



User Handbook for 999 data

Enquiries: 999 Data Operations Team
See Annex 3

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Introduction

1.1 Summary

This guide provides an overview of the data needed by BT in order to provide 999 call handling services and of the management of that data. It is a preamble to two other documents that specify in more detail how that data management should happen. These are the:

- technical specification for the file transfer protocol (available from the EFF Definition Owner, see Annex 3); and
- commercial contract covering the data management (Schedule 225 to BT's Network Charge Control standard Interconnect Agreement, see Annex 3)

1.2 Document Scope

This document is an overview relevant to the data needed by BT's call handling agents when handling Emergency Assistance calls.

It does not cover any aspects of:

- Directory Assistance/Enquiry services
- Routing of Calls to the Assistance call handling centres

1.3 Who Should Use This Document

Any person seeking an understanding of the data used to support the handling of calls to BT's emergency assistance services.

1.4 Authorisation

This document has been authorised by:

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1.5 Document History

Version	Author	Date & Reason for change
Issue 1.0	Ian Watson	March 18 th 2009. Issued incorporating comments from review.
Draft 1.1	Ian Watson	Change of ownership, expanded audit section, additional annex on error codes
Issue 2.0	Deana Surtees	Document owner change and small amendment to section 3.4
Issue 3	Deana Surtees	Document owner change major re-vamp of information

1.6 Document Distribution

The document is available on request to anyone. The document will be proactively distributed to:

1. Communication Providers using BT for their 999 service
2. BT designers developing voice products.
3. BT 999 Data Operations team
4. BT 999 Database Development & Support Team.
5. BT Wholesale Markets
6. BT Product Managers

2 Summary

BT provides 999 call handling services for calls made using the appropriate dialling code on BT's networks, and on the networks of other Communications Providers (CPs) who have made commercial arrangements with BT Wholesale for the provision of those services. In order to provide a full and proper service, the BT agents handling these calls need to have available certain relevant information when they first receive a customer call. For example:

- in order to properly route 999 calls that originate from fixed lines, BT needs to be able to match the telephone number (or calling line identity/CLI) with the appropriate name and address details for where that line is installed. This allows BT to rapidly alert the appropriate emergency authority (EA) that serves that location. Many authorities also now use an automatic system called EISEC which allows the automated transfer of location data, which saves even more vital time in handing over the location details to the EA - it allows emergency authority call-takers to immediately see the name and address details supplied so that callers can simply confirm it.

The caller could be asked for the information when they make the call but this is time-consuming and expensive, does not address the issue that the caller may not know the data required and also raises issues around fraud and security. To overcome this, the data required by the call handlers is made available to them on their workstation from a set of databases maintained by BT.

3 Regulatory Requirements

There are two significant pieces of regulation that affect the data supplied to support the Emergency Assistance services.

The UK telecommunications industry is subject to the Communications Act 2003 and the regulations and orders issued under its auspices. In particular General Condition 4 (see Annex 1) sets out the need for CPs to provide, as far as technically possible, the geographic location from which a call to the Emergency assistance service is being made.

The UK Government runs a liaison committee which has produced guidance (see Annex 2) on the best practice to be used in managing the data used to support the Emergency Assistance services.

4 Sending Data to BT's 999 Database

Records containing details of new lines, changes to existing lines, number Imports/Exports and the cessation of existing lines are grouped together into files and sent to the BT 999 Database platform using a file transfer protocol. Details of the protocol to achieve this are available from the EFF coordinator (see Annex 3).

4.1 Handling Errors

There are four levels of error checking carried out by BT.

4.1.1 File Checking

When a file is received by the BT 999 database, various checks are carried out at a high level to establish if the file is suitable for further processing. For example:

- Has the file been received out-of-sequence with other files from the same CP
- Each record within the file should be a fixed length

If the file fails any of the initial tests, the whole file is rejected and a response file (FCO) is sent to the originating CP with an explanation as to why the file has failed. If the file passes the initial tests, a confirmation of the acceptance of the file is sent to the originating CP. The received file is then unpacked and the individual records loaded onto the BT 999 Database.

4.1.2 Record Checking

An attempt is made to load each record in turn onto the BT 999 database. As this happens, various checks are carried out on the records themselves and on the data held in each record's fields. Data held on the BT 999 Database is referenced by Telephone Number and only one entry can exist for each Telephone Number. As each record in a file is processed it is checked to ensure:

- there is only one entry per telephone number in the file (duplicates will result in both records being rejected)
- it is requesting that either an entry for a new telephone number be created or that a valid action be performed against an existing entry;
- that the CP sending the record owns the entry if one already exists on the BT 999 Database; and
- that the data being supplied to carry out the action is valid (e.g. no invalid characters or field values)

If a record passes all the tests then the entry is added to or amended on the BT 999 Database as appropriate. If a record fails any of the tests then the relevant entry on the BT 999 Database is left unaffected.

