Office of the
Telecommunications
Adjudicator

Number Port Provisioning

Core Processes

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1.0 Definitions

LCP	Losing CP (i.e. Losing N/W CP)
GCP	Gaining CP (i.e. Gaining N/W CP)
LP	Losing Party (i.e. Losing Retailer)
GP	Gaining Party (i.e. Gaining Retailer)
POR	Port Override Request
RH/Host	Range Holder (or their nominated Host N/W partner)
CLoA	Customer Letter of Authority
COT	Cancel Other order type
EU	End User
OTA2	Office of The Telecoms Adjudicator
EAP	Executive Authorisation Panel
OTS	One Touch Switch – process for consumer switching
SOR	Switch Order Reference in a successful OTS match response

2.0 Document history

V1	18.1.21	New Core Processes Doc published
V2	12/03/2025	Updated to include OTS Porting variant for use with OTS.

3.0 GNP – Provisioning Process

3.1 Service Level Agreements

Service Level Agreements (SLAs) have been agreed by the industry to support the operational requirements laid down in the process manual. They represent an objective for best practice and CPs should seek to adhere to their recommendations. The SLAs cover the operational support, order desk opening hours and order activation arrangements, together with target times for emergency restoration of service in the event of a porting failure.

3.2 Order Handling

Activity	Action Required	Initial Acknowledgement	Completion Response Time	Achievement Target
Acknowledge port request (multi-line only)	Return acknowledgement via route submitted		By the same time[1] on the following working day	99.5%
Accept/reject port requests	Return acknowledgement via route submitted		Single line – by the same time[1] on the following working day Multi line – by the same time[1] on the second working day	99.5% 99.5%
Acknowledge failure to respond to porting request	Return Acknowledgement	10 minutes	30 minutes	90.0% (acknowledgement) 99.0% (complete)
Complete porting activation	Complete port		Single line within 15 minutes of initiation Single line within 20 minutes of initiation Multi line – as agreed on order acceptance	95.0% 99.0% 95.0%

[1] If a request is received outside of working hours, “same time” should be interpreted as the end of the working day. E.g. a request received overnight should be acknowledged by the end of the first working day following receipt. Whereas an order received at 3pm on a Tuesday should be acknowledged by 3pm on Wednesday. I.e. the LCP always has a full working day to complete their validation and respond for a single line/number and two full working days for multi-line/number.

Activity	Action Required	Initial Acknowledgement	Completion Response Time	Achievement Target
Porting failure due to donor error	Complete port	10 minutes	Within 15 minutes Within 1 hour	80.0% 99.0%
Emergency restoration	Full service restoration in the losing network	10 minutes (all services)	Single line within 15 minutes Multi line within 30 minutes Multi line within 60 minutes	99.0% 90.0% 99.0%
Accept/reject OTS Porting requests	Return acknowledgement via route submitted	N/A	Within 2 working hours By end of following working day	95.0% 99.0%
Complete OTS porting activation	Complete port	N/A	Same as for other activations, measured from response to the SPX order request.	

3.3 Number Portability Support Availability

Refer to separate standalone document Port Desk Support Windows

3.4 Planned System Outages

Data freeze notifications are sent between CPs through business as usual channels. It is the responsibility of the receiving CP to ensure such information is internally cascaded to the teams responsible for order handling and port activation.

Systems Affecting	Notification Period
Order Handling	28 calendar days
Port Activation	28 calendar days

3.5 Order Forecasting

CPs should provide an initial three-month order forecast prior to orders being exchanged. The GCP provides forecasts of monthly volumes for orders to the LCP, to ensure that they have sufficient resources to validate orders and achieve the industry SLAs. The LCP will assume the average of the previous three months orders as the order volume for the next month, unless otherwise notified. Where there is an expected step change over this level, the GCP must inform the LCP of the increase in orders one-month prior, e.g. forecasting by exception. If the GCP fails to inform the LCP, the SLAs revert to best endeavours.

Activity	Action Required	Completion Response Time	Achievement Target
Provide GNP forecasts	Initial 3 month	Prior to accepting orders	100%
Exception Forecasts	GCP informs LCP	28 days	100%
Produce error-free orders	Per process manual	None required	90%

3.6 Contacts Register

CPs should supply and maintain a register of their Company contact details (Contact Register) for service establishment, service maintenance, order handling, fault handling and escalation. This should be provided to the CPs that they have a GNP agreement with and is solely for the use of the order desks.

Revisions to these contacts must be communicated to all the existing recipients of the contact register by supplying a replacement version. This should be controlled with appropriate version / date details. The contact register is in App. G1

4.0 GNP Single Line Orders – Provisioning

A Single Line order is for a single line which terminates on a socket that has a single number allocated to the line.

This section of the manual details the process for porting numbers that are used on a single number installation in the LCP network. However it is recognised that numbers can be used on different access line technologies and in some instances will have no direct correlation to an access line. In these circumstances the S/L process should be followed.

The GCP will raise the NPOR with the LCP on behalf of the end-user. The LCP validates the request and sends an acceptance or rejection back to the GCP. For orders that have been accepted the GCP will contact the LCP on the day of port and request activation. For orders that are initially rejected see section below “Order Rejection”.

4.1 Order Presentation (Email/EDI/EMP)

The GCP will complete the NPOR (the template is in App G2) and send to the LCP. There are currently three options for requesting single-line number ports:

E-mail - CPs who use this method should send their porting requests to the LCP e-mail account as detailed in their contact register. The e-mail should have the NPOR attached.

To enable CPs to sort e-mails on arrival all CPs should as a minimum include their CP name and the word “Single” in the subject header of the e-mail. This will enable CPs with split order desks to set-up appropriate email routing rules.

E-mail should be used for low volume requests (<100 export orders / week / CP) and all Subsequent Portability orders.

Electronic File Transfer - This is seen as the preferred method that all CPs should migrate to, and must be used where Single Line orders exceed 100 per week. Refer to the automation section for more information. Appendix G4 refers

Equivalent Management Platform - This is used by CPs when they place a LLU or WLR access line order on Openreach and they request a number export (of a BT number) as part of the unbundling order, or a number import onto WLR. Refer to the LLU process manual for more information.

The minimum order lead times in working days are (excluding OTS Porting requests):-

Number Type	Installation type	Min. Order Lead-times (Order placement Day 0)			Order Handling SLAs	
		Direct Ports (inc RRH)	Sub-Ports LCP Lead-time	Sub-Ports RH Lead-time	Order Acknowledgement SLA	Order Accept/ Reject SLA
Geo	S/L	4	7	4	n/a	next wd
Geo	S/L (>10 lines)	14	17	14	n/a	next wd
Geo	M/L <30 lines/channels no DDI	7	10	7	next wd	2nd wd
Geo	M/L (31-150 lines/channels) inc. DDI	10	13	10	next wd	2nd wd
Geo	M/L (>151 lines/channels) Capacity check req'd	17	20	17	next wd	2nd wd
Geo	Complex DDI	22	25	22	next wd	2nd wd
Non-Geo	Single/Multiple Nos	7	10	4	n/a	2nd wd
Note 1 – The sub-port lead-time splits indicated in the table above represent the min lead times the LCP and RH can each expect to see when receiving a sub-port NPOR from the GCP. i.e. the RH allocation of 4WD is a sub-set of the overall min lead time for sub-ports of 7WD.						
This will help to reduce invalid rejects from Range Holders (Code 22 - insufficient lead time)						

Note that the OTS Porting order type is for immediate activation, and does not have a lead time.

