



Port Override Request Process

Process Description



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1.0 Definitions

LCP	Losing CP (i.e. Losing N/W CP)
GCP	Gaining CP (i.e. Gaining N/W CP)
LP	Losing Party (i.e. Losing Retailer)
GP	Gaining Party (i.e. Gaining Retailer)
POR	Port Override Request
RH/Host	Range Holder (or their nominated Host N/W partner)
CLoA	Customer Letter of Authority
COT	Cancel Other order type
EU	End User
OTA2	Office of The Telecoms Adjudicator
EAP	Executive Authorisation Panel

2.0 Document history

3.0 Background

This process has been developed in response to a **formal request from Ofcom** (**Appendix R6 refers**).

Extract from letter as follows:-

- ***'Need for industry to develop new processes***
- *It is also important for industry to play a role in demonstrating its collective commitment to making porting work well for customers, so that porting issues can be dealt with promptly.*
- *Industry has agreed and documented the detailed processes for how porting should be carried out, such as how orders are to be handled and what service levels are expected.*
- *We are now asking you and industry colleagues who maintain fixed-line porting processes, to prioritise establishing and implementing a 'port override process', which allows ports to be successfully completed where a subscriber's legitimate request to port their number is being incorrectly blocked or frustrated.'*

4.0 Problem Statement – 3 Scenarios

- i) Need to counter deliberate miss-use of the NP COT process by a LP (or any other parties in the losing supply chain) intent on blocking the End User's legal right to retain their Tel. no when switching to a new CP.
- ii) Need to counter deliberate non-co-operation from the LP (or any other parties in the losing supply chain) when receiving a legitimate port order? – (i.e. simple disregard for industry-agreed process & SLAs therein)
- iii) Need to counter LP malpractice of continuing to block an End User's port request by unilaterally 'suspending/ceasing' the End User's service thereby rendering the port request invalid. (i.e. can't port a number if service is already ceased).

5.0 Process Objective

To establish an effective 'Port Override' process which negates the LP's ability to frustrate or block an End User's legal right to retain their Tel. No when switching to another CP (i.e. the GP)

In circumstances where the GP is unable to progress the EU's request to port their number(s) due to repeated non-compliant or inappropriate behaviour on the part of the LP (i.e. the EU's current retailer), the GP should notify the End User to explain the situation and recommend the (Ofcom-approved) POR process be used.

The Port Override Request (POR) process can only be initiated by the GP (i.e. the Gaining Party/Retailer).

POR exists solely to counter repeated non-compliant behaviour on the part of the LP (i.e. cannot be used to short-circuit the BAU process (or side step any inherent process weaknesses, e.g. post-code mismatch which can and should be resolved with the active assistance/co-operation of the LCP & GCP as necessary)

Once the POR is authorised, port activation must be expedited ASAP by the N/W CPs involved (i.e. GCP, LCP, RH/Host) or otherwise in line with the End User's wishes (whichever is latest)

6.0 Process Scope

- i) All port orders (Residential & Business, Single & Multi-line)
- ii) Geo & Non-Geo numbers.

7.0 Industry Approach - 3 strands

- i) Develop & implement an effective 'Port override' process, similar to existing COE (Cancel Other Expedite) process used for consumer migrations (GC.C7)
- ii) Re-engineer existing cancellation processes for Geo & Non-Geo to resolve existing shortcomings and make it fit for purpose. This will make it much more difficult for LPs to exploit such weaknesses for their own gain.
- iii) Reform the existing CloA process (Geo & non-Geo) to bolster the BAU port order process & minimise the opportunity for CP error, malpractice, confusion & unnecessary PORs.

8.0 Process Stages

8.1 *Stage 1 – POR alert*

8.2 *Stage 2 – POR trigger*

8.3 *Stage 3 – POR Evidence Pack*

8.4 *Stage 4 - POR Pack submitted for EAP approval*

8.5 *Stage 5 – POR Executive Authorisation Panel (EAP)*

8.6 *Stage 6 – POR execution & closure*

9.0 Stage 1 – POR alert

The decision to initiate the POR process must be a joint decision made by the End User's Retailer (i.e. the Gaining Party-GP) and the Gaining Wholesaler (i.e. the Gaining CP-GCP), on the basis that both parties will have first hand knowledge of the port order in question and the obstacles preventing it's progress.

