

GEOGRAPHIC NUMBER BLOCK TRANSFER  
1,000 or 10,000 Number Blocks

INDUSTRY END TO END PROCESS  
DESCRIPTION

Author:

NUMBER PORTABILITY PROCESS GROUP

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## 1. Introduction

### 1.1 The End to End Process

1.1.1 The purpose of this document is to define the complete end to end process required to achieve the transfer of a retail customer between two networks where that customer has been assigned a whole OFCOM allocated geographic number block. It also applies where the customer has the majority of numbers on that block and where the remaining numbers are still spare.

**N.B. the geographic number blocks referred to will normally be 10,000 numbers (10K number block) but for type B conservation areas may be 1,000 numbers (1K number block). This document refers to these two types of number blocks only throughout. Breaking up an OFCOM allocated number block into sub-units for transfer is specifically not in scope.**

1.1.2 Terminology - for those familiar with the industry's geographic number portability manual, similar terminology is used throughout this document. Hence Gaining Communications Provider (GCP) is used (instead of Recipient) as the party gaining the retail customer and requesting the transfer. The term Range Holder (RH) is used here (instead of Donor) as the party currently owning the number block and being in receipt of the transfer request.

1.1.3 It is assumed that the intended GCP has already agreed to the additional schedule in their Interconnect Agreement with the RH relating to Number Block Transfers. No work will be carried out on number block transfers involving a retail customer without this level of contractual agreement in place.

1.1.4 The end to end process breaks down into two stages, consistent with the existing Data Amendments Process:-

***Initial Order and Quotation:-***

- the initial approach by the GCP to the RH with the proposal to transfer a customer
- impact assessment and production of a Data Amendment Quotation by the RH
- joint agreement to a Customer Cutover Plan

***Data Amendment Order and Implementation:-***

- presentation of a Data Amendment Order by the GCP to the RH
- implementation of the Data Amendment and customer cessation and provision work
- transfer of the customer's service on the agreed data and time

1.1.5 Associated with the transfer of a the number block will be the provision of sufficient interconnect capacity between the RH and GCP networks to carry the customer's redirected traffic. This will be provided by the normal processes.

### 1.2 Number Block Transfer

1.2.1 A 10K geographic number block is defined as a block of consecutive directory numbers of the form

**o s a b c d e xxxx**

**where xxxx is numbers 0000 to 9999**

By the same token, a 1K block breaks back to the 'f' digit.

1.2.2 The geographic number block transfer process enables a customer having one or more complete number blocks (as defined in 1.1.1 above) to be transferred from their existing supplier to another applicable

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network communications provider. The ownership of this number block will transfer from the RH to the GCP.

1.2.3 An applicable network communications provider, for the purposes of this process, will have a network of the type allowed to participate in the more general number portability product, i.e. typically a fixed network communications provider as opposed to say, a mobile communications provider.

## 2. Process Overview

### 2.1 Initial Order and Quotation

The Initial Order and Quotation stage of the transfer process is divided into three distinct parts. The paragraphs below summarise the main activities in each part, highlighting the deliverables and the nature of the interaction between the parties.

#### 2.1.1 *Customer Requirements and Draft Cutover Plan.*

The first stage of the process lies entirely with the GCP. The key deliverables of this stage are a completed Transfer Request and a draft Cutover Plan (see Appendix A). The draft Cutover Plan must incorporate the customer's transfer requirements to a sufficient level of detail to enable the RH to fully assess the impact of the transfer and to establish the feasibility of meeting the requirements as stated. In capturing the customer's requirements the GCP should take account of the standard lead times for key activities required to achieve a transfer (e.g. data amendments and provision of interconnect route capacity).

The GCP initiates the transfer process by presenting the transfer request and the draft cutover plan to the RH's nominated contact point.

#### 2.1.2 *Impact Assessment and Quotation.*

Upon receipt of the transfer proposal form and draft cutover plan, the RH will determine the impact of the proposed transfer on their network. They will also determine the feasibility of meeting the customer's transfer requirements in the time suggested and provide a quotation for those chargeable aspects of the transfer (subject to contract agreement).

During this stage a dialogue should be established between the appropriate GCP and RH contacts to clarify the requirements and to discuss any significant problems in meeting those requirements. The GCP would represent the customer's interests in these discussions and would be responsible for negotiating any alterations necessary to the draft cutover plan with the customer.

The RH and GCP have a 30 working day leadtime to complete this stage of the process. (i.e from receipt of the transfer proposal and draft cutover plan by the RH to agreement and documentation of the final cutover plan by the GCP).

The agreed Cutover Plan will be signed by both parties to record their agreement.

A Quotation (see Appendix B), based upon agreed charges, will be completed by the RH and presented to the GCP within this 30 day period.

#### 2.1.3 *Acceptance of the Quotation.*

If acceptable, the quotation will be agreed to in writing by the GCP. Acceptance of the quotation is a prerequisite to beginning delivery of the Data Amendment Order by the RH.

## 2.2 Data Amendment Order and Implementation

The Data Amendment Order and Implementation stage of the transfer process is divided into three main parts. The paragraphs below summarise the main activities in each part, highlighting the deliverables and the nature of the interaction between the parties.