4.2 Order Types

There are nine possible Number Portability order types, five main order types: -

- Provide
- Cease
- Return to Range Holder
- Subsequent Portability
- Prefix Change

Which may be followed by four amend order types: -

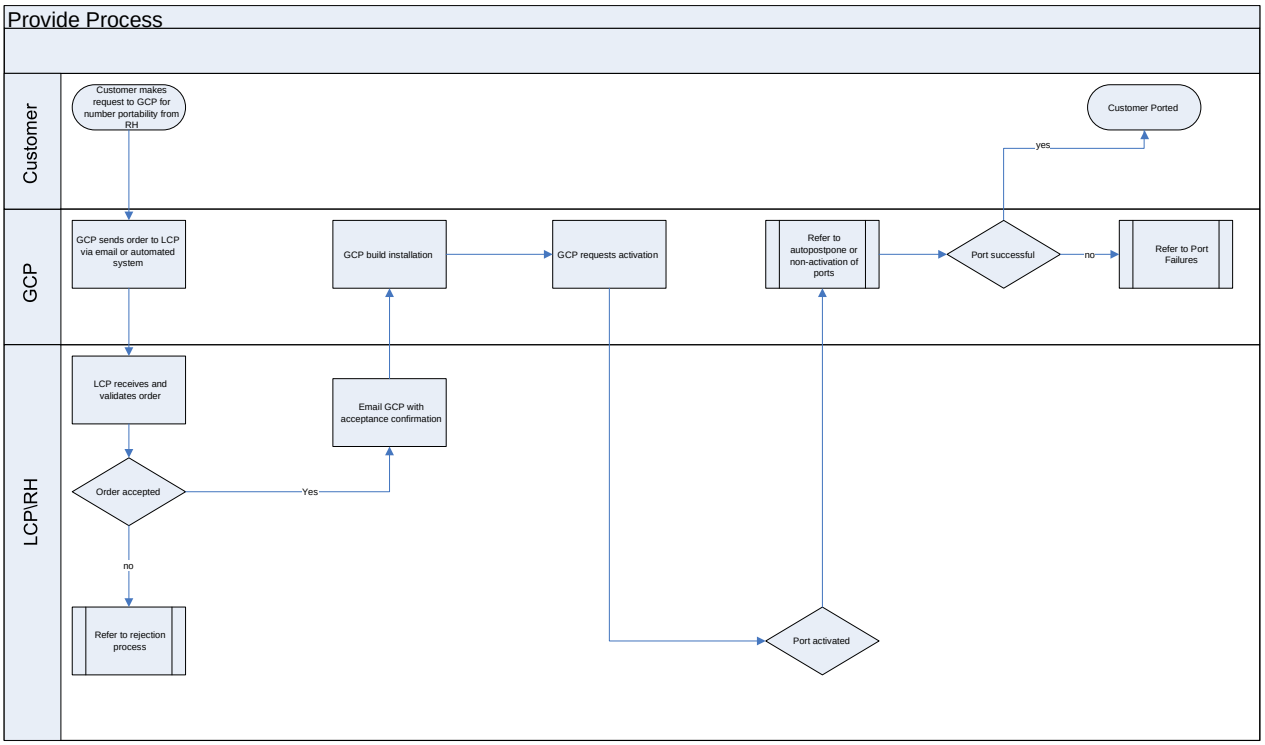
- Re-present

- Change
- Cancel Own
- Cancel Other

4.3 Main Order Types

4.3.1 Provide Order (PRO)

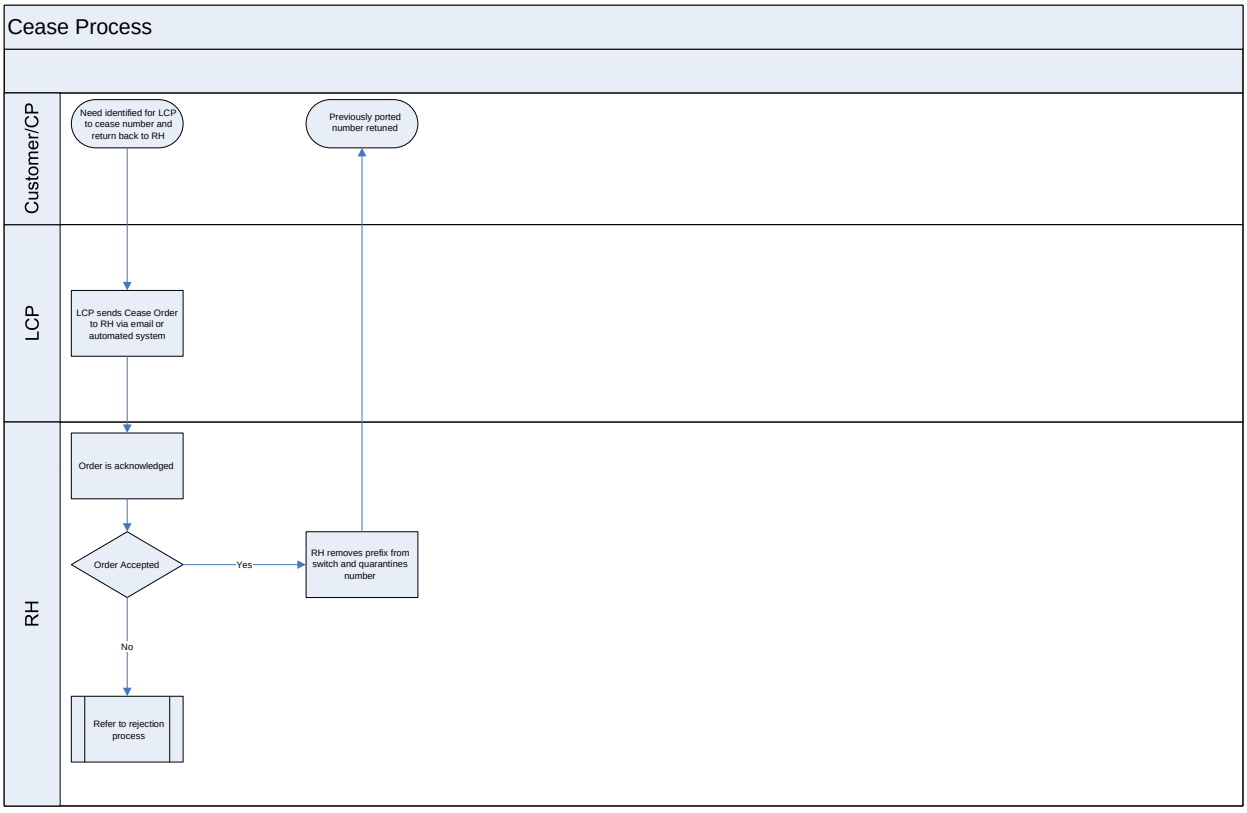
A provide order is generated by the GCP to the LCP. A provide order will only be generated when the LCP is also the RH.



4.3.2 Cease (CSE)

A cease request is generated by the end-users current CP to the RH to notify them that the customer has ceased the service on the previously ported in number. A cease request effectively "re-patriates" the number to the RH.

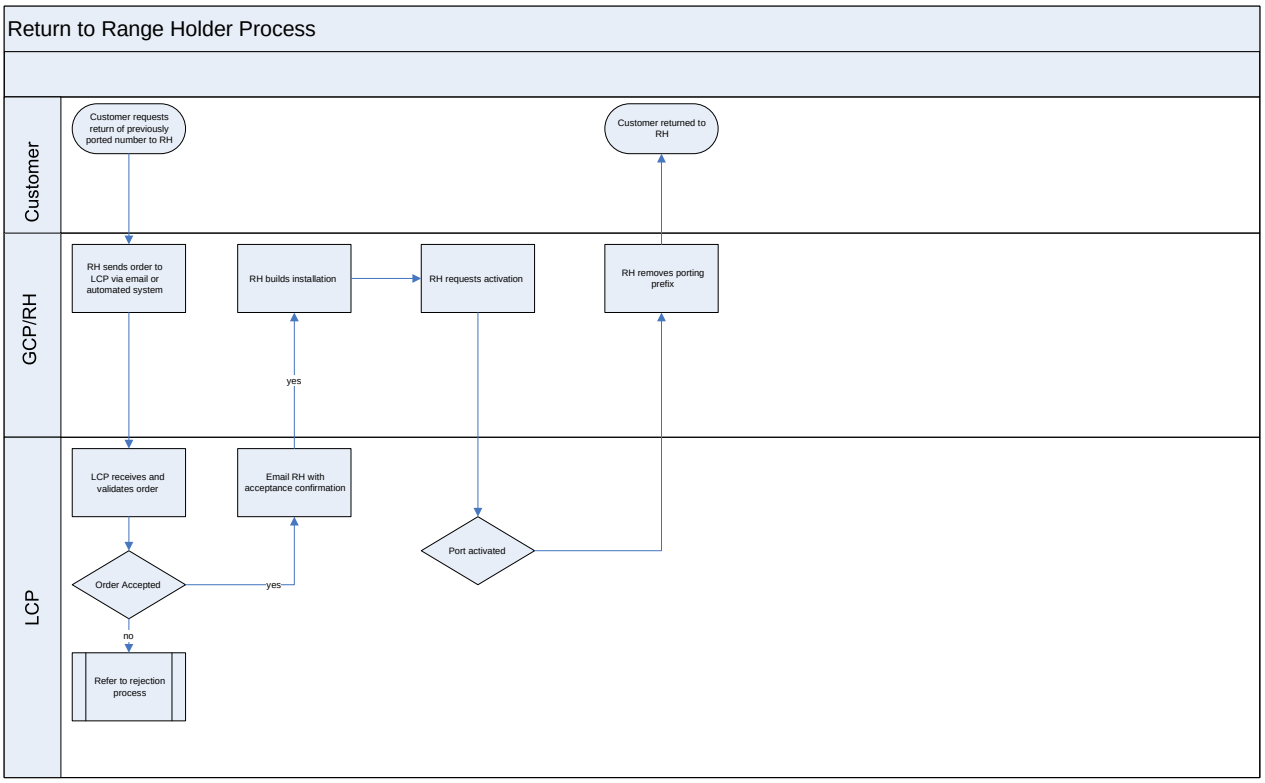
With the introduction of Right to Port under EECC, a cease request must be raised within 2 weeks of the end of the 31 days after the number has been ceased by the end-user. The order cannot be submitted in advance of the numbers being ceased, or before the expiry of the 31 days after cessation (counting the day of cessation as day 0) – this enables the former CP acting as LCP to validate a port order inside the 31 day window using the postcode of the former service.



