



**PoV - Pre-Order Validation**  
**Process Description**  
**Business Port Order Handling**  
**Geo & Non-Geo Numbers**



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## 1.0 Document Control

Version	Date	Detail
V 1.7	1.5.20	-Para 3 – Introduction & Scope – Scope expanded to include non-Geo numbers -New Para 5 – BAU Process reforms -All Paras – General tidy-up
V1.8	26.2.21	All Appendix refs updated to align with all other P4B docs
V1.9	15.7.21	Para 9.2 - 2 -Tier SLA introduced to cater for large/complex orders

## 2.0 Definitions

BAU	Business-as-usual
CLoA	CLoA=Customer Letter of Authority
EU	EU=End User
GNCP	GNCP-Gaining N/W CP
GP	GP=Gaining Party(Retailer)
GSP	GSP=Gaining Service Provider
LNCP	LNCP=Losing N/W CP
LoB	Line of Business
LP	LP=Losing Party(Retailer)
LSP	LSP=Losing Service Provider



NDA	Non Disclosure Agreement
NPOR	NPOR=Number Port Order Form
NPP&CG	Number Port Process & Commercial Group
PoV	Pre-order validation
RH	RH=Range Holder
STSYG	STSYG=Sorry to see you go

### 3.0 Introduction & Scope

The CP community who handle orders for business customers have highlighted significant issues with the BAU (Business-as-usual) order handling process which is leading to i) major dissatisfaction on the part of Business End users & ii) considerable cost of failure for all CPs concerned.

A new PoV (pre-order validation) process has been developed by the NPP&CG industry forum with the specific aim of materially reducing the cost of failure associated with the current 'BAU' process, whilst improving the End User experience.

The new PoV process has been successfully trialled & is available for use by any CP involved in handling such orders.

The PoV process will supplement the existing BAU processes for Geo & non-Geo numbers and the Industry Process documents have been updated accordingly.

### 4.0 BAU Process – The Problem

The BAU process for handling port orders for business customers is inherently problematic, not clearly documented, and open to interpretation and varying levels of CP compliance

A significant proportion of relatively simple orders are rejected for reasons which can and should be resolved before the order is placed.

Many such orders are rejected due to 'Invalid post code' where typically the LNCP's record of the post code does not match the P/C indicated on the NPOR. (i.e. either one or the other is wrong)

Until this 'P/C mismatch' gets resolved, the NPOR cannot proceed as the LNCP will continue to reject, and the GNCP has no way of resolving the mismatch without the LNCP's direct help.



Some such orders may also be rejected for other reasons (e.g. DDI details incorrect, MBN missing, etc.) and may also lead to multiple NPOR rejects over protracted timescales.

The current process states that once the GP has a signed CLoA, they are authorised by the end customer to engage in a dialogue with the LP to clarify/validate the port request details.

The purpose of this dialogue is for the GP to validate the customer's port order details against the LP's record of the customer's current installation/configuration before the order is processed. By doing this, the risk of porting the wrong numbers or, in some way, not satisfying the customer's wishes is significantly reduced.

It is not unusual to find that the customer's view of their current installation/configuration is inaccurate and incomplete....hence the need for this pre-order validation dialogue to take place.

Unfortunately, there are those CPs (i.e. Losing CPs) who will not voluntarily engage in such a dialogue, when requested to do so, on the basis that they 'have no prior relationship' with them and choose not to recognise the signed CLoA as sufficient authorisation to engage with the GCP/GP.

For those GP's (typically small CPs) who encounter a LP who simply does not recognise (or accept) the authority which comes with a signed CLoA, this represents a major obstacle in the GP's ability to generate a 'clean' NPOR which will be accepted at 1<sup>st</sup> attempt.

However the existing process is clear and the CLoA gives the GP the authority to engage in dialogue with the LP and when presented with a signed CLoA it is incumbent on the LP to engage in dialogue with the GP to ensure a clean NPOR is produced that will be accepted by the LNCP/LP at the first attempt.

## **5.0 BAU Process Reforms**

The NPP&CG industry group are planning to introduce a number of enhancements designed to address the inherent weaknesses in the current BAU order handling process.

## **6.0 PoV Process – The solution**

The PoV process is designed to specifically overcome the issue which exists with the 'BAU' process whereby, some Losing Parties choose not to co-operate directly with the Gaining Party, even though the Gaining Party may have a signed CLoA in their possession.

To overcome this problem, CPs will be able to register their PoV case handler contact details with the OTA who will maintain & publish a central register. (App. R6 refers)

By doing this, CPs are 'signing-up' to the principle that, whether they are a GP or LP, they can contact the other 'registered' party directly and be confident that full co-operation will be given

The OTA encourages all CPs to register their PoV contact details.



Significantly reducing rejections will ultimately save the cost, delays and customer dissatisfaction associated with multiple order rejections.

For complex orders and rejected simple orders the Gaining Party must send their signed CLoA with every PoV request to the LP case handler via e-mail as detailed within App. R1 – BAU & PoV Order Handling Process Schematics

## **7.0 Pre-Order Validation (PoV) Process Scope & Description**

CPs using the PoV process will be required to register their 'case handler' contact details with the OTA who will maintain a single contacts register which will be accessible via the OTA or Magrathea web-site. Once registered, CPs may use the PoV process to progress their own Business (Multi-line, Single-line, Geo, non-Geo) orders (i.e. as Gaining CPs) on the strict understanding that they will reciprocate on other occasions when they happen to be the Losing CP.