### 2.2.1 *Data Amendment Order.*

The order for Data Amendments (see Appendix C) will be placed by the GCP with the same nominated contact point of the RH as used for the initial proposal to transfer.

### 2.2.2 *Interconnect Circuit Order.*

The requirement for additional interconnect capacity will be determined by the GCP and provided using normal ordering processes.

### 2.2.3 *Implementation.*

Delivery of the Data Amendments by the RH will proceed under existing terms and conditions, to meet the transfer date in the agreed cutover plan. Additional work will be carried out internally by both the RH and the GCP during this phase to cease and provide customer service and to update systems records.

Progress will be monitored during the implementation phase by both the RH and the GCP. Any risks to the meeting of the agreed transfer date will be highlighted at the earliest opportunity. Joint confirmation of readiness to transfer the number block (see Appendix D) will be a key milestone of the implementation phase. Transfer will not go ahead until the Ready to Transfer form has been signed and exchanged by the RH and the GCP, the latter also on behalf of the customer.

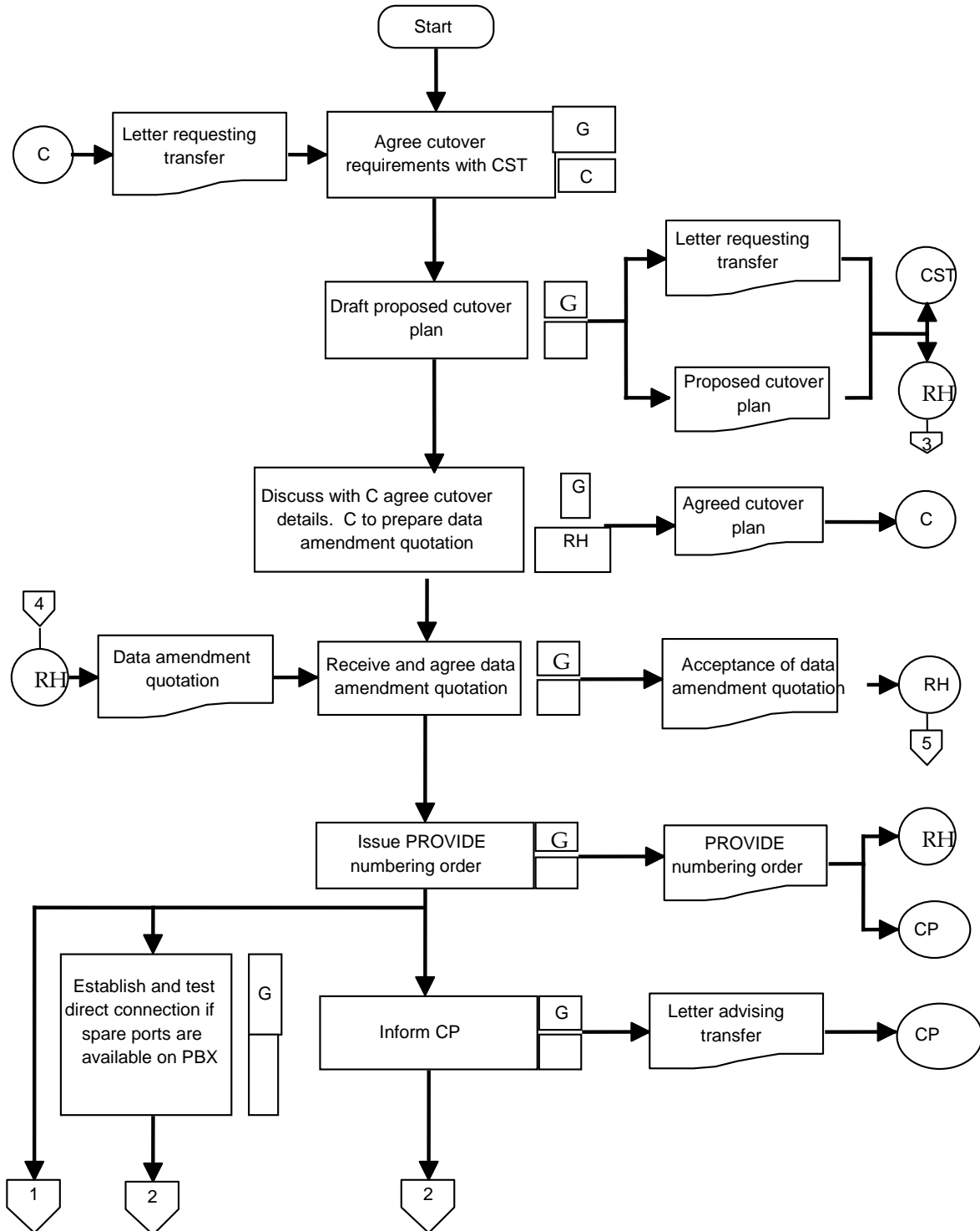
Joint testing will be carried out prior to and immediately following the customer transfer. The scope of the testing will be defined by the agreed cutover plan.

