

## Number Portability – Multiline Orders

### Batch Requests for Day of Port Activations

#### High Level process description

##### **1. Background**

- a. The day of port (DOP) batch file process has been successfully trialled with a small number of CPs and is now being made available to any other CPs who wish to use it.
- b. The process negates the need for high volumes of calls from Gaining CP's (GCP) into the Openreach NPSC to trigger the multi line ports.
- c. This process is for multiline only as single line is already automated.

##### **2. The Process**

- a. Instead of the GCP calling in to trigger / initiate the multiline port, the Gaining CP would instead fill out a simple excel batch file (max 20 ports per batch file) & submit this via email to the Openreach mailbox ([np@openreach.co.uk](mailto:np@openreach.co.uk)) using a specific subject header which will be confirmed with the CP upon initial registration.
- b. These e mails are then auto forwarded to a number of Openreach NPSC agents who then work through each porting order and progress the ports in the direction of OMC teams that reside in BT-TSO who actually do the configuration work on the BT Network switch manager.
- c. There is a standard template for both the export & import scenarios. This means we have parity between LCP's & GCP's.

##### **3. Process Governance & SLA**

- a. The following conditions apply to any CP using this process
- b. Batch files may only be submitted between 08:00 – 12:00 Monday to Friday.
- c. No more than 20 ports per batch file will be accepted by Openreach. Any files with more than 20 ports will be rejected back.
- d. Openreach will respond within 2 hours upon receipt, and include details of progression for each order contained in the batch file.
- e. Any batch file received into Openreach beyond the 12:00 noon deadline will be rejected back asking for a resubmission the following working day.
- f. Where the 12:00 deadline for 'Batch requests' has been missed, CPs may still contact the NPSC to trigger the port on a singleton basis subject to NPSC receiving the trigger as follows:-
  - ISDN30 - before 15:45 on the day of port.
  - ISDN2 & PSTN M/L - before 17:15 on the day of port.
- g. Once Openreach receive the batch file and initiate the ports, the port will take place as requested and cannot be cancelled.
- h. The purpose of batching work in this way is to replace the old (less efficient) way of working ( calls ) therefore the CP's using this process must refrain from making calls into Openreach until the SLA for the relevant Batch response has expired.

##### **4. Benefits to industry**

- a. Reduced outgoing call volumes into Openreach to trigger DOP requests.
- b. Reduced i/c call volume into Openreach which allows resource to be applied in other areas of number port work.

- c. Speedier response to DOP triggers enhancing end customer experience.
- d. For isdn30 ports an e mail notification upon start & completion mechanism in place.

**5. CP Registration process**

- a. In the first instance please contact [martin.dobson@openreach.co.uk](mailto:martin.dobson@openreach.co.uk) to request access to the batching process.
- b. Once Martin Dobson receives the CP's request to use the process, Martin will need the CP to nominate an email address to which Openreach Number port team will send the updated batch file responses.
- c. Martin will then contact the Openreach offshore team to notify them of the request so that appropriate resources are re-balanced to ensure adherence to SLA's remain in force.
- d. At this point, the offshore team will notify Martin Dobson of the specific email subject header the CP will have to use. (this is very important as auto forward rules will be applied to the [np@openreach.co.uk](mailto:np@openreach.co.uk) mail box so that the batch files are directed to the correct team to deal.
- e. An excel template will be supplied to the CP applying to use the process.
- f. Once the above items are in place Martin Dobson will notify the CP who wishes to use this process that they can now start to use it.