



Ported Numbers
Cessations & Re-patriation
Process Description
Geo & Non-Geo Numbers



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1.0 Document Control

Doc Title	Version	Date	Detail

2.0 Definitions

BAU	Business-as-usual
CLoA	CLoA=Customer Letter of Authority
CPON	Customer Port Order Notification
EU	EU=End User
GNCP	GNCP-Gaining N/W CP
GR	GR=Gaining Retailer
GSP	GSP=Gaining Service Provider
HCP	Host CP (i.e. Hosting a number range on behalf of the Range Holder)



LNCP	LNCP=Losing N/W CP
LoB	Line of Business
LR	LR=Losing Retailer
LSP	LSP=Losing Service Provider
NDA	Non Disclosure Agreement
NPOR	NPOR=Number Port Order Form
NPP&CG	Number Port Process & Commercial Group
PO	Port Order
PoV	Pre-order validation
RCP	Recipient CP (i.e. the current CP)
RH	RH=Range Holder
RPON	Reseller Port Order Notification
STSYG	STSYG=Sorry to see you go

3.0 Geo Ported Numbers

3.1 On-hold vs Quarantine

If a customer ceases service on a ported number, the Recipient CP must return the number to the Range Holder / Host. The Recipient CP uses the Cease Order type to notify the Range Holder / Host that a customer has ceased service on a number that had previously been ported, and that any cooling off period has expired. No customer letter of validation is required.

In certain circumstances the Recipient CP may retain the ported number in order to re-assign it to another account name on the Recipient CP's Network, without reference to the Range Holder / Host. These circumstances are:



- Change of name as a result of a business take-over where the new business has the same business interests at the same address.
- Change of name as a result of an amalgamation of two unrelated businesses, where the same business interests are maintained after amalgamation.

A period of two weeks is allowed for the Recipient CP to retain the number, to allow for instances where the outgoing business stops service before the incoming business has made contact with the Recipient CP. A legitimate change of account name may take place either at the time of porting or at a later date.

Change of account name is not permitted in the following circumstances:

- Between unrelated businesses at the same address.
- As a result of a business take-over where the new business has an unrelated business interest, even if at the same address.

As a general rule, if there is doubt over whether change of account name is legitimate, the number must be returned to the Range Holder / Host.

Urgent restoration - Another important benefit of applying this 'on-hold' period is to allow the number to be 'restored' in the event that the End User's service needs to be urgently restored for whatever reason. (e.g. Erroneous disconnection/transfer, new installation not ready)

Quarantine - If the CP concerned is the Range Holder, once the number has been placed 'on-hold' for 2 weeks, the number must then be placed in quarantine for a min period of 90 working days.

Subject to this min period of 90WD, CPs may choose to vary the actual quarantine period depending on whether the number was previously used for Residential or Business purposes (e.g. Res-4 months, Bus-14 months).

If the CP concerned is NOT the Range Holder, once the number has been placed 'on-hold' for 2 weeks, the CP must return the number to the Range Holder by sending a 'Cease' NPOR to the Range Holder.

3.2 Cease NPORs

Cease orders are sent by the Recipient CP to the Range Holder / Host.

Cease orders can be sent with a minimum lead time of today.

Cease orders can be sent with any due date (including Bank holidays and Sundays)



If a cease order is sent with a Bank holiday or Sunday due date, the line status may not actually be updated until the next working day (depending on whether the receiving CP's operation is automated or not)

Cease Order Acknowledgement - Range Holders must send an 'accept/reject' response back to the CP (who has sent the Cease NPOR) to confirm successful receipt...within 24hrs of receipt.

Following receipt of a 'rejected' Cease NPOR, it will suffice to simply amend the Cease NPOR & re-send to RH. (i.e. no re-present needed)

3.3 Number Repatriation to Range Holder (Singleton vs Bulk Cease NPORs)

Single numbers will be repatriated using a single Cease NPOR (i.e. one number per SL Cease NPOR). This may mean more than one Cease NPOR is sent to a given RH on a given day.

Multi-line DDIs will be repatriated as ranges (i.e. contiguous numbers), usually one range per NPOR but it may be more than one if it relates to a complete installation with multiple mixed ranges, or any associated need to retain DDI block integrity. These should use the ML Cease NPOR.

Multi-number ceases (i.e. non-DDI number range ceases), will only be handled as ranges where it's possible to do so. This means that if a group of contiguous numbers are to be ceased at the same time, they will be grouped as a range of numbers on a single ML Cease NPOR and returned to the RH – to limit the large volume of NPORs that might otherwise be generated if each number is dealt with separately.

4.0 Non-Geo Ported Numbers

Sent by the Recipient Communications Provider to the Range Holder / Host. Under the rules of NGNP, if a customer ceases service on a ported number, the Recipient Communications Provider must return the number to the Range Holder / Host. The Recipient Communications Provider uses the Cease Order to notify the Range Holder / Host that a customer has ceased service on a number that had previously been ported, and that any cooling off period has expired. No customer letter of validation is required.

In certain circumstances the Recipient Communications Provider may retain the ported number in order to re-assign it to another account name on the Recipient Communications



Providers Network, without reference to the Range Holder / Host. These circumstances are:

- Change of name as a result of a business take-over where the new business has the same business interests at the same address.
- Change of name as a result of an amalgamation of two unrelated businesses, where the same business interests are maintained after amalgamation.

A period of two weeks is allowed for the Recipient Communications Provider to retain the number, to allow for instances where the outgoing business stops service before the incoming business has made contact with the Recipient Communications Provider. A legitimate change of account name may take place either at the time of porting or at a later date.

Change of account name is not permitted in the following circumstances:

- Between unrelated businesses at the same address.
- As a result of a business take-over where the new business has an unrelated business interest, even if at the same address.
- As a general rule, if there is doubt over whether change of account name is legitimate, the number must be returned to the Range Holder / Host.