

Rejection Reason	Reject Code	Provide	RTRH	Re-present	Change	Cancel	Cease
Communications Provider ID missing / incorrect	10	✓	✓	✓	✓	✓	✓
Communications Provider Prefix missing / invalid	11	✓		✓			
Order sent date and/or time missing / incorrect	12	✓	✓	✓	✓	✓	✓
Customer Account Number missing / invalid	13	✓	✓	✓	✓	✓	
Customer Name incomplete / incorrect	14	✓	✓	✓	✓	✓	
Customer Post Code incomplete / incorrect NB – Cannot be rejected for wrong address if postcode correct	15	✓	✓	✓	✓	✓	
Order Type missing / invalid	16	✓	✓	✓	✓	✓	✓
Telephone Number(s) to be ported is missing / invalid	17	✓	✓	✓	✓	✓	✓
Requested porting date missing / invalid	18	✓	✓	✓	✓	✓	✓
Requested porting time not available	19	✓	✓	✓	✓		
Number already exported NB - Include the CUPID of the CP the number is exported to in the notes field	20	✓	✓	✓			
Change or Cancel order received after acceptable notice period, i.e. too near to (or after) agreed Porting Date/Time	21				✓	✓	
Represent order “timed out”, i.e. not accepted by end of Day 2 - new order required	22			✓			
Losing Communications Provider incorrect	23	✓		✓	✓	✓	
Range Holder / Host details missing / incorrect	24	✓		✓	✓	✓	
Number not exported	25	✓		✓	✓	✓	
Customer Validation Letter requested for this order	26	✓	✓	✓			
Customer Validation Letter details Invalid / incorrect	27	✓	✓	✓			
Order exceeds volumes forecasted by GCP to LCP	28	✓	✓	✓			
Not the Range Holder / Host of the 03 number block	31	✓	✓	✓	✓	✓	✓
Migration number (084x / 087x) not exported to requesting CP	32	✓	✓	✓	✓	✓	
Telephone Number(s) not associated with customer	33	✓	✓	✓	✓	✓	✓
Telephone Number(s) not subject to NGNP	34	✓	✓	✓	✓	✓	✓
Other (Use of this reject code should be supported by comments in the “Order Notes” box) NB – Do not add comments to e-mail text field	99	✓	✓	✓	✓	✓	✓

* Codes 23, 24 and 25 are for use with Subsequent Porting orders (As indicated on NPOR)