As each record is processed, the success or failure (with reasons) is recorded. Once the complete file has been processed a Confirmation and Rejection (CAR) file is created by assembling the results for each record and is sent to the originating CP. Any records that have been rejected should be suitably amended by the CP and resubmitted in a subsequent input file.

More detailed explanations of handling the Error Codes used by the BT 999 Database appear in Annex 4.

4.1.3 In-life Data Checking

The importance of the data's accuracy and completeness, particularly for the Emergency Assistance service, is such that a series of processes are in place within BT to monitor this and correct/improve it.

BT has in place a 999 Data Operations Team (999 DOT) whose roles are to pro-actively identify errors and omissions in the data and to coordinate correction of identified errors/omissions with the CP's. The 999 DOT regularly run reports designed to identify potential issues and then work with the CPs owning the listings to resolve them.

4.1.4 Emergency Real-time Checks

The call handling agents, and at times the EA, identify errors with the data for individual telephone numbers as it is used on a day to day basis. Usually these are handed to the 999 DOT for resolution but occasionally the lack of correct data can have life-threatening consequences and require immediate correction, e.g. if an address given for a CLI from which an emergency assistance call has been made is incorrect. To cover these eventualities, each CP for whom BT provides Emergency Assistance call handling services is required to provide a 24/7 contact point, available via a fixed line and with online access to the CP's information systems. In the event of an urgent need for confirmation/correction of a caller's details, BT's call handling centres will use these 24/7 contact points to gather the most accurate and up to date information they can from the CP for passing on to the EA requesting it. If these enquiries highlight errors in the data on the BT 999 Database, then the 999 DOT will be advised and will contact the appropriate CP to correct their data.

5 Auditing of Data

In line with UK Government guidance (Annex 2), it is each CP's responsibility to carry out, at least annually, an audit of the data pertinent to telephone numbers controlled by that CP.

The Audit Coordinator (see Annex 3) will annually invite each CP to audit their data however, the CP can request ad-hoc audits outside of this yearly automated option at any time.

Arrangements will then be put in place for a file containing the current entries held on the BT 999 Database for telephone numbers held by that CP to be sent to them. The format for this file .AUD is defined in the EFF Definition (see annex 3).

When comparing the data provided from the BT 999 database with that held in their own Customer Management (CRM) system, comparison of the data for each CLI will give one of four results. These results and the actions the CP should then take are:

- i. Records which exist in the TDM .AUD extract and are live customers within the CP's own Customer Management (CRM) system with matching names and addresses.
No action is required.
- ii. Records which exist in the TDM .AUD extract but are not live customers within the CP's own Customer Management (CRM) system.
Send <if possible> a Cease record to the BT 999 database
- iii. Records which exist within the CP's own Customer Management (CRM) system but are not listed in the TDM .AUD extract.
Send a Modify or Activate record for the CLI to the BT 999 database
- iv. Records which exist in both the TDM .AUD and the CP's own Customer Management (CRM) system but have different name and address data.
Send a Modify to the BT 999 database.

Where there is a mismatch in ownership of CLIs within the 999 Database, corrective action taken by the CP will require further dialogue with the owning CP in the 999 Database (and/or including DOT) to resolve the issue.

6 Emergency Assistance

The purpose of the data provided to support Emergency Assistance is threefold:

- The location identified by the CLI, especially the Post Code, is used by the BT call-handling agents to route the call to the control room of the EA providing the required service for that locality
- The location information identified by the CLI is used by the EA to direct the response correctly and by the responding unit (fire tender, ambulance, police car) to locate the emergency
- The name provided is used:
 - In the case of business premises, to help the responding unit to locate the appropriate location, e.g. on trading estates where the "PC World" sign above a store will be easier to find than the premises number e.g. Unit 1
 - In the case of consumer customers to help prioritise the EAs response, especially in the case of 'silent' calls where there is no audible speech on the line.

It is essential therefore that the information provided in the fields supporting the customer's name and address are populated as accurately and fully as possible.

NAME – for **consumer** customers, the name should be that of the person most likely to be making the call i.e. the person resident in the property, who may not be the bill payer. A title or first name that identifies the person's gender is a useful adjunct.

for **businesses**, the best approach is to supply "the name above the shop door" i.e. the information that should be visible to responding units. For example although the customer contracting for the telephone service maybe "DSG Intl" or "Dixons Stores Group", it is better to supply the name for a given locations as "PC World" or "Currys".

