



## Directory Solutions, BT

### Directory Listing Porting Best Practice Guide

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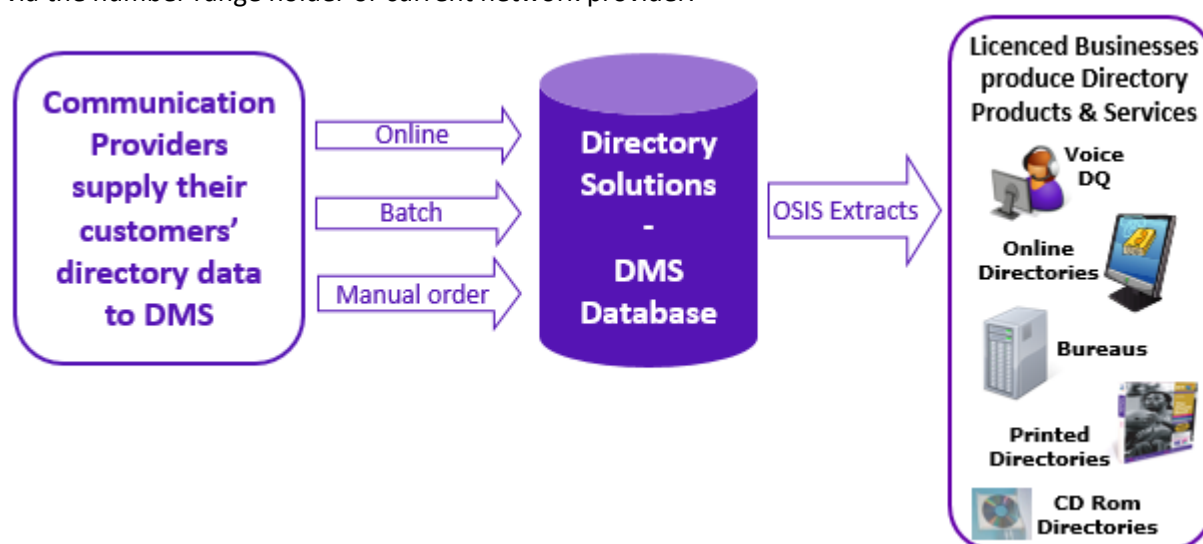
## 1. DIRECTORY LISTINGS OVERVIEW

**Directory Solutions (DS)** in BT is the aggregator of residential and business directory data in the UK. Customer directory data is supplied by **Communication Providers (CPs)** and stored on the **Directory Management System (DMS)**.

- CPs have a regulatory requirement to make Directory Information available upon request. Further detail can be found in Ofcom’s General Conditions of Entitlement, condition B2.

The CP providing service to the customer is responsible for the collection, supply and maintenance of directory data for the number. Customers can choose whether they want a directory listing for each of their numbers. Each directory data record on the database is assigned the CUPID of the owning CP (the CP that sent the record).

CPs that resell numbers do not have direct access to DMS and must submit their directory data to DMS via the number range holder or current network provider.



Extracts of OSIS are available, **under licence**, to businesses that produce publicly available directory products and services. These licenced businesses receive regular updates to allow them to keep their own products up to date.

Note: There are separate feeds for Directory and Emergency 999 records, which are held on different databases.