4.3.3 Return to Range Holder (RRH)

This order is generated by the RH and sent to the current CP. This order is used when a customer has previously ported the number and now wishes for the service on that number to be back with the RH.

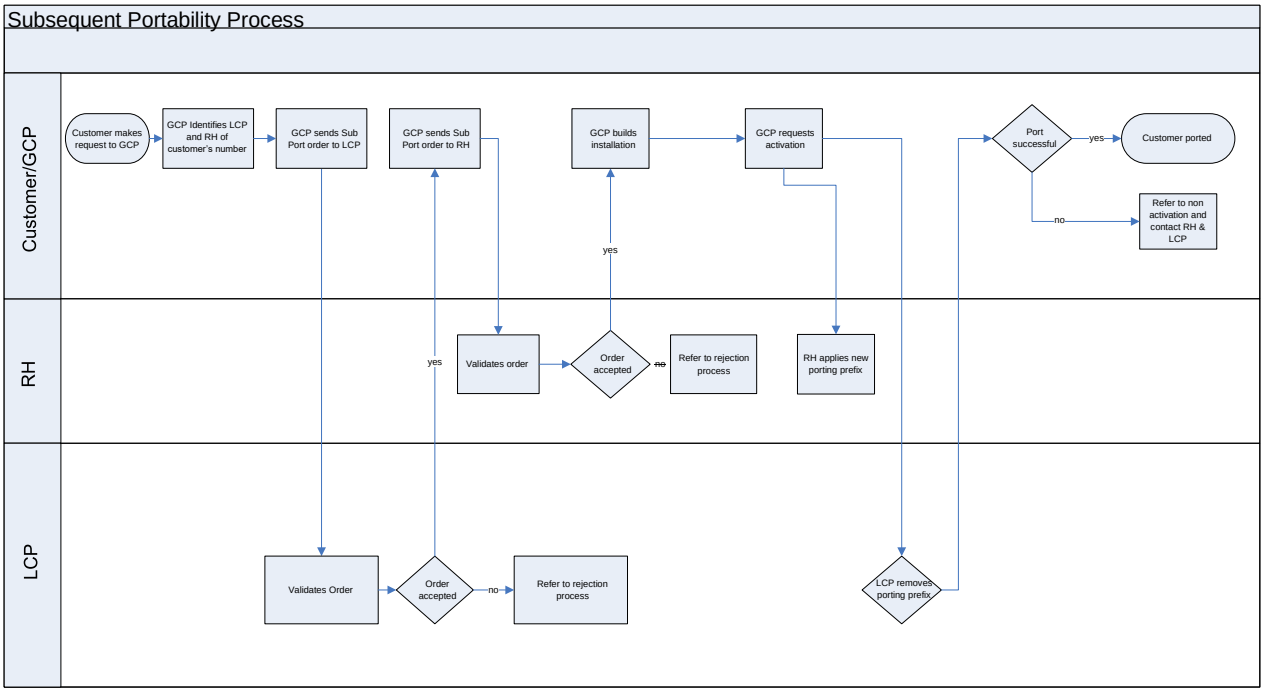
It is the responsibility of the current CP to ensure that the end-user is not disconnected prior to the activation of the port.



4.3.4 Subsequent Port (SUP)

This order is generated by the GCP where the number has previously been exported by the RH to another CP (i.e. the LCP & RH are different CPs). The GCP will initiate and coordinate the port between all parties. A subsequent porting order is sent by the GCP to the LCP who will validate the customer details. Once the order has been accepted by the LCP the GCP sends a sub port order to the RH, ensuring that the “LCP acceptance for sub port” box is completed.

As there are three CPs involved in this process the order flow and port activation need to be carefully organised by the GCP. It is the GCPs responsibility to establish who the RH and LCP are before the order can be placed. If the GCP is unable to confirm who the LCP is then they will submit a provide request to the RH. The RH will then reject the order using rejection code 30 and supply the cupid of the LCP (A fuller explanation of this order type is detailed the subsequent portability section).



4.3.5 Prefix Changes

This type of order will arise when the current CP requires a change to the porting prefix due to a change of the serving switch/exchange. Prefix changes are not service maintenance and are requested on a per order basis, the switch having been validated as part of the original order.

4.3.6 Pre-port Prefix Change

This order is used by a GCP to amend a previously communicated porting prefix on an order that has not yet been completed. A prefix change prior to the port date will be processed as a change order.

4.3.7 Post Port Prefix Change (PXC)

This order is used by the current CP to amend the porting prefix against a ported number that is currently live on their network.

4.4 Amend Order Types

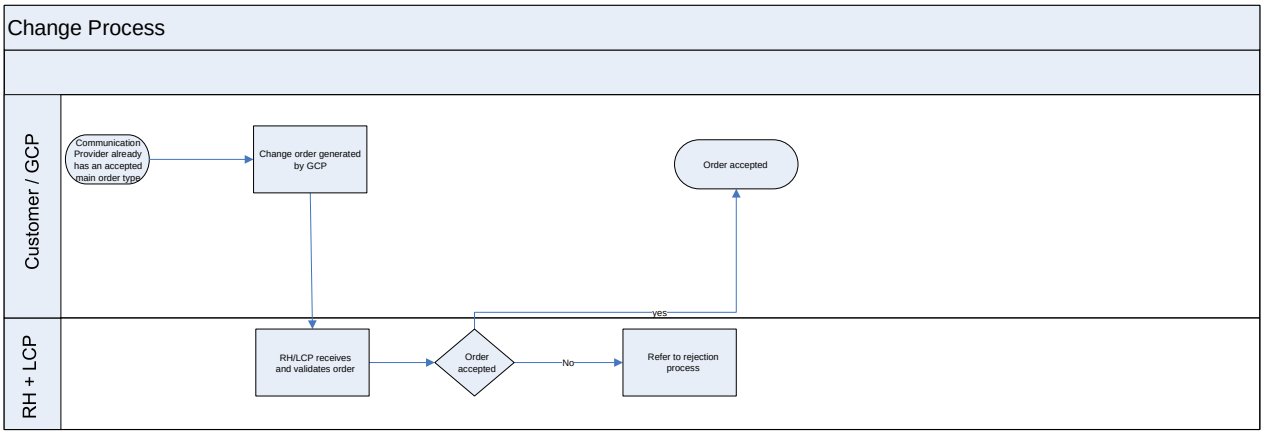
4.4.1 Re-present (RPT)

This order is sent by the GCP in response to a rejection(s) from the LCP. When a main order is rejected the GCP will check the data that has been rejected, correct the relevant fields and resends the order (No other order type will be accepted). An order must be re-presented within the lead time or a new porting order will need to be submitted.