ADDRESS- It is essential that the post code provided in the address is accurate. This will ensure the call is routed to the correct EA and that the EA dispatches a unit close to the locality. The rest of the address (street, town etc) should be provided in full as well to mitigate the circumstances where the post code may be incorrect or out of date. **Royal Mail** PAF is used to validate postcodes on the 999 Database.

The "premises" field is also especially important. In many cases the house number or name will provide sufficient information for a responding unit to identify where the call came from. However for larger premises and multi-tenanted buildings, any available sub-premises information can be provided in the premises field (as a suffix, rather than prefix, to the premises information). For example Flat Numbers, Floors, "outside No 21..." for outdoor locations such as payphones.

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Increasingly, EAs will be using the government sponsored Unique Property Reference Number (UPRN) scheme as a locality system. CPs should consider sending UPRN information as well as the current address information if it is available to them. More detail can be found in the 999 EFF specification (see Annex 3)

Annex 1 – General Condition 4 – Emergency Call Numbers

4. EMERGENCY CALL NUMBERS

- 4.1 The Communications Provider shall ensure that any End-User can access Emergency Organisations by using the emergency call numbers “112” and “999” at no charge and, in the case of a Pay Telephone, without having to use coins or cards.
- 4.2 The Communications Provider shall, to the extent technically feasible, make Caller Location Information for all calls to the emergency call numbers “112” and “999” available to the Emergency Organisations handling those calls.
- 4.3 For the purposes of this Condition,
- (a) “Caller Location Information” means any data or information processed in an Electronic Communications Network indicating the geographic position of the terminal equipment of a person initiating a call;
 - (b) “Communications Provider” means:
 - (i) in paragraph 4.1, a person who provides Publicly Available Telephone Services, or provides access to such Publicly Available Telephone Services by means of a Pay Telephone;
 - (ii) in paragraph 4.2, a person who provides a Public Telephone Network;
 - (c) “Pay Telephone” means a telephone for the use of which the means of payment may include coins and/or credit/debit cards and/or pre-payment cards, including cards for use with dialling codes. For the avoidance of any doubt, references to a Pay Telephone include references to a Public Pay Telephone.

Annex 2 – Government Guidance on Name and Address Data

The Government Department for Communities and Local Government is proposing to issue the following guidance on name and address information for use in the Emergency Assistance services.

ANNEX TO PECS(DCLG)(09)2

APPENDIX 4A

BEST PRACTICE GUIDE ON NAMES AND ADDRESS INFORMATION

This set of guidelines has been developed through discussions with Ofcom to help ensure Communication Providers (CPs) achieve compliance with the General Conditions of Entitlement (GC 4.2). They provide reassurance for the Emergency Authorities on the efforts made to ensure locations supplied are as correct as practically possible.

1. The Communication Provider (CP) will be expected to ensure that the location information provided to the Call Handling Agent (CHA) is correct and up to date. The CP shall take steps to ensure that installation addresses are not confused with billing (or other) addresses related to the end user.
2. Routine updates to location information should be notified to the CHA by the CP within one working day of the new, or changed, line termination arrangements being completed. With regard to ported lines, both the gaining and losing CPs need to comply with this recommendation. .
3. The CP should ensure that addresses supplied are validated by reference to a recent (not older than 6 months) version of the Postcode Address File (PAF) and also conforms to the data structure required by the CHA.
4. The CP should ensure that the CHA is notified of newly activated, or re-assigned, number ranges before records of CLIs and addresses for those CLIs are sent to the CHA.
5. The CP should, at a minimum, conduct an annual audit to compare installation addresses held on the CP's own systems with the location information held on the CHA database. Ad hoc audits may be required in cases where the level of discrepancies for a CP begins to give cause for concern.
6. The CHA will normally inform the CP of any discrepancies or missing data within one working day of these being identified by the CHA operator or within one working day of these being communicated to the CHA by the Emergency Authorities (Eas). Such discrepancies will be notified to a designated point of contact within the CP.

7. Once a CP has been notified of a discrepancy, the corrected information should be supplied to the CHA within two working days. If there has been no correction from the CP after five working days, the CHA will escalate the issue to its senior contact at the CP.

8. The CHA should keep records of discrepancies in location information supplied by CPs for at least 12 months to assist Ofcom to monitor compliance with GC 4.2.

9. The CP should provide a contact point for the CHA to be able to urgently verify names and addresses against the CP's own records for calls where an EA needs assistance. This contact point should be available 24 hours a day, 365 days a year.

10. If several CPs are involved in calls reaching the CHA, they all need to co-operate so that appropriate arrangements for the CLI and associated name and address records can be sent to the CHA to meet the above guidelines.