Any intermediate resellers should assist the GP in facilitating any information exchange necessary with the GCP.

Once both parties (GP & GCP) have agreed to proceed, the GCP assumes the role of POR Sponsor.

Before commencing POR preparation, the GCP should send a 'POR alert' notification to the relevant LCP to advise them that 'the EU intends to register a formal complaint with Ofcom & that a POR is being prepared'. (**Appendix R1 - POR Alert Email template refers**)



The purpose of the 'POR alert' is to afford the LCP a time-limited opportunity ($\leq 5WD$) to consult/notify their Reseller supply chain to see if the issue can be resolved quickly to the satisfaction of the GCP (negating the need for a POR).

Any email exchanges during this stage should be retained as potential evidence in the event that the POR is triggered later.

The LCP should acknowledge receipt of the 'POR alert' within 24hrs. (POR alert template refers)

In the absence of a satisfactory response from the LCP, the POR process should be triggered as follows: -

10.0 Stage 2 - POR Trigger

10.1 Ofcom complaint ref. No.

To trigger the POR process, the GCP should instruct the GP to invite the End User to register a formal complaint with Ofcom (Ofcom Web-site link as follows): -

<https://ofcomforms.secure.force.com/formentry/SitesFormCCTMonitoring>

in the first instance &, in doing so, secure an Ofcom complaint reference number, which is passed to the GCP and added to the POR check-list details template. **(Appendix R2 – POR Details Template)** The GP should retain (on file) a copy of the End User's email confirming the Ofcom complaint details and ref. number.

10.2 OTA2 Ref No.

The GCP should notify OTA2 (via email) of their intention to raise a POR, and OTA2 will assign a POR ref number, which the GCP must add to the POR check-list template.

11.0 Stage 3 – POR Evidence Pack (3 scenarios)

The GCP (with help as necessary from the GP & any intermediate Resellers) is wholly responsible for gathering/compiling the necessary evidence (details below) to support their POR.

Max of 5WD window allowed for evidence gathering stage as any related email exchanges will already have happened.

As the LCP (& LP) have previously been alerted, the GCP (& GP) should already have copies of fruitless email exchanges which can & should be used as evidence.

Evidence needed – 3 scenarios: -

11.1 *Cancel Other abuse by LP*

Acceptance criteria

Copies of any email requests (inc. any associated replies) sent to the Losing Party and/or their Wholesaler to provide a copy of the End User's request to cancel (min of 2 requests to be sent with no/unsatisfactory response forthcoming).

11.2 *Losing Party Non co-operation*

Excessive order delays due to deliberate obfuscation by LP following LCP receipt of legitimate port order and CLoA – (i.e. simple disregard for industry-agreed process & SLAs therein) – e.g. reluctant to assist LCP/GCP in resolving address/post code mismatches causing extended delays.

Acceptance criteria

Copies of any email requests (inc. replies) sent to LCP(or LP) seeking help/assistance in resolving spurious rejection issues which are preventing timely NPOR acceptance (min of 2 requests sent with no/unsatisfactory response forthcoming).

11.3 *LP's premature 'suspension/cessation' of the End User's service*

By suspending/ceasing the End User's service, the port request cannot be progressed as the number needs to be 'in service' before it can be ported elsewhere (i.e. can't port a number if service is already ceased)

Acceptance criteria

Copies of email requests (inc. replies) sent to LP (cc to LCP) to supply/share a copy of End User's request to suspend/cease their service (min of 2 requests sent with no/unsatisfactory response forthcoming)

12.0 Stage 4 - POR Pack submitted for EAP approval

Before the POR can be submitted for EAP approval, it must include **all** of the following documents: -

- POR template (**R2 – POR Details Template**)
- Copy of EU's email confirming the Ofcom complaint details and ref. number.
- Copy of End User's CLoA
- Evidence pack



To help limit the End User's frustration, the GCP should aim to submit the POR Pack (for EAP Approval) within a maximum of 5WD from POR Trigger.