4.4.2 Change (CHA)

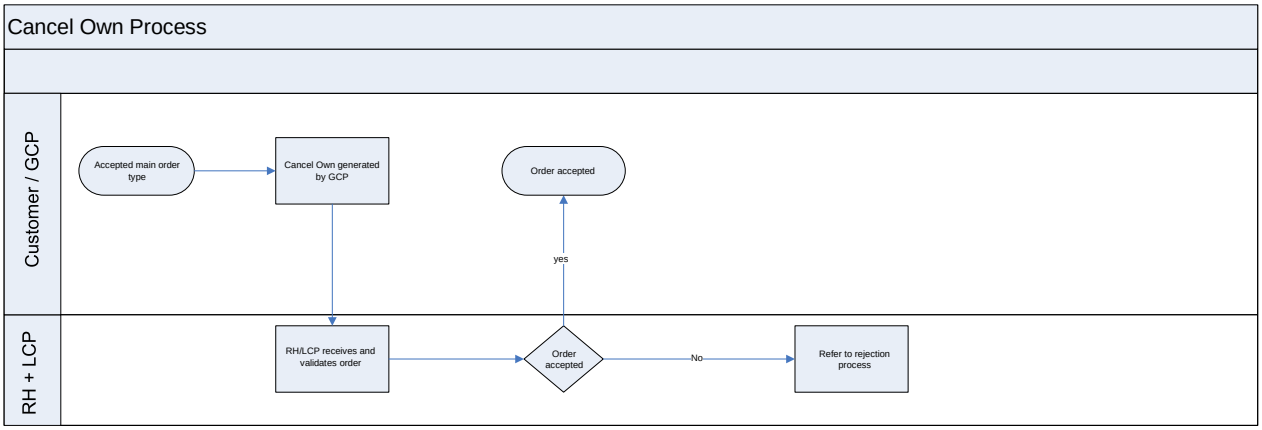
This order is used by the GCP to modify an accepted Main or Re-present order where the port has not been activated.(e.g. Date change request)

A Change order may change the porting day/time and/or the exchange prefix. If the porting day/time is modified, then it must meet the agreed industry lead-times from the date the Main Order was sent. These are the only changes allowed for a Change order. A Change order can be submitted up until 18:00 on the working day prior to the requested port date.



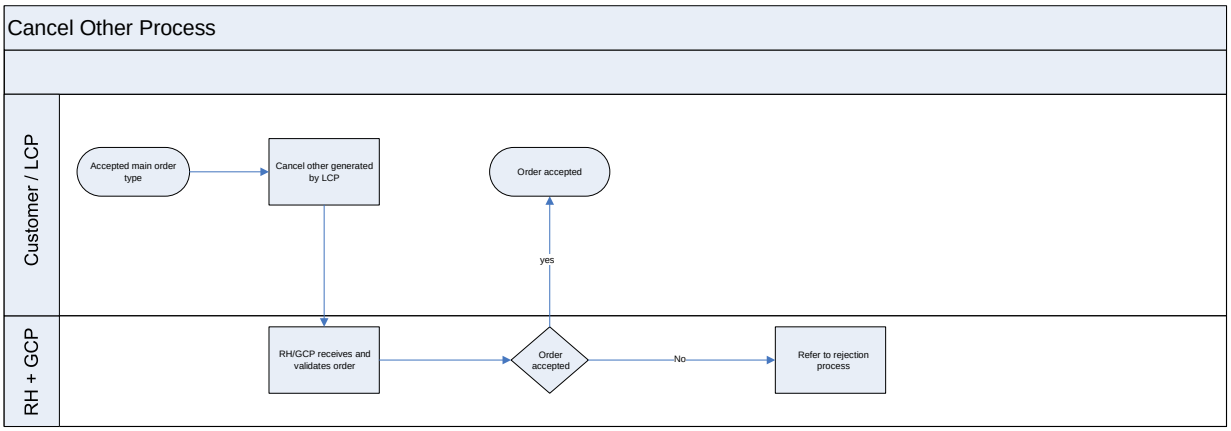
4.4.3 Cancel Own (COW)

This order is used by the GCP to cancel any main order type where the port has not been activated.



4.4.4 Cancel Other (COT)

This order is used by the LCP to cancel any main order type where the port has not been activated, where the customer has informed the LCP they no longer wish to port. A Cancel Other order can be submitted to the GCP up until 16:00 on the working day prior to the requested port date. After that time, the end-user must contact the GCP directly to cancel the port.



4.5 Order Validation

This is the process that the LCP undertakes in order to “accept” or “reject” an order that they have received. The LCP can only “accept/reject” based on the information that is included in the porting order (e.g. the LCP cannot reject a porting order if, for example, the customer is currently in debt). The LCP has up to one full working day to undertake the appropriate validation and return either an “acceptance” or “rejection” (with the corresponding rejection code).

The telephone number provided on the NPOR is assumed to be correct and all validation checks are made against that number. If the number is being used on a product/service that does not have an installation address, then the end-user’s billing address postcode should be used for validation purposes.

In the case of subsequent portability the LCP should only validate details relating to the current installation. The LCP should not validate the Number Portability Prefix Code as this will be properly validated by the Range Holder when they receive their element of the same sub-port order.

4.6 Order Rejection

Orders can only be rejected based on incorrect or missing information being presented by the GCP. If a number has been disconnected (i.e. not currently a live service associated with it), new rules apply from 3rd April 2023, with resultant process changes:

- If the port order is received within 31 days of cessation (counting the day of cessation as day 0), the port cannot be rejected (unless there is some other valid reason for rejection).
- Porting requests received from day 32 onwards may be rejected.
- If the number was imported before cessation, the ceasing CP should **not** raise a cease order until the expiry of this 31 day window, so that they can validate any port order against the postcode of their former service.
- When a cease order has completed, the number has been repatriated to the RH and placed in quarantine, the RH can assume that at least 31 days has passed since cessation and may thus reject any subsequent request to port the number.

As per the “order validation” rules above, a rejection should be generated to the GCP within one full working day of the order being received by the LCP.

Orders may be rejected by either an “automated” or “manual” process (depending on how the LCP manages these requests). An order must be validated in full, with all rejection reasons and associated codes relating to the order.

If a CP believes that an order has been rejected incorrectly, then this should be discussed on a bi-lateral basis between the two relevant CPs.

4.7 Geo S/L Rejection Codes (Appendix G3 refers)

4.8 Re-presenting an Order

Rejected Provide, Cease or Return to RH orders can only have a Re-present returned within 24 hours from the rejection of the main order. Rejected Provide, Cease or Return to RH orders, which do not have a valid Re-present returned within 24 hours from the rejection will be considered time expired. In this scenario a new Provide, Cease or Return to RH will need to be raised using new order numbers with a new minimum lead time.

4.9 Porting Activation

Order activation is the final stage of the porting order process. When activation has been completed, all inbound traffic for the number(s) in question will be routed to the GCP. Note: the GCP is responsible for ensuring that their network has sufficient capacity to handle traffic to ported numbers.

When a GCP is requesting a single-line number port from the LCP, the order will include the requested “Port Date” – this is the date that the GCP wants the number to be “onward routed” to their identified network.

For a single-line order, the minimum requested lead time for the activation date can be no less than 4 working days from the date of the request. E.g. for an order that is generated on a Monday, the activation date requested can be no earlier than the Friday of that week.

There are two different methods for activating the port: real time or fixed time. The GCP indicates what option they wish to use on the porting order.

4.9.1 Real-time activations

Orders that have been identified as “real-time activations” support a process known as “auto-postponement”. Auto-postponement allows the GCP a period of up-to 7 working days (from the “port date” stated on the porting order) to request the activation of a port. E.g. a “real time activation” order with a port date of a Monday will allow the GCP to request the activation up to 19:45 on the following Wednesday.

The reason why a CP would opt to undertake “real time activations” is due to the flexibility that this process allows. For example, if the GCP has been unable to install their access service by the initial requested port date, they have an additional 7 working days to complete the installation and request the activation of the port – without having to raise a new porting order to the LCP. CPs indicate that an order requires “real time activation” by marking the required “activation time” to be 19:45.

Activations for real-time activation orders can be requested by either a telephone call or an email, as determined by the Range Holder.

If no activation or date change request is made by the GCP within the 7 working days following the original “port date”, the order will be deemed to have lapsed, this is referred to as a time expired order. The LCP will notify the GCP of this situation via a Cancel Other Order sent on the 8th working day (such Cancel Other Orders do not need to be acknowledged by the GCP).

The LCP will port the number when requested by the GCP. If the port has not taken place after 20 minutes from the activation request, contact should be made with the LCP via the agreed escalation route as per the Contacts Register.

4.9.2 Date Changes

For Single Line Real-time activations, the GCP may submit multiple Date change requests (i.e. using the CHA order type) prior to or during the current auto-postpone window

A GCP can request a “date change” after the original port date has passed – however, it must be placed at least one day before the closure of the auto-postponement window (i.e. up to the 6th working day). A date change request for an earlier port date will be accepted providing the new port date is not less than the industry-agreed minimum lead-time (i.e. 4wd) from the date the Main Order was sent.