Annex 3 – Contact Details and Sources of Documentation

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Operations Team

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999 Data Operations
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General Enquiries

email: 999.data.ops.team@bt.com

All documentation regarding this process can be obtained from:-

BT Wholesale Product
Manager

Carol Frost

Tel: 0121 230 2568
email: carol.a.frost@bt.com

Annex 4 – Error Code Handling

The way in which the BT 999 Database validates files received during the file transfer process is described in the EFF specification. This annex expands on how the database and BT 999 Data Operations team work together to process records accepted through the file transfer process onto the BT 999 Database.

Once a file has passed the FCO checks, then the records are unpacked and each record in turn is checked to make sure that it could be applied to the 999 Database. These checks are grouped into two parts.

Firstly each field is checked to ensure it conforms to the specified 'type' and that null values are only present in fields that could contain them. If any of these checks fail then an entry is made in the CAR file with a Response Code in the range 100 to 144 inclusive. These codes indicate the field that is in error and the reason for the error. The CP must correct and then resubmit the record.

If the record passes the first set of checks satisfactorily then a check is made to establish whether certain fields in the record contain data that corresponds with that held on the BT 999 Database. The outcome of these checks then puts the record into one of 4 categories. The record

- Is correct and can be processed immediately; or
- needs to be kept in hand on the BT 999 Database pending the Effective Date/corresponding port record; or
- requires further action by BT 999 Data Operations team to address anomalies; or
- cannot be processed and needs correction by the CP.

Correct Records

If the record is correct and can be processed immediately onto the BT 999 Database then this processing takes place, the BT 999 Database is updated and an entry is made in the CAR file with a Response Code indicating the success of the action the record requested. These Response Codes are either:

- 33 – Cancellation successful
- 37 – New record successful
- 38 – Cease record successful
- 39 – Modify successful
- 40 – Renumber successful
- 55 – Export successful
- 56 – Import successful
- 61 – Postcode successful

Pending records

It may not be possible or permissible for some records to be applied onto the BT 999 Database immediately. This can be for one of three reasons, either:

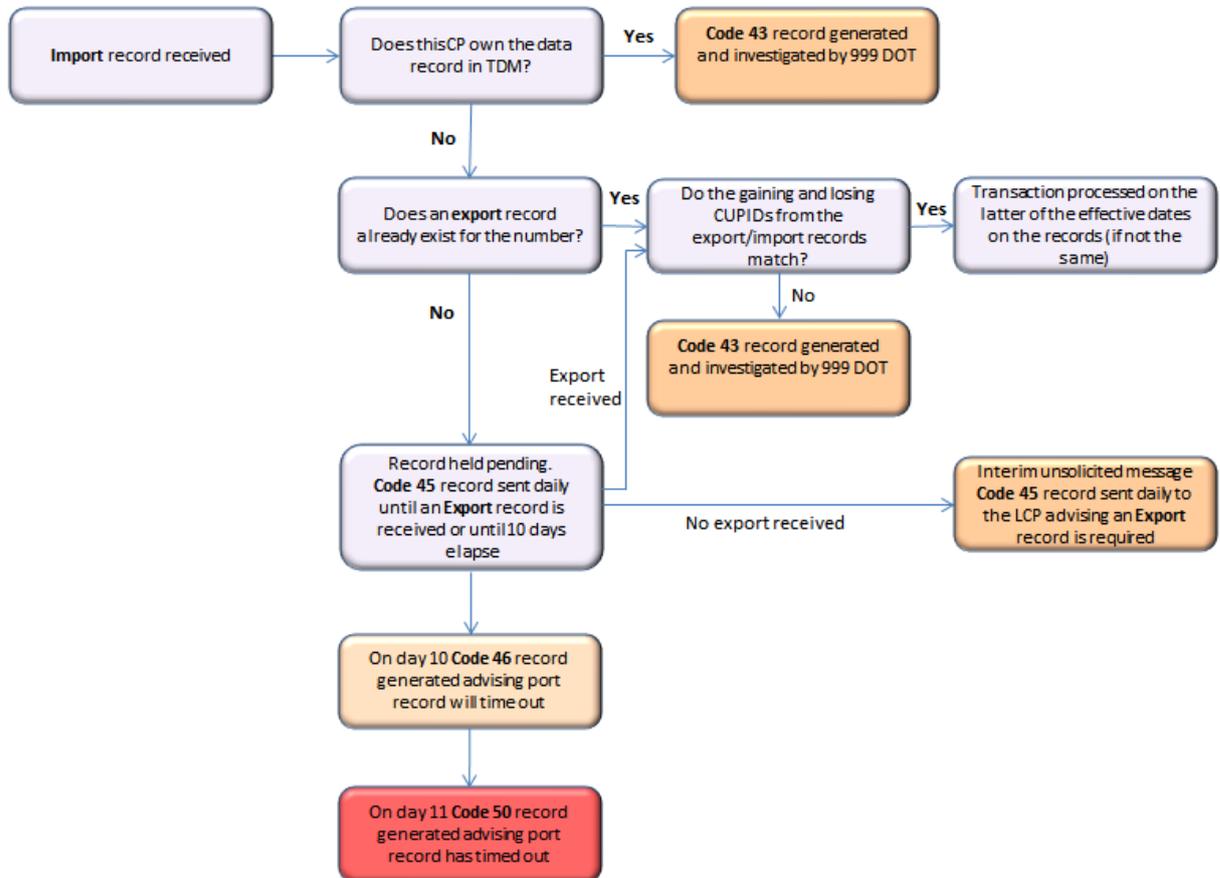
- The CP has set a future effective date on the record
- The record is for an Import or Export and requires matching with the corresponding Export or Import from the other CP
- Some element of the data in the record does not correlate with data held on the BT 999 Database and further investigation is required to resolve the problem.

