



GNP Number Port Activations Out of Hours Support Product & Process Description

2nd March 2015



Contents

1.0	Introduction/Background.....	3
2.0	Tier 1/Tier 2 CPs	3
3.0	Product Description – The What.....	4
4.0	Scope.....	4
5.0	Operating Windows	4
6.0	OOH Support Functions	4
7.0	High-Level Process Description – The How.....	4
8.0	Lead times.....	5
9.0	Commercials	5
10.0	Appendices	6



1.0 Introduction/Background

CPs/Resellers who service the Business market need to be able to schedule business critical porting activities to happen out of hours.

Increasingly, Business consumers will not allow such activities to happen during normal working hours as the downtime and operational risks are just too great.

To date, Openreach have provided this support on a 'best endeavours' basis but this arrangement has deteriorated recently with requests being rejected due to 'lack of resource' or pushed to the end of a long queue with unacceptable timescales.

This type of 'informal' arrangement, from such a pivotal player in the industry supply chain is viewed by CPs and their business consumers as inappropriate for today's world where business consumers will not allow their critical operations to be put at risk during normal hours.

Additionally, whilst Openreach remains a dominant participant, they are not alone and it is therefore proposed that ALL other CPs who service the business community, directly or indirectly, should be able to provide the same level of 'out of hours' support, on a commercial basis, when requested to do so.

As such this document proposes a Industry Standard 'Support' Product, which all CPs involved in serving the business market (directly or indirectly), would be expected to provide.

2.0 Tier 1/Tier 2 CPs

It is recognised that provision of expert resources for such support represents a material incremental cost to the CPs concerned and this cost would need to be factored into a 'commercially viable' product offering for it to succeed.

It is also recognised that whilst most of the demand for this type of support will be directed at the major N/W CPs who are better placed to flex resources to offer this support, the smaller CPs may not be able to 'guarantee' the same.

For this reason, it is proposed that, for the purposes of providing this support, CPs will be categorised as either Tier 1 or Tier 2 CPs where:-

- a. **Tier 1 CPs** (e.g. major N/W CPs) will be **'expected'** to provide this support on a **commercial basis**, on request but
- b. **Tier 2 CPs** (e.g. smaller CPs) will be **expected** to provide this support, as specified in this document, when required, on a **'best endeavours & commercial'** basis.

The **current list of agreed 'Tier 1' CPs & associated contact details are attached (Appendix N1 refers)**

CP Compliance - In the absence of any 'regulatory' requirement to provide this OOH support, there is clearly a possibility that a small number of CPs may choose (for their own reasons) not to provide OOH support, but the hope is that this will be the exception as such CPs will soon realise that, as Gaining CPs, their requests for OOH support will meet with possible rejection from other 'compliant' CPs .



3.0 Product Description – The What

Industry requires all Tier 1 CPs to be able to provide a commercially based support product which will cater for any mix of the following support activities:-

- a. Provide competent technical resources to support the execution of pre-planned porting activations scheduled to take place out of hours.
- b. Provide competent technical resources to support any emergency restoration activities if & when needed. Each OOH project should have a pre-defined & fully resourced 'back-out plan in the event that it is needed.
- c. Provide escalation support to assist in handling any unforeseen circumstances.

4.0 Scope

- a. Fixed line number port activations (i.e. excluding Mobile)
- b. Single or Multi-line installations
- c. Geographic number ranges (regardless of Switch platform technology) – Non-Geo out of scope

5.0 Operating Windows

For the purpose of processing port orders and successfully managing the execution of subsequent activations, CPs are required to interact with each other in a professional and efficient manner. To that end it makes sense that ALL CPs involved in the number port process should ensure their support teams are available to co-operate with other CPs in accordance with a common industry-agreed 'OOH Support Availability schedule'. – **Appendix N2**

The overall schedule is divided into **3 operating windows** as follows:-

- a. BAU – Business-as-usual
- b. OOH Standard
- c. OOH Non-standard

6.0 OOH Support Functions

The OOH support functions which may be requested are:-

- a. Port Activations
- b. Post-port testing support
- c. Emergency Restoration support - It is anticipated that large projects will include a comprehensive contingency plan which can be invoked in the event that the main project implementation is unsuccessful. Most business clients would expect this to be factored into the overall project plan....as a fundamental requirement.
- d. OOH Escalation support - It is critically important that each of the CPs participating in a given OOH project should register their respective escalation arrangements with the Project Manager (GCP) so that these details can be incorporated into the overall Project Plan document.

7.0 High-Level Process Description – The How

The high-level process flow and associated lead time milestones will be as indicated in **Appendix N3**

8.0 Lead times

Following OOH Pre-order Request completion (<3WD), All NPOR Lead times remain 'as-is' (Table A below refers)

Table A				
GNP - Minimum Order Lead times				
Installation type	Lead-time in working days	Sub Port Lead-time in working days (LCP)	Sub Port Lead-time in working days (RH)	If Out of Hours Support required
Single Line	4	7	4	+3WD
Single Lines with greater than 10 Lines porting at same installation / time	14	17	14	+3WD
Multi Line (30 lines / Channels or less) but no DDI	7	10	7	+3WD
Multi Line (31-150 lines / channels) – and/or DDI ranges are included	10	13	10	+3WD
Multi Line (151 lines / channels or greater) -Capacity check required	17	20	17	+3WD
Complex DDI	22	25	22	+3WD
Note 1 - All Order types require +3WD for pre-order feasibility request				

9.0 Commercials

- Openreach
 - To facilitate initial launch, Openreach are the 1st Tier 1 CP to provide OOH Activations support and have declared the following terms:-
 - Chargeable premium product where a CP wishes to port numbers outside the working day.
 - Available weekday early mornings / evenings (max 4 jobs) and Saturday (max 14 jobs).
 - Subject to existing resource availability so no guarantees and based heavily on existing processes.
 - One off charge £47.25/order to cover out of hours BT/TSO resource.
 - Billed via existing number portability invoices.



- Other Tier 1 CPs - tba

10.0 Appendices

- Appendix N1 – Tier 1 CPs – OOH Contacts Register
- Appendix N2 – Industry-agreed ‘Out of Hours’ Support Windows
- Appendix N3 – High Level Process Description
- Appendix N4 – Revised NPOR Template (OOH Tick boxes)
- Appendix N5 – OOH-Pre-Order Request Template