Any CPs who are not registered to use the new PoV process will continue to use the BAU process. However it is recommended that all CPs use the PoV as it is deemed to be Industry "Best Practice".

## **8.0 PoV Contact Registration Process – App. R1 (slides 9 & 10) refers**

### **9.0 Process Description— Process Schematics - App. R1 refers**

The new PoV & BAU order handling processes are described in detail in the form of 'Process Schematics' in the attached Appendix R1.

The PoV process supplements the existing BAU order-handling process and is primarily aimed at capturing accurate & complete NPOR details before the 1<sup>st</sup> NPOR is submitted.

#### **9.1 PoV Stage**

The primary aim of this PoV stage is for both parties to jointly review the proposed order & to resolve any potential issues which might otherwise lead to an NPOR rejection. This direct engagement would normally be via email but may occasionally require direct dialogue (via phone/audio conf.) where appropriate.

#### **9.2 PoV Process Lead time**

- a) Simple Orders - The PoV lead time will not exceed 5WD. The expectation is that the majority of PoV requests will be completed within 2-3WD.
- b) Large/Complex orders - For large or complex port orders, the Losing Party may need more time (i.e. > 5WD) to process the full PoV request.



In these circumstances, a 2-Tier SLA will apply as follows: -

Stage 1 - the Losing Party must respond initially, with a committed timetable as to when they will provide a full PoV response. (<5WD from PoV receipt)).

Stage 2 – The proposed timetable must not exceed an additional 15WD (i.e. <20WD from PoV receipt), unless otherwise agreed between the 2 parties.

The PoV clock commences when the initial PoV request is received by the Losing Party and stops when the PoV response is received by the Gaining Party.

Once the PoV stage has been completed, the standard minimum lead times remain as per the lead times currently specified in the existing E2E Process document.

## **10.0 How to identify current CP (i.e. the Losing Party)**

For each scenario, the Gaining Party needs to be able to identify, upfront, who the Losing Party is, so they know which Case Handler they need to contact as part of the PoV stage.

In most cases, the end User should know who their current CP is and can supply that information to the GP along with their signed CLoA. Normally, the End User should know who their retailer is but sometimes they are unsure & the GP may need an alternative method of identifying the correct LP.

### **10.1 Exports from BT Lines of Business**

For those orders which involve any of the BT Lines of Business (i.e. BTW/IPEX, BTB, BTGS, BTR etc.), the role of Openreach in this process has been slightly modified to assist GP/GCPs in identifying who the correct BT LoB is, and in facilitating the direct engagement needed between the gaining & losing parties, as necessary, to successfully complete the PoV stage.

Where the GP/GCP is unable to identify the correct BT LoB within BT Group (i.e. BTW/IPEX, BTB, BTGS, BTR etc.), they may now contact Openreach using their contact register details and Openreach will identify the correct BT LoB.

If the BT LoB is BTW IPEX Openreach will e-mail the GP/GCP case handler, the relevant BTW IPEX contact details and copy the e-mail with the original pre-validation request to BTW IPEX. The GCP can then contact BTW IPEX directly. If necessary, BTW IPEX will facilitate any further direct engagement needed between GP/GCP and the LP (i.e. the IPEX CP)

Where the LCP is another BT LoB (i.e. BTGS or BTB) Openreach will act on behalf of BTB or BTGS and handle the pre-order validation request directly with the GP/GCP. Openreach will handle any internal engagement necessary with the BT LoB.



## 11.0 Exceptions – Hosted Number Ranges

Some N/W CPs may host ranges for Range Holder CPs who do not, for contractual reasons, wish to engage in PoV. Each N/W CP shall maintain a list of ranges covered by PoV as part of their PNI/PDI and should be available on request to anyone that asks. It is also anticipated that where such a CP is not PoV registered that their hosting N/W CP would not process PoV requests on their behalf.

## 12.0 PoV Process Templates – App. R5 refers

### 12.1 CP contact register template

CPs intending to use the new PoV process must register their contact details as per the prescribed contacts register template, and once received, the OTA will add these details to a single consolidated contacts register which will be published via the Magrathea & OTA Web-sites.

CPs are directly responsible for notifying any subsequent changes to their details to the OTA, who will undertake to update the register at the end of each month.

The OTA encourages all CPs to sign up for the PoV process as an “Industry Best Practice”.

Significantly reducing rejections will ultimately save the cost, delays and customer dissatisfaction associated with multiple rejections.

### 12.2 PoV Email Template

The email subject header should read as follows:- **PoV Process – CP Request** (*Customer Name*)

This template must be completed and pasted into the body of the initial email request.

### 12.3 NPOR & CLoA

The PoV Email request must include a draft NPOR & Signed CLoA (as attachments to the email).

The standard NPOR & CLoA templates must be used as per the existing BAU process.





### **13.0 Appendices**

- 13.1 App. R1 – BAU & PoV Order Handling Process Schematics
- 13.2 App. R2 – New CLoA Template
- 13.3 App. R3 – PON Email Templates
- 13.4 App. R5 – PoV Process Templates
- 13.5 App. R6 - Consolidated Contacts Register – PoV Process