Where a record is marked for processing at a future date, an entry is made in the CAR file with the Response Code "73 – Record received". For records other than Import/Exports, this indicates that the record could have been processed satisfactorily had it not been forward dated i.e. all other checks would have been passed successfully. This does not mean that the record will definitely be processed successfully on its forward date as other records may cause the data on the BT 999 Database to change in the intervening period.

Import/Export

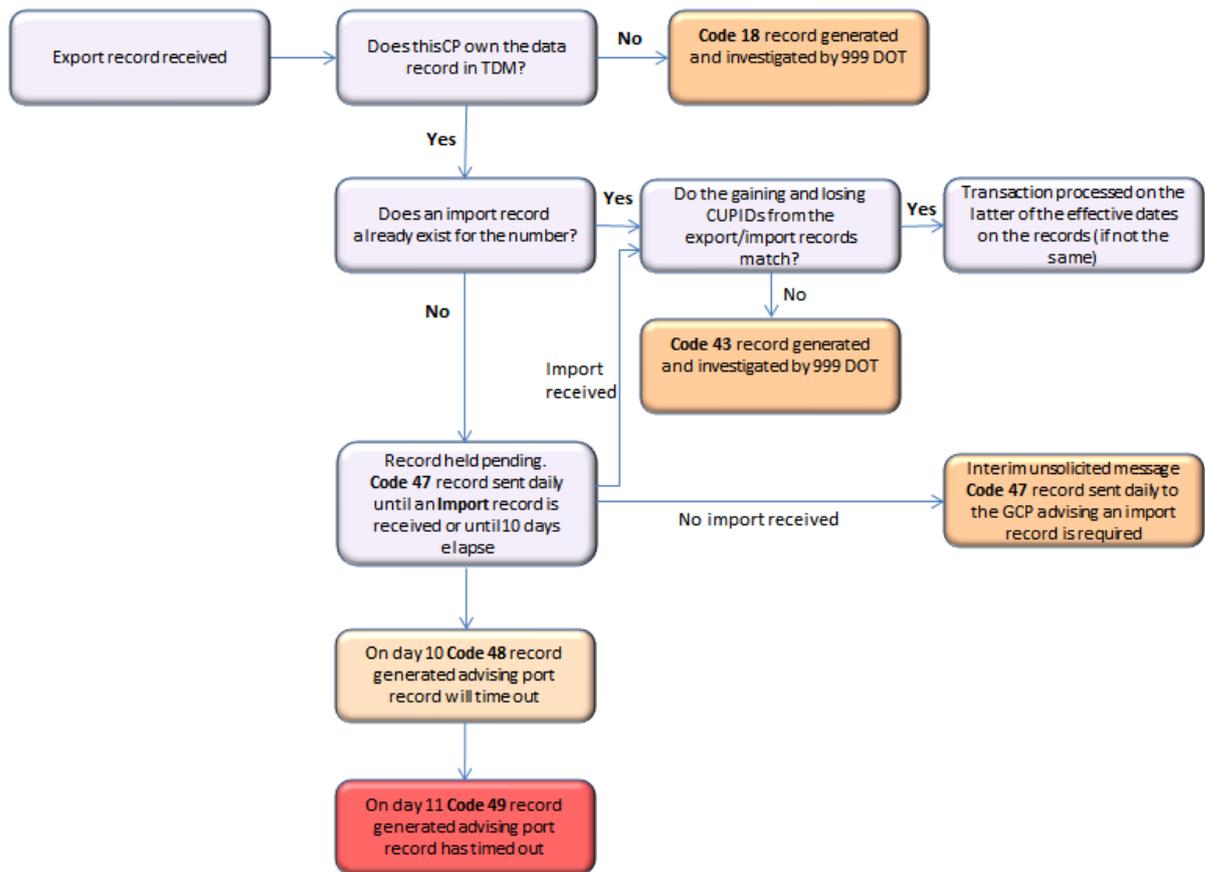
The BT 999 database needs to know which CP a telephone number is with in case of a query arising during or just after a 999 call, therefore the processing of Import and Export records is more complicated than others as the BT 999 database has to manage an interaction between 2 CPs who each have a role to play ensuring the smooth transfer of a record's ownership. This scenario show what happens with an Export record – a similar process happens when an Import record is sent.