4.9.3 Fixed-time activations

Orders that request “fixed time activations” do not have an “auto-postpone window”. Orders are “activated” by the LCP on the date and time that the GCP states on their order.

The GCP can request either a “date/time change” or a “cancel own” of the porting order up to 30 mins before the port order is due to be activated. In addition to generating an email order the GCP should also make telephone contact with the LCP porting order desk in order to ensure that the new request is acknowledged and supported. If the GCP does not request a “date change” within the limits described above, the order will continue and the number will be exported to the GCP as per the original order.

The LCP will port the number at the agreed (fixed) time. If the port has not taken place after 20 minutes from the agreed time, contact should be made with the LCP via the agreed escalation route as per the Contacts Register.

4.9.4 Return to Range Holder Activations

For this order type the RH removes the porting prefix when they have provided the new installation on their network and then inform the LCP so that they can cease the end-user’s service. The LCP

should also remove the associated data from their network, so that calls originated from their network will successfully route to the RH's network.

4.9.5 Request for Out of Hours Activations

There are occasions when customers require their port activations to take place outside of agreed industry times. On such occasions the GCP should contact the LCP and request an Out of Hours port, which will be reflected on the porting order. These requests are subject to negotiation and agreement with the LCP. As part of these negotiations both CP's should agree the level of support required following the activation (i.e. how long the LCP is available).

The Out of Hours port should be carried out within 30 minutes of the agreed time requested on the order. If the GCP is delayed for any reason then the LCP must be contacted during the 30 minute window and informed of any delay. The LCP has the right to decline a request to port after the 30 minute window, unless alternative arrangements have been agreed, in which case the port must be rescheduled.

Note: Whilst not mandatory, Out of Hours ports are regularly carried out with general goodwill and co-operation within the industry. It has been accepted that providing such a service on an ad-hoc basis defuses the need for regulatory intervention in industry process. It should also be noted that either CP may choose to levy a charge for this service.

4.10 Subsequent Portability

As opposed to “direct porting” (which involves two entities – the GCP and the LCP), Subsequent Portability involves three entities – GCP, LCP and the RH. Subsequent Portability is the process that enables numbers that have already been exported from the RH’s network to be exported to another CPs network.

4.10.1 Commercial agreements for Subsequent Portability

In order to be able to initiate a Subsequent Portability order process, the GCP must have a commercial relationship in place with the end-user’s LCP and the RH. Note: following a successful Subsequent Port, the GCP can expect to have two charges raised in relation to the order process – one charge from the LCP and one from the RH.

4.10.2 Order Process for Subsequent Portability

As there are three CPs involved in this process the order flow and port activation need to be carefully organised by the GCP. It is the GCPs responsibility to establish who the RH and LCP are before the order can be placed. If the GCP is unable to confirm who the LCP is then they will submit a provide request to the RH. The RH will then reject the order using rejection code 30 and supply the CUPID of the LCP. If the order is subject to a code 30 rejection, then no other rejection codes should be sent other than the code 30.

The GCP must first email the sub port order to the LCP. The LCP then has the standard one full working day lead time to accept/reject the order. The minimum lead time that can be requested for the Subsequent Portability order is 7 working days.

In the case of Subsequent Portability the LCP should only validate details relating to the current installation. The LCP should not validate the Number Portability Prefix Code as this will be properly validated by the Range Holder when they receive their element of the same sub-port order.

If the order is accepted by the LCP, the GCP then needs to raise a (new) sub port order to the RH, ensuring that the LCP acceptance for “Subsequent Portability” box states “Yes”, confirming that the LCP has accepted the request.

Where rejection code 30 is returned via the EDI electronic interface, the CUPID of the LCP should be indicated in the NPAA Notes field in the correct format. Refer to Appendix G4 on Process Automation, NPAA Data Record.

4.10.3 Activation

Manual Trigger - All Subsequent Portability orders must be activated by a manual trigger by the GCP. The GCP should first contact the RH and request that the porting prefix is changed. If the

port has not taken place after 20 minutes from the request, contact should be made with the RH via the agreed escalation route as per the Contacts Register. Once this has been completed, the GCP should then contact the LCP and advise them that the number has now been ported onto their network. The LCP should remove the associated data from their network, so that calls originated from their network will successfully route to the RH's network. If the port has not taken place after 20 minutes from the request, contact should be made with the LCP via the agreed escalation route as per the Contacts Register.

Email Activation Option - CPs may continue to call the Openreach porting desk to request the port activation, however, an email activation facility is available enabling CPs to request their sub ports activations (as singletons or in batch) by sending an email request with a standard template attachment.

Email template & design spec attached – Appendix G5

For CSV Batch Activation requests, the industry-agreed SLA is 98% to be activated within 2hrs (valid for all batch sizes < 250 records)

Non-Activation of Subsequent ports - If the port activation is not called for by the gaining CP (via call or email), then the activation will no longer auto-complete at 19:45 on the CRD, as was previously the case with Openreach, but will instead be held for a further 7 working days during which time it may be activated if requested.

If not called for within 7 working days of the CRD, the sub port order will be cancelled – this mimics the direct port auto-postpone window.

4.10.4 Rescheduling

The GCP can request either a date change or a cancel own of the Subsequent Port order on the day of the port. In addition to generating an email order the GCP can also make telephone contact with the LCP & RH porting order desk to ensure that the new request is acknowledged and supported.

4.11 Porting Prefix Changes

Porting Prefix Changes are orders that are submitted to the RH to request a change to a porting prefix. Such orders can be generated before the number is live on a CPs network (i.e. a "Pre Port Prefix Change) or after the number has been ported (i.e. a "Post Port Prefix Change").

Such Porting Orders can only be generated using the manual method and should be marked as being a "Prefix Change" by responding positively to the section that asks "Includes Prefix Change?"

4.11.1 Pre Port Prefix Change

These orders are used by the GCP to notify the RH that the porting prefix originally identified on the order is to be amended. A prefix change prior to the port date will be processed as a change order. For single lines, these change orders should be received by the RH at least 2 working days before the agreed port date.

4.11.2 Post Port Prefix Change

These orders are used by the current CP (GCP at the time when the number was originally ported) to notify the RH that the porting prefix that is currently being used for the advised number is to be amended. For single lines, these orders have a minimum lead time of 4 working days.

Note that a number of CPs have bilaterally agreed to apply no lead time to automated post port prefix changes, and to update the prefix as quickly as possible without any need for an activation request. This is to support the withdrawal of TDM networks and the high forecast volumes of migration to VoIP services, which typically require a different routing prefix.

This concept of an automated single stage PXC order was used as the basis and precedent to design the OTS Porting variant of porting.

4.12 Cancel Own Orders

These are orders that are generated by the GCP – such orders are raised when the GCP no longer wishes the porting order to progress. Cancel Own orders can only be raised against existing live orders (i.e. orders that have not yet been completed). The following order main types can be the subject of a Cancel Own request:

- Provide
- Subsequent Portability
- Return to Range Holder
- Cease

4.13 Cancel Other Orders

A Cancel Other order is one that is raised by the LCP in order to stop the export of a number from completing. Cancel Other orders are generated due to the end-user changing their mind and requesting the LCP to cancel the order, or a Real Time Export order having elapsed (i.e. not activated within the 7 working day window). For Subsequent Portability orders the LCP must issue a Cancel Other Order to the GCP, which must be acknowledged. It is then the responsibility of the GCP to issue a Cancel Own Order to the RH.

A Cancel Other order can only be raised up to 16:00 prior to the day of port activation, or following the expiration of the auto-postponement window.

5.0 OTS Porting

In support of the One Touch Swich (OTS) process, a new form of porting known as “OTS Porting” has been defined.

A successful OTS match which includes a request for port of a number is deemed to pre-authorise the port of the number.

CPs with large volumes of porting of single numbers tend to have automation of porting, either exchanging port requests via EDI or via automated email. However OTS Porting is open to any CP who can meet the defined SLAs, even if they use manual processes.

The combination of the pre-authorisation and the high level of automation allows use of OTS Porting, which has a single stage order sent by the GCP when the gaining supply chain is ready for the port to be actioned. An OTS Porting order is treated by the recipient as a request for an immediate port, with no separate activation step.

The main benefit of OTS Porting is that the orders have no lead time, in support of Ofcom’s objective of next day switching where technically feasible. Note that this also means that none of the four amend types are applicable to express porting. An additional benefit is less failures due to the gaining and losing providers holding different postcodes for the same address (e.g. where Royal Mail have changed the postcode in the past).