13.0 Stage 5 – POR Executive Authorisation Panel (EAP)

13.1 EAP appointed

The EAP will be comprised of 3 people (OTA2 + 2 selected Wholesalers)

On receipt of POR, the OTA2 will invite 2 Wholesalers (from a list of pre-approved EAP nominees) to convene within 48hrs to review the POR and supporting evidence. OTA2 must ensure the selected wholesalers have no direct conflict of interest with regards to the specific POR.

Choice of which Wholesaler and which individuals, to be pre-approved by NPESG. List of EAP members to be reviewed by NPESG every 6 months. **(R8- POR EAP Contacts)**

13.2 EAP decision

Unanimous panel decision needed to 'authorise' each POR

The sole authorising body will be the EAP.

On behalf of the EAP, OTA2 will maintain a log of all PORs received/authorised/rejected and executed (inc. all CPs involved). This log will be made available to Ofcom to assist in any subsequent investigations.

13.3 OTA2 notifies GCP – POR approved

On behalf of the EAP, OTA2 will promptly send the authorised POR **(Appendix R3 – POR Approved – EAP Email Template)** back to the relevant GCP contact for their immediate attention.

14.0 Stage 6 – POR execution & closure

14.1 'POR Approved' NPOR

An authorised POR empowers the GCP to initiate a 'POR-approved' NPOR which is jointly fast-tracked (by the GCP, LCP & Range Holder/Host CPs as necessary) to expedite the End User's required number port.

The GCP will send an email **(Appendix R4 - POR Approved – GCP Email Template)** to the LCP with the original NPOR attached.

The GCP will annotate the NPOR as shown below



14.2 Geo NPOR

(Activation method is mandated to be '**Auto-postpone**')

COMMUNICATIONS PROVIDER RESPONSE

	Date (dd/mm/yy)	Time (hh:mm)	Rejection Code
Order Received			Auto-Accepted POR Ofcom Ref xxxxxxxxxx
Order Acknowledged			
Accepted/Rejected			

14.3 Non-Geo NPOR

(Activation method is mandated to be '**timed**').

Acknowledging Losing Communication Provider's Details:			
Receiver's name			
E mail address			
Order received:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Date</td> <td style="width: 30%;">Time</td> </tr> </table>	Date	Time
Date	Time		
Telephone no			
Order ack date/time	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Date</td> <td style="width: 30%;">Time</td> </tr> </table>	Date	Time
Date	Time		
Accepted	<input type="checkbox"/>		
Rejected	<input type="checkbox"/>		
Rejection code(s)	Auto-Accepted POR Ofcom Ref - xxxxxxxxxx		
Confirmed port date			
Confirmed port time			

Port activation must be completed ASAP or otherwise in line with End User's wishes (whichever is latest)

14.4 ESDB/999 records

Port activation as a result of a successful POR must also ensure the necessary ESDB/999 records are updated as per BAU process.

14.5 Losing Wholesaler notifies supply chain

The LP and any intermediate resellers in the losing supply chain will be notified by the LCP once the POR has been implemented. (i.e. after the event)



14.6 POR Closure

On completion, the Gaining CP should notify OTA2 in order that the case file may be updated for future reference.

15.0 POR Activation Contacts Register

A POR contacts register will be created and thereafter maintained by OTA2. (**Appendix R7 – POR Activation Contacts Register**)

The register will be limited to all known major Wholesalers (i.e. N/W owners with interconnect) on the basis that this community will 'manage' any POR-related matters involving their respective resellers.

16.0 Related process enhancements (Work in progress)

16.1 *Enhanced Cancellation process*

16.2 *Enhanced CLoA process (i.e. Template & associated handling process)*

17.0 Appendices

17.1 *Appendix R1 – POR Alert - Email template*

17.2 *Appendix R2 – POR Details Template*

17.3 *Appendix R3 – POR Approved – EAP Email Template*

17.4 *Appendix R4 - POR Approved – GCP Email Template*

17.5 *Appendix R5 – Process flow schematic*

17.6 *Appendix R6 – Ofcom letter to Industry*

17.7 *Appendix R7 – POR Activation Contacts Register*

17.8 *Appendix R8 – POR EAP Contacts*