Import data flow -



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Export data flow -



Unsolicited Error Codes

CPs may receive entries in their CAR files which do not correspond to any records they may have sent the BT 999 Database. This only happens in a porting scenario and you could be the losing or gaining CP. If you find any records in your CAR files that you have not sent a record for, you must investigate the number and send an appropriate record to allow this port to complete. If the number in question is not porting then you can ignore these messages and after 10 days the records will stop.

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999 Interim and Final messages

Where a mis-match occurs between the data in an incoming record and that held on the BT 999 Database then 999 Data Operations team will investigate this further. An entry is made in the CAR file with a Response Code that indicates this and the reason. The table below attached gives an explanation on the actions required and by whom.

Msg_no.	Category	Type	Msg Text (26)+ space (1)	999 Database /Data Operations Team (DOT) actions	CP Actions
13	Interim	Solicited	Telephone Number Missing.	DOT to build number range and retry <if applicable>	This may be followed up by error 37, 38, 39 or 57. IF 57 RECEIVED CP TO CORRECT ENTRY
14	Final	Solicited	Telephone Number Invalid.	If feed type was R (renumber) then there is no data on TDM to copy to the new number If feed type was A, M or C then the length of the number is wrong.	CP TO CORRECT ENTRY AND RESUBMIT
18	Interim	Solicited	OLO does not own Entry.	DOT to investigate	This may be followed up by error 37, 38, 39 or 57. IF DISPUTED CP TO CONTACT THE OWNING CP TO CLARIFY
19	Interim	Solicited	Invalid OLO.	Team to check validity of CP and build and retry <if applicable>	CP to resend if applicable.
28	Interim	Solicited	Renumber in Invalid Range.	DOT to investigate, build range and retry record <if applicable>	This may be followed up by error 40 or 57. IF 57 RECEIVED CP TO CORRECT ENTRY AND RESUBMIT
33	Final	Solicited	Cancellation Successful.	The pending record has been successfully removed from the 999 Database.	The CP can now send a replacement record if required.
34	Final	Solicited	Cancellation Invalid.	999 Database no longer has pending record or the transaction id reference used doesn't match a record we have pending	CP to submit correction as amendment
35	Final	Solicited	Cancellation Unsuccessful.	REJECTING the original record . The CP will need to examine the original data and the rejection reasons to establish what course of action to take.	CP TO SUBMIT CORRECTION AS AMENDMENT. (Currently Unused)
37	Final	Solicited	New Record Successful.	The record has been successfully loaded into the 999 Database	NO ACTION
38	Final	Solicited	Cease Record Successful.	The record has been successfully removed from the 999 Database.	NO ACTION
39	Final	Solicited	NAA Record Successful.	The record has been successfully updated in the 999 Database	NO ACTION
40	Final	Solicited	Renumber Successful.	The record has been successfully renumbered in the 999 Database	NO ACTION
43	Interim	Solicited	Export/Import OLO Mismatch.	999 Data Operations team to investigate and retry <if applicable>	This may be followed up by error 55, 56 or 57. IF 57 RECEIVED CP TO CONTACT PORTING PARTNER AND RE-ARRANGE PORT
45	Interim	Solicited / Unsolicited	Import Record is Missing.	This is an interim message due to 10 day porting window.	The CP may want to contact the export/import partner to urge their action.
46	Interim	Solicited / Unsolicited	Import is 10 days overdue.	This is an interim message due to 10 day porting window.	The CP may want to contact the export/import partner to urge their action.* LAST WARNING BEFORE DELETION*
47	Interim	Solicited / Unsolicited	Export Record is Missing.	This is an interim message due to 10 day porting window.	The CP may want to contact the export/import partner to urge their