Customer transfer will be achieved on the agreed date and time through activation of the prepared network changes by each. An agreed fallback procedure will be enacted in the event of failure, as documented in the agreed cutover plan. Successful completion of the transfer will be acknowledged by a further exchange of the Ready to Transfer/Transfer Completion form (see Appendix D).

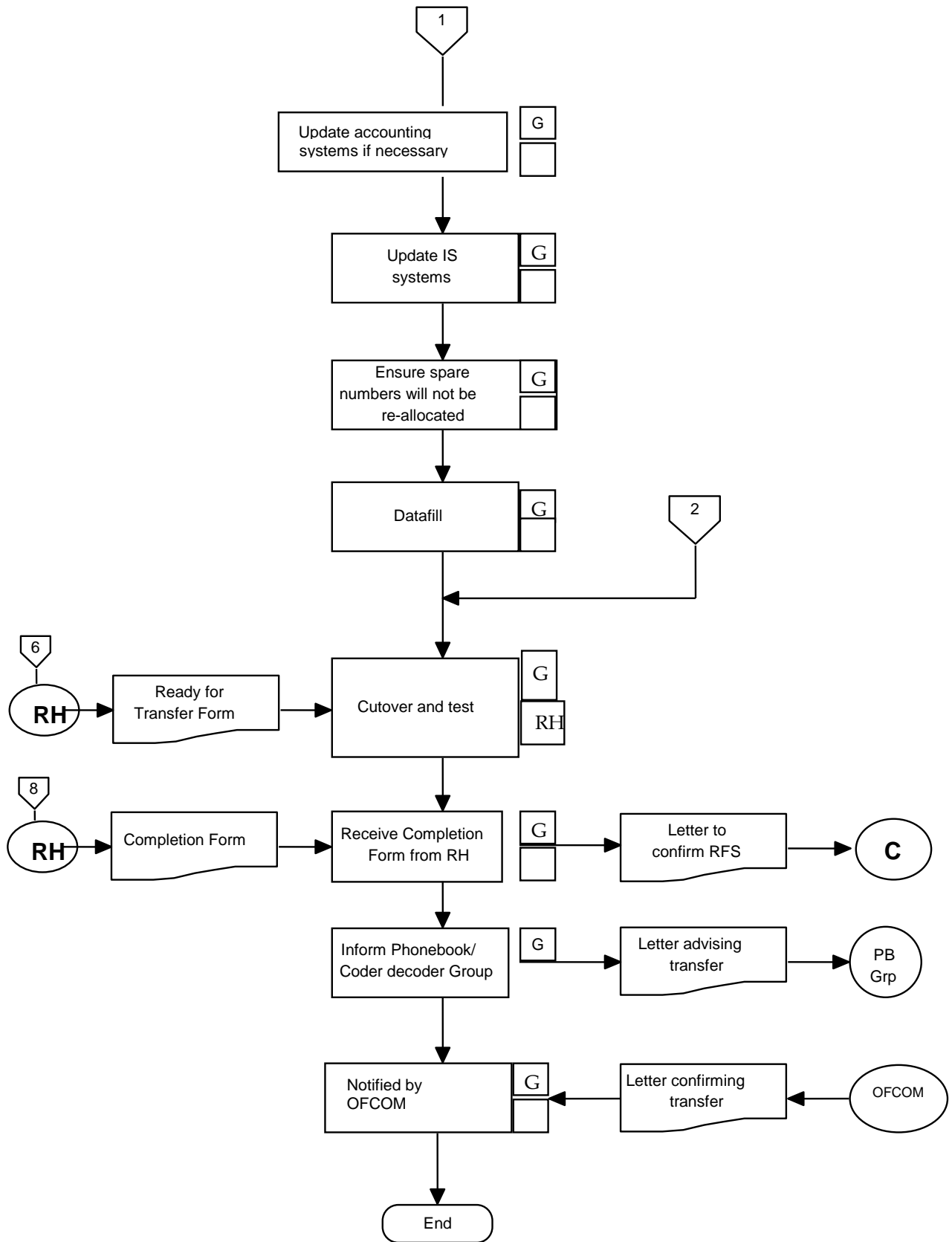
### 3. Process Diagram

#### 3.1 The End to End Process

Number Block Transfer - Activities of Gaining Communications Provider

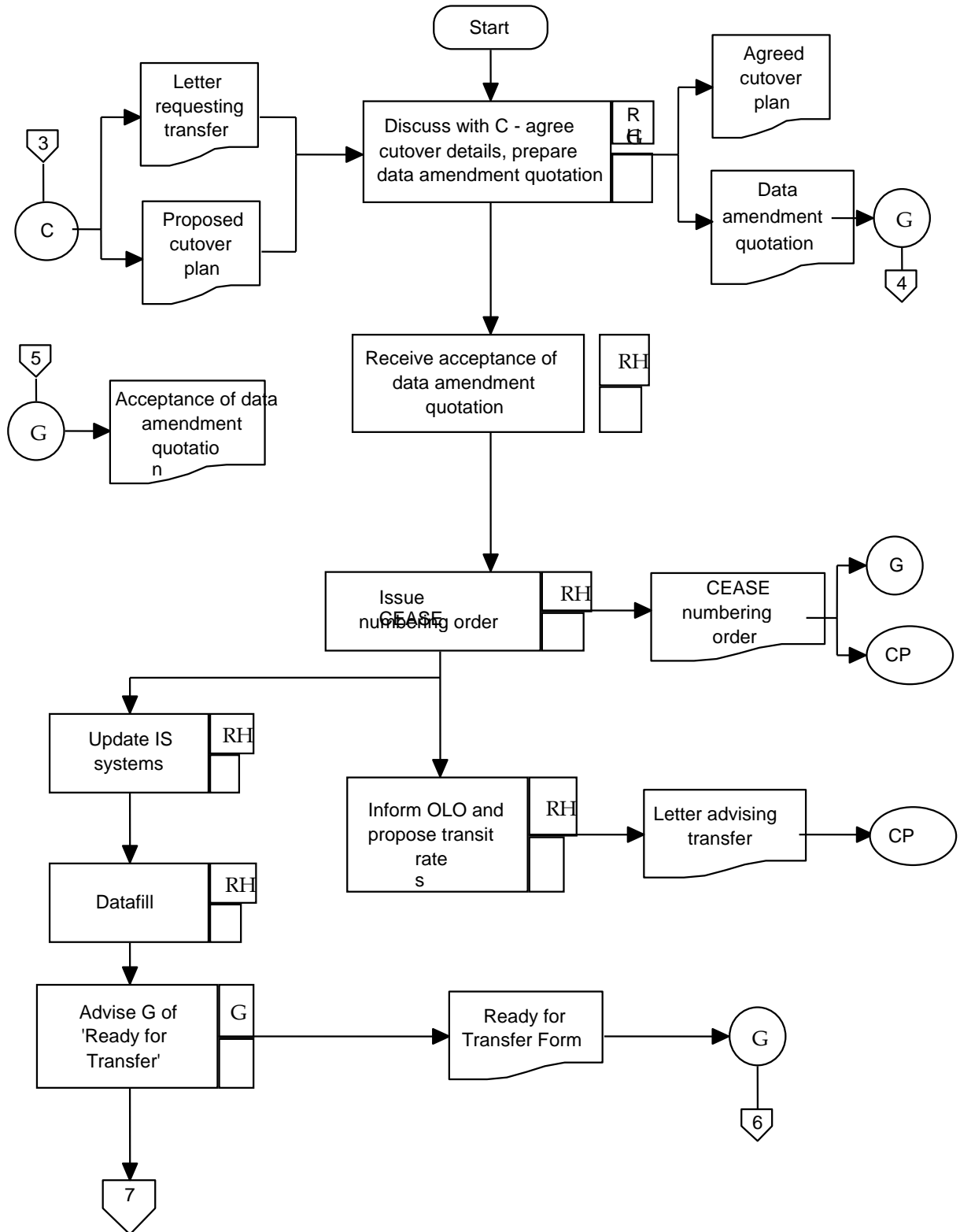


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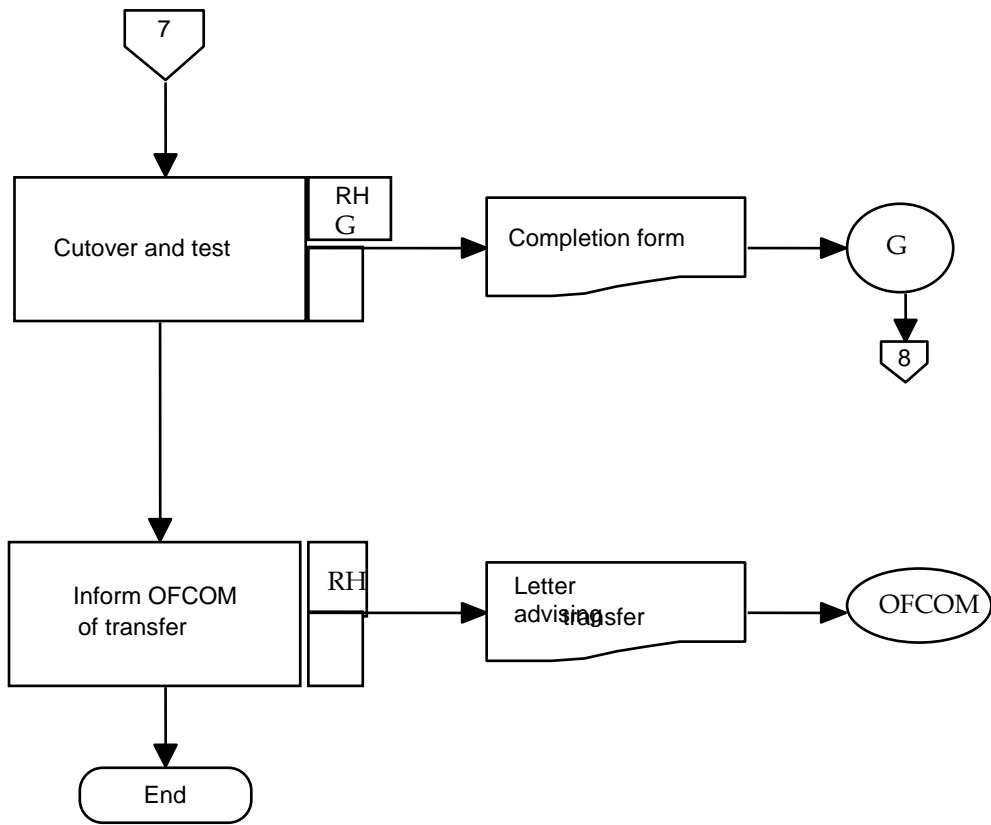
Number Block Transfer - Activities of the Range Holder



