

Number Portability – Single & Multiline Orders

Batch Requests for Unacknowledged Orders

High Level process description

1. Background

- a. The unacknowledged orders 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 / escalations from gaining CP's (GCP) into the Openreach chasing unacknowledged number port orders.
- c. This process is for multiline & Single line porting unacknowledged orders that have passed the industry SLA's (multiline 48 hours , single line 24 hours)

2. The Process

- a. Instead of the GCP calling in or escalating into Openreach NP teams, they would instead fill out a simple excel batch file (max 20 unacknowledged orders per batch file) and submit this to the Openreach mailbox (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 orders or chase LCP's and provide a response on the return of the batch file to the GCP.
- c. A standard template will be supplied to each CP as part of the registration process to use the batch file process.

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 port orders per batch file will be accepted by Openreach. Any files with more than 20 port orders will be rejected back.
- d. Openreach will respond within 4 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. 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 / email escalations into Openreach to chase for responses.
- b. Reduced i/c call volumes / email escalation volumes into Openreach which allows resource to be applied in other areas of number port work.

5. CP Registration process

- a. In the first instance please contact martin.dobson@openreach.co.uk to request access to the unacknowledged orders 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 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.