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					action.
48	Interim	Solicited / Unsolicited	Export is 10 days Overdue.	This is an interim message due to 10 day porting window.	The CP may want to contact the export/import partner to urge their action.* LAST WARNING BEFORE DELETION*
49	Final	Solicited / Unsolicited	Export removed, no Import.	Export record has timed out.	CP to contact gaining CP and re-arrange port
50	Final	Solicited / Unsolicited	Import removed, no Export.	Import record has timed out.	CP to contact losing CP and re-arrange port
55	Final	Solicited	Export Record Successful.	The record has successfully ported on the 999 DATABASE	NO ACTION
56	Final	Solicited	Import Record Successful.	The record has successfully ported on the 999 DATABASE	NO ACTION
57	Final	Solicited	Data Record is invalid	Final rejection message of a previously failed record.	CP will need to examine the original data and the rejection reason to establish what course of action to take.
60	Interim	Solicited	Postcode not found.	999 Data Operations team to check postcode with Royal Mail, build and retry if valid.	This may be followed up by error 37, 38, 39 OR 57. IF 57 RECEIVED CP TO CORRECT ENTRY AND RESUBMIT
61	Final	Solicited	Postcode is acceptable.	The postcode has been accepted by the 999 Database	NO ACTION
73	Interim	Solicited	Record Received.	The record has been accepted by the 999 Database for processing on its effective date.	NO ACTION
75	Final	Solicited	More Recent Record exists.	If two records are received both will be failed with this error and therefore NO DATA WILL BE ADDED TO THE 999 DATABASE	CP TO RESUBMIT *ONLY ONE CLI PER PROCESSING RUN ALLOWED*
76	Final	Solicited	Command Line Status Mismatch		CP TO CORRECT AND RESUBMIT
100	Final	Solicited	Blank record.	BLANK RECORD	CP TO CORRECT AND RESUBMIT
101	Final	Solicited	Invalid record type.	RECORD TYPE NOT '0' OR '1'	CP TO CORRECT AND RESUBMIT
102	Final	Solicited	Feed Type is missing.	COMMAND VALUE NOT PRESENT IN RECORD	CP TO CORRECT AND RESUBMIT
103	Final	Solicited	Feed Type is incorrect.	INVALID COMMAND VALUE IN RECORD	CP TO CORRECT AND RESUBMIT
104	Final	Solicited	OLO ID is missing.	CP ID NOT PRESENT IN RECORD	CP TO CORRECT AND RESUBMIT
105	Final	Solicited	Invalid OLO ID.	INVALID CHARACTER IN CP ID FIELD	CP TO CORRECT AND RESUBMIT
106	Final	Solicited	OLO ID in record not owned by OLO in header.	CP ID IN RECORD NOT OWNED BY CP IN HEADER	CP TO CORRECT AND RESUBMIT
107	Final	Solicited	Reference ID is missing.	CP TRANSACTION ID REF. NO NOT PRESENT IN RECORD	CP TO CORRECT AND RESUBMIT
108	Final	Solicited	Reference ID incorrect.	INVALID CHARACTERS IN CP TRANSACTION ID REF. NO	CP TO CORRECT AND RESUBMIT
109	Final	Solicited	System Routing Flags is missing.	SYSTEM ROUTING FLAG NOT PRESENT IN RECORD	CP TO CORRECT AND RESUBMIT
110	Final	Solicited	System Routing Flags incorrect.	INVALID CHARACTERS IN SYSTEM ROUTING FLAGS	CP TO CORRECT AND RESUBMIT
111	Final	Solicited	999 routing Flag set to 'N'.	FLAG 1 IN SYSTEM ROUTING FLAGS FIELD MUST BE SET TO 'Y'	CP TO CORRECT AND RESUBMIT
112	Final	Solicited	NI only record found in file.	NO NI-ONLY RECORDS ARE ACCEPTED VIA CALYPSO	CP TO CORRECT AND RESUBMIT