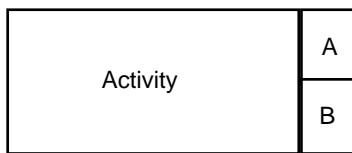


**GEOGRAPHIC NUMBER BLOCK TRANSFER**  
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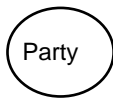
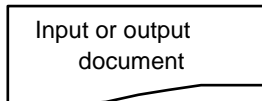
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**Keys:**



A = Party responsibility for activity  
 B = Party supporting activity



C = Customer G = GCP i.e. Gaining Communications Provider RH = Range Holder PB = Phone Books group CP = Communications Provider
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## 4. Number Information

### 4.1 Directory Entries

The normal process for amendment of customers' directory entries will be followed when transferring number blocks between communications providers.

### 4.2 OFCOM Aspects

OFCOM Numbering Unit have agreed that notification of the transfer of a number block may take place after the transfer is complete. The RH will inform OFCOM in writing of the transfer of each number block. OFCOM will acknowledge the transfer with the RH and confirm to the GCP the reallocation of each number block.

### 4.3 Interconnect Aspects

It is the responsibility of the GCP to advise all other relevant communications providers that they are the new range-holder of the number block in question. Having received this advice it is the responsibility of these communications providers to ensure that calls to these numbers are now directed to the new range holder.

### 4.4 Commercials

There **must** be a commercial arrangement in place between the RH and GCP before any datafill activity takes place to progress the number block transfer plan (see section 1.1.3).

### 4.5 Future Developments

With reference to the Functional Specification for Number Portability; the Commercial Forum may need to consider the transfer of a geographic number block on behalf of a retail customer where that customer has been assigned at least 60% of the numbers and where other customers have been assigned the remaining numbers. To date such a process has been seen as impractical as it has the potential to disrupt service to customers who have not requested porting. Nevertheless, the procedures contained herein could be adapted and utilised to effect such a transfer if both the GCP and the RH were agreeable.

### 4.6 Non-Geographic Number Portability

It is the view of the Number Portability Commercial Forum that this document should also form the basis for a similar procedure to support the transfer on non geographic numbers. Therefore the procedures contained herein could be adapted and utilised to effect such a transfer if both the GCP and the RH were agreeable.

## **5. Document Validity**

### **5.1 Validity**

5.1.1 Section 1.1.1 refers

5.1.2 This document will be reviewed as deemed necessary by the Number Portability Commercial Forum

### **5.2 Change Control**

5.2.1 Any changes to this document will be agreed at the Number Portability Process Forum and ratified by the Commercial Group

5.2.2 This document will be hosted on the OFCOM website

5.2.3 Change Requests relating to this document should be referred to :-

## APPENDIX A

### Transfer Request & Cutover Plan

The following Cutover Plan will be completed in draft and used, along with the covering letter, as the initial means for a GCP to request the transfer of a nominated customer from the RH .

The Cutover Plan will be updated, reissued and agreed by both s following a period of assessment by the RH.

Company headed note paper shall be used for the covering letter.

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(Address of RH's first point contact)

(Date)

IN CONFIDENCE TO (RH ) / (GCP )

Dear (RH's first point contact)

#### **Request for Number Block Transfer for Customer X**

(The GCP) requests the number block 0SABC DE (F)XXX to be transferred from (the RH ) to (the GCP). This block is wholly owned by Customer X and any spare numbers will remain within the block.

Please find enclosed the proposed cutover plan. The customer requires to cutover by (the required cutover date). Agreement of the cutover plan and the data amendment quotation will be expected within the timescales as stated in our Agreement for number block transfer.

I am looking forward to hearing from you.