5.1 OTS Match Acts as Pre-authorisation of the Port

The OTS process has steps where the services to be switched are matched with the losing retail CP. For NBICS (voice) services, the proposed switch can include the directory number and an indication that the customer wishes to retain their number and port it to the new retailer. The match request includes information on the customer, and the service address of the service(s).

A successful match which includes a request to port a number is deemed as pre-authorisation of that port.

The lead times for standard number porting include an element of customer protection. OTS provides alternative customer protection, and permits OTS Porting to have no lead time.

Additionally, the validation of the full service address means that OTS Porting will **not** apply the postcode validation used in standard number porting.

5.2 Return of CUPID in Match Response

For OTS, **if** the losing retail CP and their supply chain support OTS Porting, the LRCP is expected to return the CUPID of the current voice CP as part of a successful OTS match response.

The gaining supply chain will know the RH and GCP, and along with knowledge of the current retailer and the current CUPID can work out:

- if all parties support OTS Porting (if not, standard porting processes must be used)
- if the port will be a provide, RRH or subsequent port
- what the lead time will be.

Even if not all parties support OTS Porting, the advance knowledge of subsequent port or not can help derive a minimum lead time (some supply chains default to 7 working days or longer in case the port turns out to be a subsequent port).

5.3 Opt-in/out of OTS Porting

To use OTS Porting, the following must all be true:

- The gaining retail CP / supply chain must be aware that the losing retail CP (identified by OTS RCPID) supports OTS Porting. OTA2 will facilitate co-ordination of a list of RCPIDs which support OTS Porting, though updates will be manual.
    - If the losing retail CP is not known to support OTS Porting, then standard (non OTS) porting must be used.
- The losing retail CP must return the CUPID of the current voice CP hosting the number and voice service (i.e. the CUPID which will be the losing CUPID).
    - If the losing retail CP does not return a CUPID, then standard porting must be used.
- The gaining retail CP must be able to lookup the RH for the number.
    - This is typically supported by their existing supply chain, but could be a new lookup for some retail CPs.
- The gaining retail CP / supply chain must verify that all the CUPIDs (for LCP, RH and GCP) support OTS Porting.
    - OTA2 will facilitate co-ordination of a list of CUPIDs which support OTS Porting, though updates will be manual.
    - If any CUPID does not support OTS Porting, then standard porting must be used.

For a retail CP to utilise OTS Porting, they must verify support with all their supply chains, and self-declare their support to OTA2 for inclusion on the RCPID list. If they do not make any declaration, all other parties will assume that they do not support OTS Porting.

If a retail CP uses multiple supply chains, some of which support OTS Porting, and some do not, they would need to ensure that they only returned the CUPID in OTS match confirmations for numbers associated with the supporting supply chain(s). They could then self-declare that they have limited support for OTS Porting, controlled via whether or not they return the CUPID.

Note that the principle of **reciprocity** applies: a gaining retail CP may only use OTS Porting to import numbers if they (and their supply chain) also support OTS Porting as losing retail CP.

5.4 Order Presentation (Automated email / EDI)

There are two options for requesting an express port of a single number:

- Automated e-mail – CPs must have a high level of automation of both sending and receiving NPORs to take part in OTS Porting, or a commitment to manually service emails inside the OTS Porting SLAs.
- Electronic File Transfer – CPs who communicate via EDI can take part in OTS Porting. Appendix G4 has been updated with details of OTS Porting.

The speed of these automated mechanisms for exchange of porting messages permits OTS Porting to have no lead time. Additionally CPs will not restrict OTS Porting to the 08:00 to 20:00 window often used for standard porting – ports outside of normal porting hours may take longer to execute, but will not be arbitrarily delayed.

However ports submitted after 16:00 are not guaranteed to complete the same day, particularly if the LCP or losing supply chain has less automation. See §5.9 below for more details.

Note that Openreach do not plan to uplift EMP to support OTS Porting for provision orders. WLR is scheduled for withdrawal, and LLU operators can raise standalone OTS Porting requests into BT Group.

5.5 OTS Porting Order Types

There are two additional order types for OTS Porting:

- Switch Port Query (SPQ)
- Switch Port Execute (SPX)

These are described in the next sub-sections.

5.5.1 Switch Port Query (SPQ)

SPQ acts as a validation mechanism, to verify that the CUPID returned by the losing retail CP is correct, and the LCP will accept the SPX order when it is presented.

SPQ is optional, but is **very strongly** recommended to be sent by the GCP on the day that the gaining supply chain receives the customer's switch order – if there any issues with the porting element of the overall switch order, it is better to find them earlier, and allow the maximum time to deal with them. All CPs supporting OTS Porting **must** support SPQ as LCP.

5.5.2 Switch Port Execute (SPX)

SPX is generated by the GCP when the gaining supply chain is ready to import the number. E.g. this could be when a new broadband service is installed and can support a VoIP service.

SPX can be used in scenarios analogous to provide, RRH and subsequent port – the following sections describe each. Note that the order type remains as SPX for each of these scenarios.

5.5.3 SPX When LCP is RH (provide)

If the LCP is also RH, this is analogous to a standard provide port order. The GCP will send the SPX to the LCP.

The LCP will validate the SPX request, skipping postcode and lead time validation. If the request is valid, the LCP will apply the new routing prefix (as RH), cease any active voice service, and notify any downstream CPs (e.g. the losing retail CP), and respond to the GCP.

5.5.1 SPX When GCP is RH (RRH)

If the GCP is also RH, this is analogous to a standard return to range holder order. The GCP will send the SPX to the LCP.

The LCP will validate the SPX request, skipping postcode and lead time validation. If the request is valid, the LCP will cease any active voice service, remove any local routing, and notify any downstream CPs (e.g. the losing retail CP), and respond to the GCP. The GCP/RH will also remove the external routing prefix, keeping the calls on their network (it may be replaced by an internal routing prefix, e.g. from a TDM exchange to a VoIP call server).

5.5.2 SPX when GCP, LCP and RH are all different (subsequent port)

If the number is already exported by the RH to an LCP and the GCP is different to both, this is analogous to a standard subsequent port.

The GCP will send the first SPX to the RH. The RH will validate the SPX request, skipping lead time validation. If the request is valid, the RH will update the routing prefix, and respond to the GCP. Updating the routing prefix held by the RH as the first update helps ensure that the maximum range of inbound calls are correctly delivered to the new voice service with the GCP as quickly as possible.

Note that the response from the RH will include the CUPID of the LCP as held by the RH. This should be the same as the value included in the OTS / GPLB match response (or at least for the same CP with regional and national CUPIDs).

After a successful response from the RH, the GCP will send the second SPX to the LCP. The LCP will validate the SPX request, skipping postcode and lead time validation. If the request is valid, the LCP will cease any active voice service, remove any local routing, and notify any downstream CPs (e.g. the losing retail CP), and respond to the GCP.

Note that the requirement for commercial agreements with both LCP and RH apply equally to standard and OTS Porting subsequent portability.

5.6 OTS Porting Order Validation

Order validation for OTS Porting is similar to standard porting, but with the following differences:

- There will be **no validation** of the postcode, since the successful OTS match included the full service address and is deemed to pre-authorise the port.
- The SPQ/SPX request will include the SOR derived by the OTS match. There is no obligation on the LCP to validate the DN against the SOR, but it is recommended that the LCP do so if technically feasible (e.g. a vertically integrated CP).
- There are two new response codes for OTS Porting:
    - RC60 – this is equivalent to RC30 returned by the RH when the telephone number is already ported, but is an information code rather than a rejection, i.e. the RH will have updated the routing prefix when this code is returned.
    - RC61 – if the LCP is capable of validating the number to be ported against the quoted SOR, this rejection code indicates a failure of that validation.

5.7 Port date and time

SPX orders are deemed to be a request for porting as soon as possible, with no separate activation step.

To minimise the impact on CP systems, port date and time should be populated with the date and time of the request – this means that the LCP can continue to apply generic validation of mandatory fields in all received port requests.

A time of 19:45 is used to indicate a request for auto-postponement in non-OTS Porting orders. The GCP should avoid using a time of 19:45 on SPX orders (e.g. change it to 19:46) and the LCP should ignore the date and time on SPX orders.

5.8 OTS Porting Order Rejection

As for standard porting, OTS Porting orders can only be rejected based on incorrect or missing information being presented by the GCP.