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113	Final	Solicited	Invalid Effective Date.	DATE INCORRECT	CP TO CORRECT AND RESUBMIT
114	Final	Solicited	Title is incorrect.	INVALID VALUE IN TITLE FIELD	CP TO CORRECT AND RESUBMIT
116	Final	Solicited	Initials / Forename is incorrect.	INVALID VALUE IN INITIALS / FORENAME FIELD	CP TO CORRECT AND RESUBMIT
117	Final	Solicited	Name is missing.	NAME VALUE NOT PRESENT IN RECORD	CP TO CORRECT AND RESUBMIT
118	Final	Solicited	Name is incorrect.	INVALID CHARACTERS IN NAME FIELD,	CP TO CORRECT AND RESUBMIT
119	Final	Solicited	Honours is incorrect.	INVALID VALUE IN HONOURS FIELD	CP TO CORRECT AND RESUBMIT
120	Final	Solicited	Business Suffix is incorrect.	INVALID VALUE IN BUSINESS SUFFIX FIELD	CP TO CORRECT AND RESUBMIT
121	Final	Solicited	Premises is incorrect.	INVALID VALUE IN PREMISES FIELD	CP TO CORRECT AND RESUBMIT
122	Final	Solicited	Thoroughfare is incorrect.	INVALID VALUE IN THOROUGHFARE FIELD	CP TO CORRECT AND RESUBMIT
123	Final	Solicited	Locality is incorrect.	INVALID VALUE IN LOCALITY FIELD	CP TO CORRECT AND RESUBMIT
124	Final	Solicited	Post Code is missing.	POST CODE NOT PRESENT IN RECORD	CP TO CORRECT AND RESUBMIT
125	Final	Solicited	Post Code is incorrect.	INVALID CHARACTERS IN POST CODE FIELD	CP TO CORRECT AND RESUBMIT
126	Final	Solicited	Telephone number not present in record.	TELNO VALUE NOT PRESENT IN RECORD	CP TO CORRECT AND RESUBMIT
127	Final	Solicited	Telephone Number Invalid.	INVALID CHARACTERS IN TELNO FIELD	CP TO CORRECT AND RESUBMIT
128	Final	Solicited	New Telephone number is missing.	NEW TELEPHONE NUMBER IS NOT PRESENT IN THE RECORD	CP TO CORRECT AND RESUBMIT
129	Final	Solicited	New Telephone number is incorrect.	NEW TELEPHONE NUMBER CONTAINS INVALID CHARACTERS	CP TO CORRECT AND RESUBMIT
130	Final	Solicited	New OLO ID is missing.	NEW CP ID VALUE NOT PRESENT IN RECORD, OR NEW CUPID IS DUPLICATE OF OLO_ID	CP TO CORRECT AND RESUBMIT
131	Final	Solicited	New OLO ID is incorrect.	INVALID CHARACTERS IN SECOND CP FIELD.	CP TO CORRECT AND RESUBMIT
132	Final	Solicited	Unknown Error.		CP TO CONTACT 999 DATA OPERATIONS TEAM
133	Final	Solicited	Invalid Service	THE SERVICE FIELD IS SET TO A VALUE OTHER THAN THOSE SPECIFIED IN SECTION 5.4	CP TO CORRECT AND RESUBMIT.
134	Final	Solicited	Invalid Line Status	THE LINE STATUS IS INCORRECT	CP TO CORRECT AND RESUBMIT.
135	Final	Solicited	Invalid PBX Line Type	THE PBX LINE TYPE IS SET TO A VALUE OTHER THAN THOSE SPECIFIED IN SECTION 5.4	CP TO CORRECT AND RESUBMIT.
136	Final	Solicited	Invalid Installation Class value	THE INSTALLATION CLASS IS SET TO A VALUE OTHER THAN THOSE SPECIFIED IN SECTION 5.4.	CP TO CORRECT AND RESUBMIT.
137	Final	Solicited	Invalid ICB value	THE ICB VALUE IS NOT SET TO A VALUE OTHER THAN "Y" OR "N"	CP TO CORRECT AND RESUBMIT.
138	Final	Solicited	Invalid OCB value	THE OCB VALUE IS SET TO A VALUE OTHER THAN "Y" OR "N",	CP TO CORRECT AND RESUBMIT.
139	Final	Solicited	Invalid CPS Indicator value	THE CPS INDICATOR IN THE RECORD IS NOT A PERMITTED VALUE AS DEFINED IN SECTION 5.4.	CP TO CORRECT AND RESUBMIT.
140	Final	Solicited	Invalid RID	UNKNOWN RID.	CP TO CORRECT OR SEND DETAILS OF NEW

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					RID TO DATA OPERATIONS TEAM AND RESUBMIT.
141	Final	Solicited	Invalid Facility Value	A FACILITY FIELD IS POPULATED WITH AN INVALID CHARACTER (NOT 'Y', 'N' OR ' '(SPACE).	CP TO CORRECT AND RESUBMIT.
142	Final	Solicited	Invalid UPRN		CP TO CORRECT AND RESUBMIT.
143	Final	Solicited	Invalid Source Data System	SOURCE DATA SYSTEM CONTAINS INVALID CHARACTERS.	CP TO CORRECT AND RESUBMIT.
144	Final	Solicited	Invalid Cross Reference Number	CROSS REFERENCE NUMBER CONTAINS NON NUMERIC CHARACTERS.	CP TO CORRECT AND RESUBMIT.
145	Final	Solicited	PO Box Address detected	A PO BOX ADDRESS HAS BEEN DETECTED	CP TO CORRECT AND RESUBMIT.
146	Final	Solicited	Invalid LINE_TYPE	THE VALUE IN THE LINE TYPE FIELD IS NOT KNOWN TO TDM.	CP TO CORRECT AND RESUBMIT.
147	Final	Solicited	Invalid Address ID Source		CP TO CORRECT AND RESUBMIT.
148	Final	Solicited	Invalid WLR Version	WLR CONTAINS INVALID CHARACTERS.	CP TO CORRECT AND RESUBMIT.
149	Final	Solicited	Invalid Name Source indicator	NSI CONTAINS INVALID CHARACTERS	CP TO CORRECT AND RESUBMIT.

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