Yours sincerely

(GCP's first point contact)

---

## **CUTOVER PLAN FOR NUMBER BLOCK TRANSFER**

### **DRAFT VERSION 0.1 (PROPOSAL)**

#### **Content**

- 1 Customer information
- 2 Interconnect information
- 3 Contacts
- 4 Signatures

#### **Appendices**

- A.1 Diagrams to illustrate the proposed arrangement
- A.2 Customer network diagrams: before and after the transfer
- A.3 Draft project plan

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**1 Customer Information**

<b>Proposed date</b>	
<b>Customer</b>	
<b>Number range</b>	
<b>Sites covered by this number range</b>	
<b>Required cutover date</b>	
<b>Required cutover time</b>	
<b>Incoming traffic volume</b>	
<b>Summary of the method of transfer to be used</b>	
<b>Directory requirement</b>	

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**2 Interconnect Information**

<b>Handover POC</b>	
<b>Handover Switch Connection</b>	
<b>RH's host switch</b>	
<b>GCP's host switch</b>	
<b>Additional Ingress/ Egress capacity required</b>	

**3 Contacts**

<b>GCP's Project Manager</b>	
<b>RH's Project Manager</b>	
<b>GCP's cutover contact - for failure management on the day of cutover</b>	
<b>RH's cutover - for failure management on the day of cutover</b>	

**4 Signatures (to be completed in the final version)**

This cutover plan is jointly accepted by:

<b>Name</b>	<b>Signature</b>	<b>Date</b>
(GCP)		
(RH)		

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**Appendix A.1**

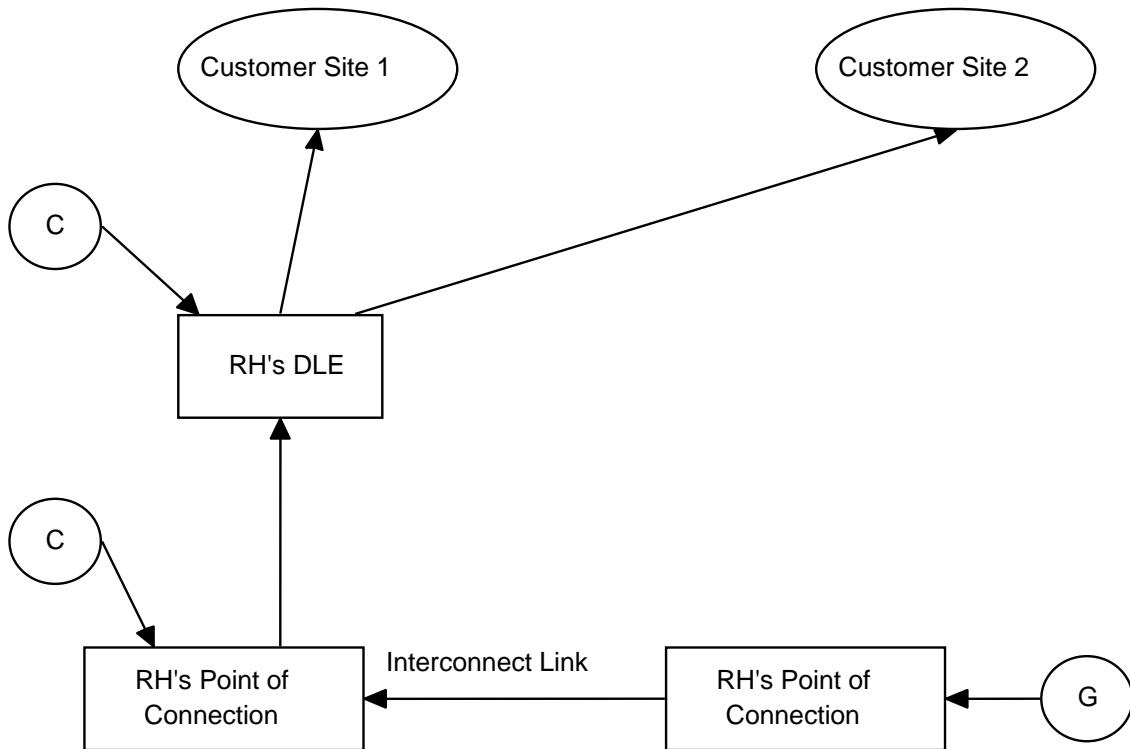
**Example of the Proposed Arrangement of Number Block Transfer  
for Customer X**

Key:

RH = Range Holder  
G = GCP i.e. Gaining Communications Provider  
DLE = Digital Local Exchange

