

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	01	✓	✓	✓		✓	LCP RH	✓	✓	✓	✓	✓	✓
CUPID missing or invalid	02	✓	✓	✓		✓	LCP RH	✓	✓	✓	✓	✓	✓
Order sent date and time missing or invalid	03	✓	✓	✓		✓	LCP RH	✓	✓	✓	✓	✓	✓
Order type missing or invalid	05	✓	✓	✓		✓	LCP RH	✓	✓	✓	✓	✓	✓
Main Billing telephone number missing or invalid	06	✓	✓	✓		✓	LCP RH	✓	✓	✓	✓	✓	✓
Service Establishment required for Telephone Number Range	07	✓					RH		✓				
Porting prefix missing or mismatch with CUPID	09	✓				✓	RH		✓				
Porting date missing or invalid	10	✓	✓	✓		✓	LCP RH		✓				
Porting time slot requested 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 without original Main order accepted	20						LCP RH		✓	✓	✓	✓	✓
Order number already used (Duplicate value)	21	✓	✓	✓		✓	LCP RH	✓					

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Insufficient lead time for order	22	✓	✓	✓		✓	LCP RH				
Order incomplete (i.e. some mandatory fields missing) missing info to be advised on Notes.	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 Porting Date)	28	✓	✓	✓			LCP RH				
Porting order already accepted for telephone number (Same Porting Date)	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			✓	✓
Porting Date 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		✓	✓	✓	✓
Telephone Number(s) associated with MBN missing or invalid (must be accompanied in notes field if LOA confirmed)	44	✓		✓			LCP					
Number no longer exported	45		✓	✓		✓	RH					
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	✓	✓	✓	✓	✓
LCP acceptance not confirmed on NPOR	54						RH					
LOA Held box ticked, but no contact name provided	55	✓		✓			LCP		✓			
Capacity Planning - additional lead time required (provide next available date in notes field)	56	✓					RH		✓	✓		