Note that in some intra-network switch scenarios, provision of the new service for the gaining retail CP may have triggered cessation of the existing voice service. So at the time when the SPX order is presented to the LCP, the number may no longer be linked to an active service, but should be well inside the 31 days permitted under the Right to Port rules. CPs supporting OTS Porting should give consideration to potential “race conditions”, and design to avoid these causing customer issues, and to avoid need for manual intervention.

5.9 OTS Porting Support Hours

The industry agreed support hours for single number ports are:

- Mon to Sat, 08:00 to 18:00 for order handling
- Mon to Sat, 08:00 to 20:00 for activations.

The latter hours are implied as activation support for orders that were previously raised.

For OTS Porting requests received after 16:00, the 2 working hours SLA may run into the following working day. Some examples will help understand what this means:

Receipt of SPQ or SPX message	**Expiry of 95% within 2 working hours SLA**	**Expiry of 99% end of next working day SLA**
16:00 on working day	18:00 on same day	18:00 next working day
17:00 on working day	09:00 on next working day	18:00 next to next working day
19:00 on working day	10:00 on next working day	18:00 next to next working day
Anytime Sunday	10:00 on Monday, if not a bank holiday 10:00 on Tuesday, if Monday is a bank holiday.	18:00 Tuesday 18:00 Wednesday

Note that if an LCP has high levels of automation, they may process OTS Porting requests received after 16:00 or 18:00 and complete the porting on the same day – they are simply more than meeting the SLA.

CPs requesting number ports should consider the criticality of the voice service to the end-user (e.g. vulnerable customers using telecare devices) and maybe avoid provision scenarios that may lead to OTS Porting requests after 16:00.

5.10 OTS Porting Activation

An OTS Porting order does not require a separate activation request – the LCP/RH should initiate activation as soon as possible after the receipt of the SPX order.

For some CPs, their acceptance of the SPX order request will indicate that they have fully validated the request; have built internal orders and initiated unsolicited cease notifications to downstream CPs as required; and have **initiated** the updates into their network elements as required. The standard activation SLA (95% within 15 mins, 99% within 20 mins) will apply from the time at which they send the SPX response message. BAU processes for any porting failure apply thereafter.

Other CPs may complete activation throughout their network before returning the SPX response.

6.0 GNP Multi Line Orders – Provisioning

6.1 Introduction

The industry has agreed that there will be two order types: Single line(S/L) and Multi line (M/L)

This section of the manual details the process for porting numbers that are used on a multi number installation in the Losing Communications Provider's (LCP) network. However, it is recognised that numbers can be used on different access line technologies and in some instances will have no direct correlation to an access line. In these circumstances the M/L process should be followed.

Multi-line orders cater for ranges of numbers or PBX groups that terminate on equipment (e.g. ISDN) configured for use by an End User or Customer. This includes, the following where particular timescales are involved: -

- Multi Line (30 Lines of less)
- Multi Line (31-150 lines/channels) – Simple DDI
- Multi Line (151 lines/channels or greater)
- Complex DDI

The Gaining Communications Provider (GCP) will raise the NPOR with the LCP on behalf of the end-user. The LCP validates the request and sends an acceptance or rejection back to the GCP. For orders that have been accepted the GCP will contact the LCP on the day of port and request activation.

6.2 Order Handling – Process Swim Lanes

Porting for Business Appendix R1 refers – BAU & PoV Order Handling Process

6.3 Minimum Order Lead Times

The minimum order lead times in working days are; -

Number Type	Installation type	Min. Order Lead-times (Order placement Day 0)			Order Handling SLAs	
		Direct Ports (inc RRH)	Sub-Ports LCP Lead-time	Sub-Ports RH Lead-time	Order Acknowledgement SLA	Order Accept/Reject SLA
Geo	S/L	4	7	4	n/a	24hrs
Geo	S/L (>10 lines)	14	17	14	n/a	24hrs
Geo	M/L <30 lines/channels no DDI	7	10	7	24hrs	48hrs
Geo	M/L (31-150 lines/channels) inc. DDI	10	13	10	24hrs	48hrs
Geo	M/L (>151 lines/channels) Capacity check req'd	17	20	17	24hrs	48hrs
Geo	Complex DDI	22	25	22	24hrs	48hrs
Non-Geo	Single/Multiple Nos	**7 (was 5)**	**10 (was 6)**	4	n/a	**48hrs (was 24hrs)**
Note 1 – The sub-port lead-time splits indicated in the table above represent the min lead times the LCP and RH can each expect to see when receiving a sub-port NPOR from the GCP. i.e. the RH allocation of 4WD is a sub-set of the overall min lead time for sub-ports of 7WD.						
This will help to reduce invalid rejects from Range Holders (Code 22 - insufficient lead time)						

Note – The sub-port lead-time splits indicated in the table above represent the min lead times the LCP and RH can each expect to see when receiving a sub-port NPOR from the GCP. i.e. the RH allocation is a sub-set of the overall min lead time for sub-ports.

This will help to reduce invalid rejects from Range Holders (Code 22 - insufficient lead time)

Complex DDI installations are those installations where only part of the DDI number block/range are to be ported and pre work is required to reconfigure the DDI range on the RH network prior to the port taking place. The LCP/RH will advise the GCP if an order requires DDI re-configuration and is to be managed as a complex order.

6.4 Order Presentation

The GCP will complete the NPOR (the template is in App. G2) and send to the LCP. The agreed method for sending and receiving multi line NPOR is via e-mail.

Orders should be sent to the dedicated email account as notified on the contacts register (NB orders should be sent to and from that nominated account). All CPs should as a minimum include their CP name and the word 'Multi' and order type in the subject header of the e-mail.

NPORs and responses should be stored by the LCP and the RH (where the LCP is not the RH – see Subsequent Porting section below) for a minimum of 3 months, or one month following completion of a port whichever is the longer. During this period, copies of NPORs and responses should be made available if requested within 24 hours.

6.5 Order Types

There are nine possible Number Portability order types, five main order types: -

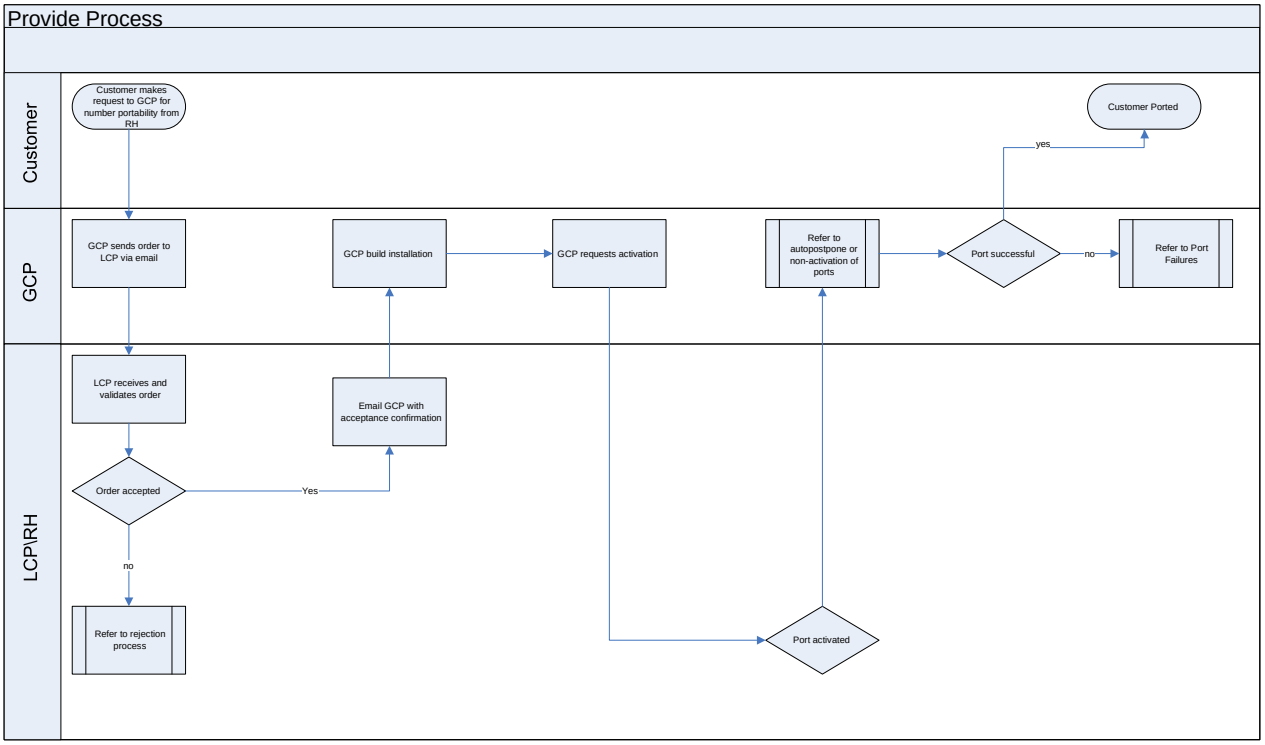
- Provide (PRO)
- Cease (CSE)
- Return to Range Holder (RRH)
- Subsequent Portability (SUP)
- Prefix Change (PXC)