Pre Transfer

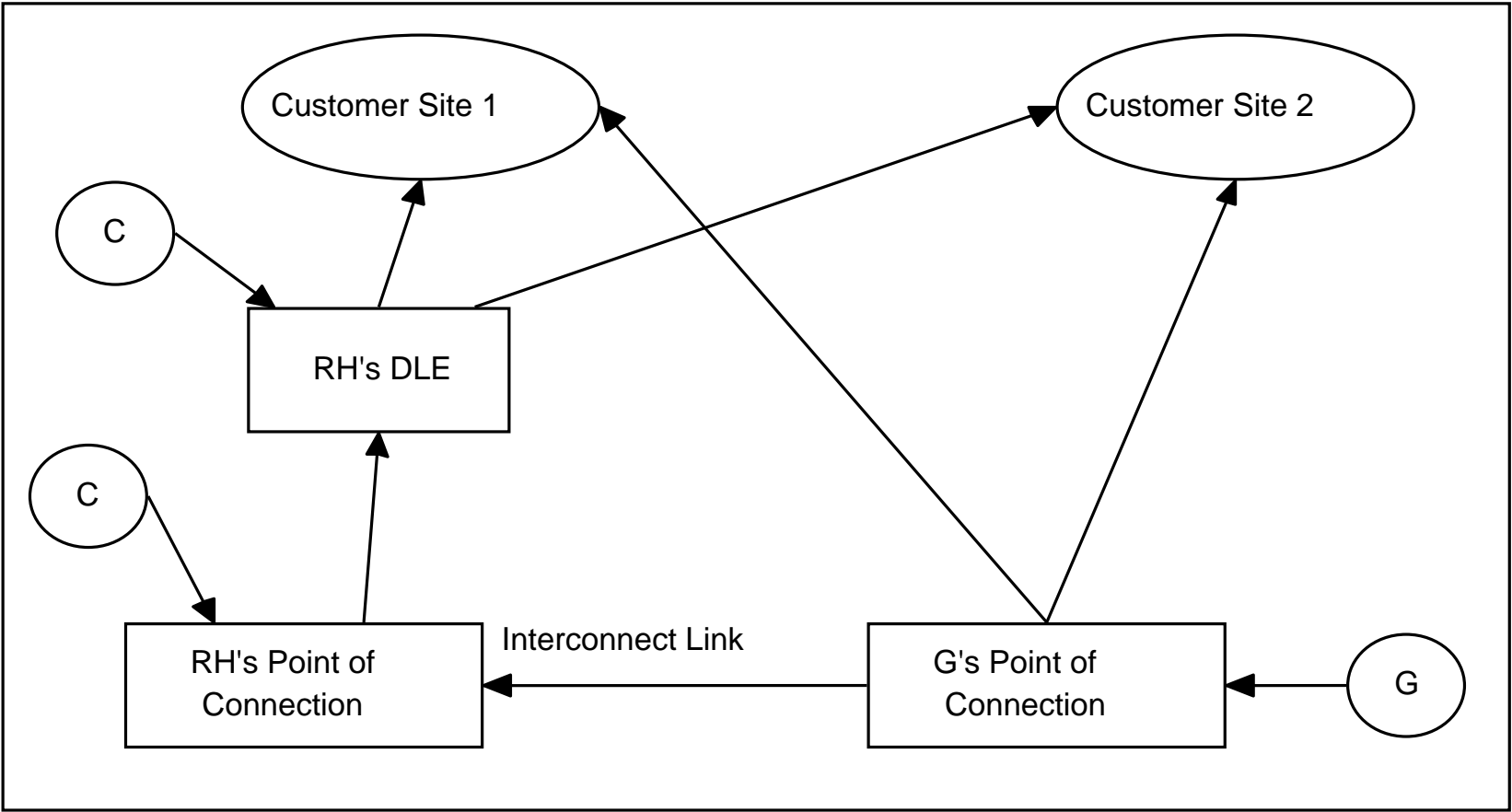
All incoming 0SABC DE (F)XXX traffic is routed via the RH.





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Phase 1 (Incoming 0SABC DE (F)XXX traffic originating from the GCP will be routed via new direct connection. Traffic originating from the RH will remain within the RH's network. Optional - if, for example, spare ports are available at the customer's PBX)

