

REJECTION REASON	Reject Code.	MAIN ORDER TYPE						Service Restoration	AMEND ORDER TYPE				
		Provide	Cease	Return to Range Holder		Change of Prefix and/or CUPID	Subsequent Portability		Re-present	Change	Cancel Other	Cancel Own	
Order number missing or invalid	01	✓	✓	✓		✓	LCP	✓	✓	✓	✓	✓	✓
CUPID missing or invalid	02	✓	✓	✓		✓	RH	✓	✓	✓	✓	✓	✓
Order sent date and time missing or invalid	03	✓	✓	✓		✓	RH	✓	✓	✓	✓	✓	✓
Order type missing or invalid	05	✓	✓	✓		✓	LCP RH	✓	✓	✓	✓	✓	✓
Porting telephone number missing or invalid	06	✓	✓	✓		✓	LCP RH	✓	✓	✓	✓	✓	✓
Telephone number out of agreed porting ranges	07	✓					RH		✓				
Porting prefix missing or mismatch with CUPID	09	✓				✓	RH		✓				
Porting date missing or invalid	10	✓	✓	✓		✓	LCP RH		✓				
Porting time slot missing or invalid	11	✓	✓	✓		✓	LCP RH		✓				
Change or Cancel received after Porting Time	14						LCP RH		✓	✓		✓	
Other (must detail reason for rejection separately)	15	✓	✓	✓		✓	LCP	✓	✓	✓	✓	✓	✓
Re-present received too late	16						LCP		✓				
Change or Cancel received after cut-off time	18						LCP RH		✓	✓		✓	
Amend with no original Main order accepted	20						LCP		✓	✓	✓	✓	✓
Duplicate order number (i.e., Main)	21	✓	✓	✓		✓	LCP RH	✓					

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Insufficient lead time for order	22	✓	✓	✓		✓	LCP RH					
Order incomplete (i.e. some mandatory fields missing)	23	✓	✓	✓		✓	LCP RH	✓	✓	✓	✓	✓
Single Line Order but porting telephone number is Multi line	25	✓		✓			LCP		✓			
Multi line order but porting telephone number is Single Line	26	✓		✓			LCP		✓			
Porting order already accepted for telephone number (Different CRD)	28	✓	✓	✓			LCP RH					
Porting order already accepted for telephone number (Same CRD)	29	✓	✓	✓			LCP RH		✓			
Telephone number already ported. (must be accompanied by valid CUPID of LCP)	30	✓		✓			LCP, RH					
Customer has no service with LCP	31	✓		✓			LCP					
Porting request out of current scope for Number Portability	32	✓					LCP RH		✓			
Porting order already cancelled.	33						LCP RH			✓	✓	✓
Second reschedule for Auto postpone port after activation window commenced	34									✓		
CRD for this telephone No. is in data freeze period	35	✓		✓		✓	LCP RH		✓	✓		
Order for this telephone No. received in data freeze period.	36	✓		✓		✓	LCP RH		✓			

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LCP Installation postcode invalid	41	✓		✓			LCP		✓	✓	✓	✓
Number no longer exported	45		✓	✓		✓	RH					
Change or Cancel received / pending when RTR activation made	46									✓		✓
Security lines associated with the installation where there has been no order raised with the LCP to cease or transfer that service.	47	✓		✓			LCP		✓			
Service on this number already ceased - Cease Export Order being processed	48			✓			LCP		✓			
Invalid Range Holder (i.e. telephone number does not belong to Range Holder).	52	✓	✓	✓		✓	RH	✓	✓	✓	✓	✓
Losing Communications Provider acceptance not received by Range Holder	54						RH					