

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					
Telephone number already ported. (This code must be accompanied by valid CUPID of LCP. This is a warning code intended to be returned by the RH for an express port which is a subsequent port)	60	SPX orders only, but including provide, RRH and subsequent portability.  Could also be returned on an SPQ if the recipient is the RH and not LCP.					RH					
Telephone number not matched with quoted SOR.	61	SPQ and SPX orders only, including provide, RRH and subsequent portability					LCP					