## 2. DIRECTORY LISTING PORTING OVERVIEW



- Number Portability allows customers to transfer service between CPs and retain their existing number. When a customer ports their service on a number, ownership of the directory listing on DMS must also be transferred.
- **On the date of port**, following **completion** of the **network activity** to port a number to another CP ...
  - The **Losing CP (LCP)** must **also** make arrangements, via their normal directory data supply method, to **EXPORT** any directory listing(s) **on DMS** to the Gaining CP.
  - The **Gaining CP (GCP)** is notified (according to their data supply method) and must **IMPORT** the listing(s) **on DMS** to take ownership and complete the directory listing porting process.
- To **avoid** directory listing porting requests being **declined** by the other CP, Export or Import requests must not be submitted on DMS before **completion of the network activities**.
- When service on a number is ported, the **LCP** must always **Export** the directory listing(s) on DMS (**NOT** cease), so that the customer's listing(s) **continue to be available on directory products**. There should be **no** break in service.
- **Export** and **Import** on DMS are **telephone number** driven. **ALL listings** that exist on DMS against a number will be Exported or Imported with **one action**.
- Export or Import must always be done via the **main DQ** listing. If Import is sent via batch, the listing details sent by the GCP on the Import request will overwrite the existing details on DMS when the LCP Exports (main DQ listing only).
- The **GCP** has the ultimate responsibility for ensuring that their customer's directory records are maintained correctly once the porting process has been completed and for as long as the number is ported to their network.
- CPs are notified of listings in Awaiting Porting status according to their directory data supply method (via an online porting queue, via .CAR/.EXP files, or via email from DS). DMS also generates notifications when listing porting is complete, if requests have been Declined by the other CP, or if listings have been Auto Ported (*detailed below*).

### 3. DIRECTORY LISTING PORTING COMMANDS AND PROCESS

#### 3.1 Export before Import



LCP: EXPORT	GCP: IMPORT (after Export)
<p>On <b>completion of the network port</b>, the <b>LCP</b> must <b>Export</b> on DMS to transfer ownership of all listings associated with the number to the GCP.</p> <p><b>Export</b> of the listing(s) on DMS is immediate and an Awaiting Import notification is generated to the GCP.</p> <p>The <b>LCP</b> can cancel a directory listing Export, providing the GCP has not Imported the listing(s). If Cancel Export is successful listing ownership is returned to the 'LCP'.</p> <p><b>If unable to Export a listing because the GCP CUPID does not exist on DMS</b> the LCP must leave the listing on DMS (do not cease) and contact <a href="mailto:btdirectorysolutions@bt.com">btdirectorysolutions@bt.com</a> with as much detail as possible (listing details, GCP name/CUPID/contact details).</p>	<p>GCP options are to ...</p> <ul style="list-style-type: none"> <li>▪ <b>Import</b> – to accept ownership of all directory listings associated with the number on DMS.</li> <li>▪ <b>Import &amp; Amend</b> (this option is offered online or is automatic via batch on Import command) – to accept ownership of all directory listings associated with the number and update the details of the main DQ listing at the same time. Any other (e.g. additional) listings would need to be updated separately following Import.</li> <li>▪ <b>Import &amp; Cease</b> – to take ownership and cease all listings for the number in one go. Use if <b>none</b> of the existing listings are required by the customer any longer as they now wish to be completely unlisted.</li> <li>▪ <b>Decline Import</b> – to return ownership of the listing(s) to the LCP if the specified GCP is not providing service on the number.</li> </ul> <p>Where <b>chargeable</b> Phone Book (PB) listing(s) exist on DMS, the <b>GCP</b> is responsible for confirming that their customer still requires these enhanced or additional listing(s) and will <b>accept the charges when due</b> (on publication of the next book). If the customer no longer requires the chargeable listings they must be Imported then ceased.</p> <p><b>AUTO IMPORT</b> If the specified GCP takes no action within 29 days of the Export, DMS will AUTO IMPORT all listing(s) on the number to the GCP on day 30.</p>