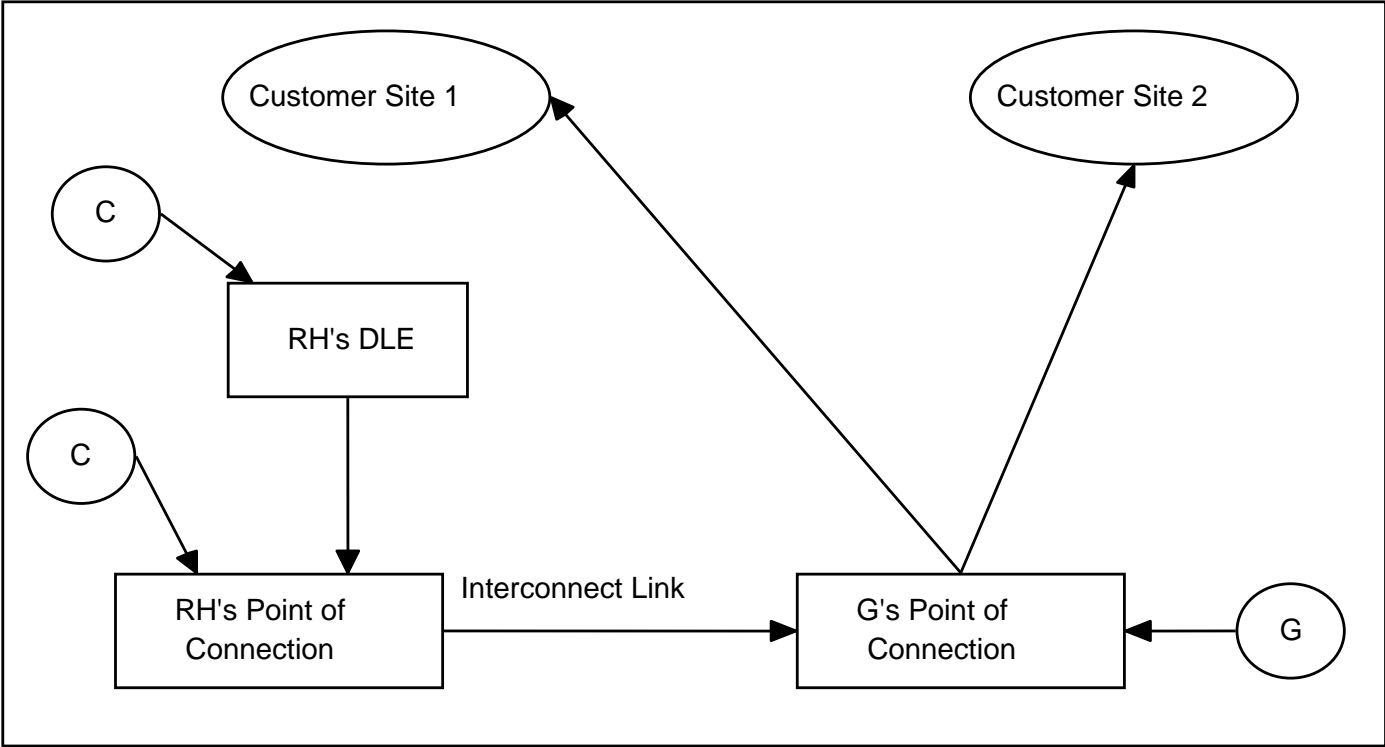


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**Appendix A.2  
Customer Network Diagrams**

**IN CONFIDENCE TO (RH) / (GCP)**

Diagrams depicting the Customer's current and proposed post-transfer network configurations will be included here.



Final transfer  
All incoming traffic 0SABC DE (F)XXX will be routed via the GCP.

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**Appendix A.3**

**Draft Project Plan**

The following is an example milestone list.

Number	Task	Owner	Time required	Complete by
1	Transfer Request letter and Draft Cutover Plan sent to RH	GCP	Milestone	
2.1	Agree Cutover Plan	RH & GCP	30 working days from receipt of draft by RH	
2.2	Provide Data Amendment Quotation	RH	30 working days from receipt of draft by RH	
3	Accept Data Amendment Quotation	GCP	3 working days	
4.1	Issue PROVIDE Numbering Order to transfer number block	GCP	Milestone	
4.2	Issue CEASE order	RH	Milestone	
4.3	Issue Interconnect Capacity order	GCP	Milestone	
5.1	Advise OLO(s)	RH	Milestone	
5.2	Advise OLO(s)	GCP	Milestone	
6	Ready for transfer - sign form	RH & GCP	Milestone	
7	Cutover and Test	RH & GCP	Milestone	
8	Sign Completion Form	RH & GCP	Milestone	
9	Inform Phonebook/Code Decoder group	GCP	Milestone	
10	Inform OFCOM Numbering Unit of transfer	GCP	Milestone	
11	Confirm reallocation of number block	OFCOM	5 working days	

## **APPENDIX B**

### **Quotation Form**

The quotation will be supplied by the RH in the form of a letter addressed to the GCP. Acceptance will be confirmed by letter from the GCP to the RH.

## **APPENDIX C**

### **Order Form for Data Amendments**

Existing forms will be used by the GCP to place an order for the transfer of one or more number blocks by the RH.

## **APPENDIX D**

### **Ready to Transfer / Transfer Completion Form**

The following form, with sections for completion by the RH and the GCP, is to be completed and exchanged both prior to transfer of the number block, once work is complete in preparation for the transfer, and again following successful completion of the transfer. The RH will initiate both exchanges of this form.

The initial exchange of this form will indicate the readiness of each to proceed with the transfer on the date and time agreed, as documented in the agreed Cutover Plan (see Appendix A).

The final exchange will indicate the acceptance of the transfer as having been completed, satisfying the customer's and the GCP's agreed requirements for the transfer of each number block.

One form shall be completed for each number block transferred.

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IN CONFIDENCE TO (RH ) / (GCP )

**READY TO TRANSFER / TRANSFER COMPLETION**

SECTION A (For information)

1	Number Block	
2	Customer Name	
3	Agreed Date of Transfer	
4	RH	
5	GCP	

**Ready to Transfer**

SECTION B (To be completed by the RH)

6	The <b>RH</b> confirms that the work required in the RH's network in preparation for the transfer of the geographic number block to the GCP on the agreed transfer date, as defined in Section A, is now complete.
7	Signed (RH's Project Manager for the Transfer)

SECTION C (To be completed by the GCP)

8	The <b>GCP</b> confirms that the work required in the GCP's network in preparation for the transfer of the number block from the RH on the agreed transfer date, as defined in Section A, is now complete.
9	Signed (GCP's Project Manager for the Transfer)

**Transfer Completion**

SECTION D (To be completed by the RH)

10	The <b>RH</b> confirms that the transfer of the number block to the GCP on the agreed transfer date, as defined in Section A, is now complete.
11	Signed (RH's Project Manager for the Transfer)

SECTION E (To be completed by the GCP)

12	The <b>GCP</b> confirms that the transfer of the number block from the RH on the agreed transfer date, as defined in Section A, is now complete.
13	Signed (GCP's Project Manager for the Transfer)

**End of Document**