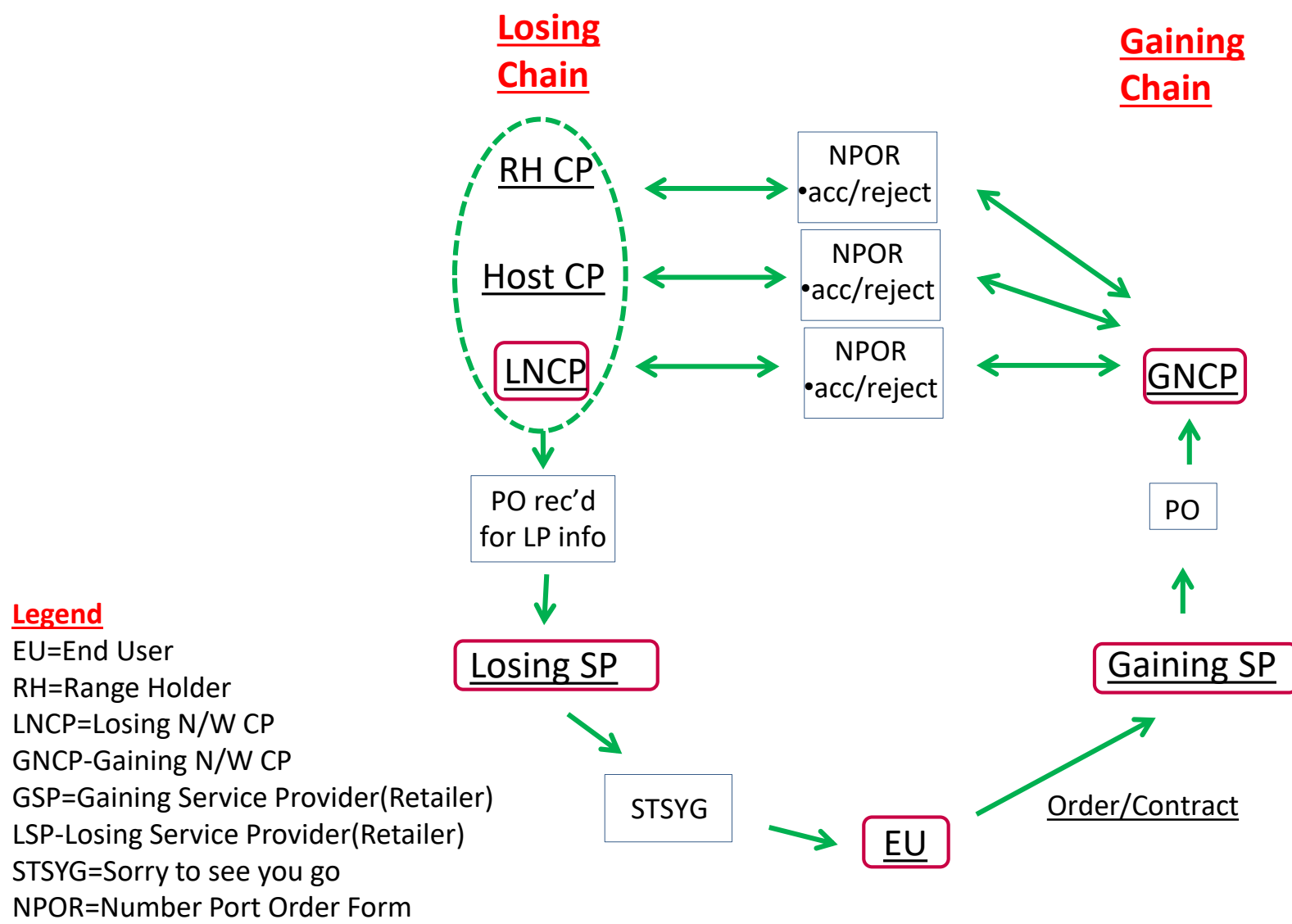
**Note 5**

Losing Parties can either register their POV contact details directly with OTA or, may instead, choose not to publish their own contact details but arrange for their Wholesale Partner to manage their POV requests (for imports & exports) on their behalf. In either case, the Wholesaler's contact details must be on the Central Register.



# BAU Domestic (1 of 1)

## Domestic Customers (i.e. Mass Market) BAU Order Handling Process (No CLoA Required) Geo Numbers S/L order type



### High Level Process Description

#### BAU (Domestic) process ↔

- i) GSP obtains signed contract from EU (inc. location/billing address post code) **(note 1)**
- ii) GSP submits PO to GNCP **(note 2)**
- iii) GNCP sends NPOR to LNCP **(note 3)**
- iv) LNCP validates NPOR content and sends NPOR accept/reject back to GNCP based on documented validation criteria in line with SLA (24hrs for SL.)
- v) At same time, LNCP notifies LSP so LSP can notify the End User. (i.e. STSYG – Sorry to see you go) - EU may wish to cancel due to slamming/miss-selling.
- vi) LNCP may not delay the NPOR (beyond 24hr SLA) awaiting LSP agreement although the End User can still request a cancellation at any point prior to the agreed Port activation date subject to the following condition: -
- vii) Cancel Other orders may be submitted by the LNCP up to 16:00 on the final working day prior to the requested day of porting

#### N.B.

**Note 1** – Port order would normally be part of a wider contract for service provision/migration/home move

**Note 2** – GSP & GNCP will typically be the same CP (i.e. Retailer & N/W CP).  
 Port order transactions between mass market CPs are automated. (EDI method)

**Note 3** – If GNCP cannot identify the LNCP, then they should send NPOR to RH who must accept NPOR or otherwise advise Host CP ID.  
 GNCP should then send NPOR to Host CP, who must accept NPOR or otherwise advise LNCP ID.