### 3.2 Import Request before Export

1. GCP submits a directory listing Import request on DMS

2. Awaiting Export notification generated to the LCP

GCP: REQUEST TO IMPORT	LCP: EXPORT (after Import request)
<p>The GCP can submit an Import (or Import &amp; Cease) request to DMS <b>before</b> the LCP has Exported the listing(s).</p> <p>This allows the GCP to request ownership of the listings on DMS where the LCP does not Export the listings following completion of the network activities.</p> <p>An <b>Import &amp; Cease request</b> will Import and immediately cease ALL listings on the number as soon as the LCP Exports them. This can be used where none of the existing listings are required by the customer any longer as they now wish to be completely unlisted.</p> <p>If submitted <b>online</b> a Request to Import can be marked as 'Critical'. This must only be used if urgent changes need to be made to the listing, e.g. from a complaint. Critical requests are highlighted to the LCP (online only) who must respond within 24 hours wherever possible.</p> <p>Online, there is also a default option to be notified when the LCP Exports the listing(s) on DMS. The GCP must then check the details and update the listing(s) as per their customer's requirements as necessary.</p> <p>(If the Import request is sent via batch, the listing details sent by the GCP will automatically overwrite the existing details on the main DQ listing when the LCP Exports. Batch CPs are notified of completed listing ports via CAR files).</p> <p>The GCP can submit a <b>Cancel Import</b> request via batch only. This will only be successful if the LCP has not already exported the listing.</p> <p><b><i>If the LCP takes no action within 29 days of the Import request, DMS will AUTO EXPORT the listing to the GCP that requested Import on day 30 (exception: see *Note in next column)</i></b></p> <p>If an Import request is sent and there is NO listing on DMS, it is treated as a NEW listing from the GCP and added to the DMS database.</p>	<p>Where another CP submits a directory listing <b>Import</b> request and the existing listing has not yet been exported, the CP that currently owns the listing on DMS will be notified of an Awaiting Export.</p> <p>LCPs with online DMS access will see any requests that have been marked as 'Critical' highlighted at the top of their porting queue. These must be responded to within <b>24 hours of receipt</b> wherever possible.</p> <p>LCP options are to <b>Export</b> or <b>Decline Export</b>.</p> <p>Listings can be exported to the CP that has requested Import or a different CP.</p> <ul style="list-style-type: none"> <li>▪ If Exported to the CP that requested Import, the directory listing porting is completed immediately and there is <b>no</b> option to <b>Cancel Export</b>.</li> <li>▪ If Exported to a <b>different GCP</b>, the LCP can <b>Cancel Export</b> until the specified GCP Imports the listing(s).</li> </ul> <p><b>AUTO EXPORT</b> If the LCP takes no action within 29 days of the Import request, DMS will AUTO EXPORT the listing(s) to the GCP that requested Import on day 30.</p> <p><b>*Note:</b> Auto Export will <b>fail</b> if there are <b>multiple Import requests</b> from <b>different CPs</b> for a listing, as DMS cannot determine the correct GCP. In this case, the LCP must Export the listing to the correct GCP (or Decline Export if they are still providing service on the number).</p>

#### 4. DIRECTORY LISTING PORTING REJECTIONS

- DMS will not allow listings in **Awaiting Import** or **Awaiting Export** status to be updated or ceased until the outstanding porting request is dealt with.
- DMS will not accept a NEW listing on DMS where a listing **already exists** for the number against a different CUPID. The GCP would need to submit an Import request to DMS to gain ownership of the existing listing and update the details (if needed) as per the customer's requirements.

##### **CPs with online access to DMS ...**

Have an online porting queue to manage their porting activities and notifications.

When working directly on the database, any problems are displayed to online users in real time via error messages. Where applicable, corrections would have to be made before the request is accepted.

##### **CPs that supply directory data via batch ...**

DMS generates Confirmation and Reject (.CAR) files per CUPID. These files detail data records that have been accepted (Confirmed), or Rejected (with reject reason) and also included advance order and porting messages.

It is essential that CPs collect and review their CAR files to monitor porting messages and determine if any rejected records need to be corrected and resubmitted. Failure to do this will result in customers' directory listings not being accurate in directory products and services.

Directory batch porting reject messages are too numerous to list here but details can be found in the **DMS Standard File Format document** on the [btwholesale.com](http://btwholesale.com) portal. Or CPs can contact Directory Solutions at [btdirectoriesolutions@bt.com](mailto:btdirectoriesolutions@bt.com).

## 5. GLOSSARY OF TERMS

.CAR	Confirmation and Reject file – collected by batch CPs. Details whether each directory record sent by a CUPID has been accepted (Confirmed) or Rejected and contains porting messages
CP	Communication Provider
CUPID	Communication Provider Identity
DMS	Directory Management System
DS	Directory Solutions, BT
.EXP	Confirmation of Export file - optional file for collection by batch CPs. Provides full details of directory listings exported to a CP's CUPID
GCP	Gaining Communication Provider
LCP	Losing Communication Provider
OSIS	Directory Database Product
PB	Phone Book (from BT)
SFF	Standard File Format (Directory batch files)
Voice DQ	Voice Directory Enquiry (118 xxx) services