Which may be followed by four amend order types: -

- Re-present (RPT)
- Change (CHA)
- Cancel Own (COW)
- Cancel Other (COT)

6.5.1 Main Order Types

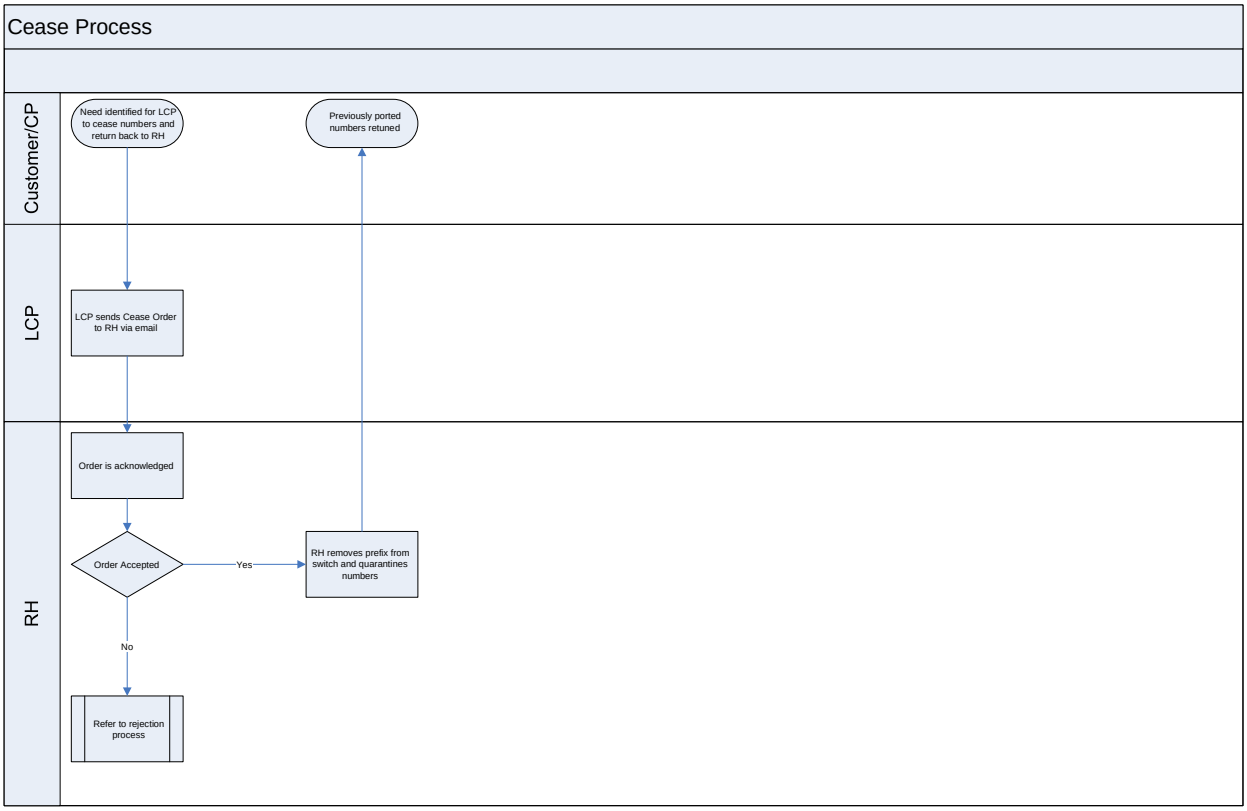
Provide Order (PRO) - A provide order is generated by the GCP to the LCP. A provide order will only be generated when the LCP is also the RH.



Cease (CSE) - A cease request is generated by the end-users current CP to the RH to notify them that the customer has ceased the service on the previously ported in number.

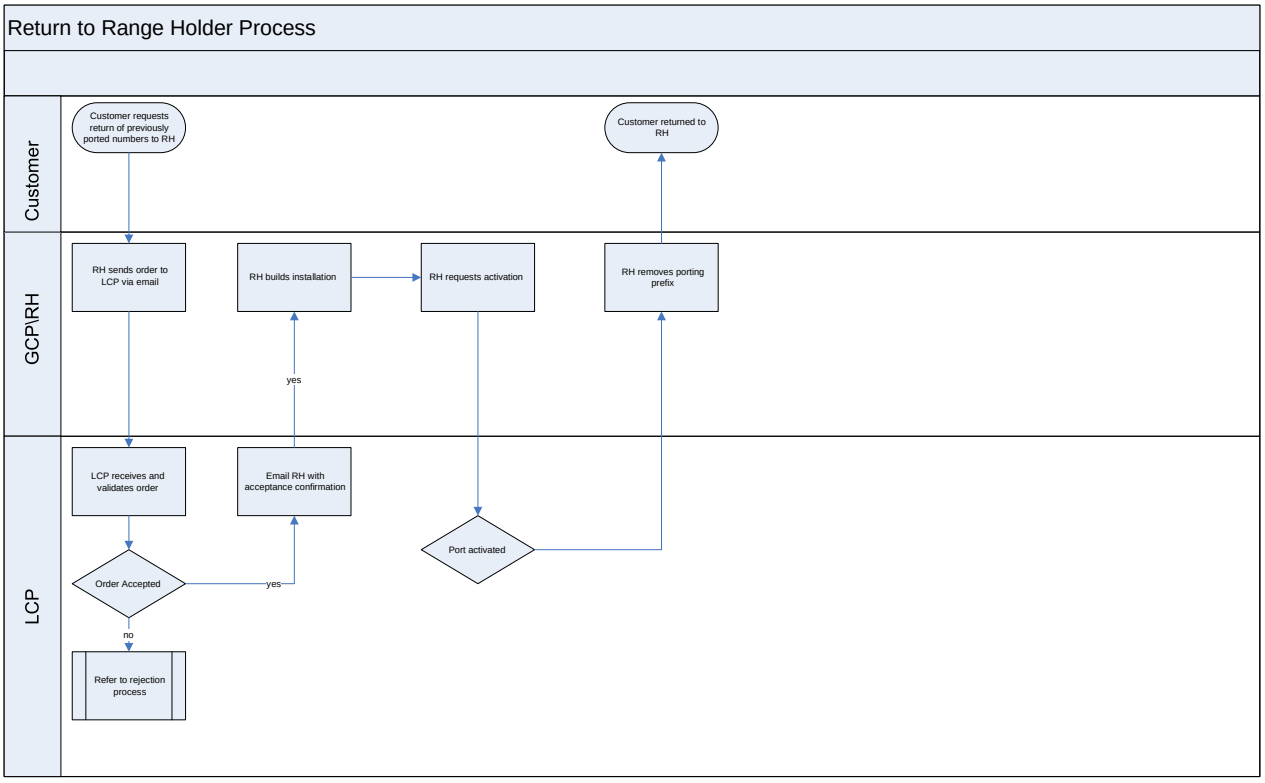
With the introduction of Right to Port under EECC, a cease request must be raised within 2 weeks of the end of the 31 days after the number has been ceased by the end-user. The order cannot be submitted in advance of the numbers being ceased, or before the expiry of the 31 days after cessation (counting the day of cessation as day 0) – this enables the former CP acting as LCP to validate a port order inside the 31 day window using the postcode of the former service.

(Note that CPs should consider a M/L order sent by the GCP on day 31, which they have two full working days to accept, and consider some safety margin on when they raise cease orders, so that they do not un-reasonably reject M/L port orders that were sent inside the one month window.)



Return to Range Holder (RRH) - This order is generated by the RH and sent to the current CP. This order is used when a customer has previously ported the number and now wishes for the service on that number to be back with the RH.

It is the responsibility of the current CP to ensure that the end-user is not disconnected prior to the activation of the port.



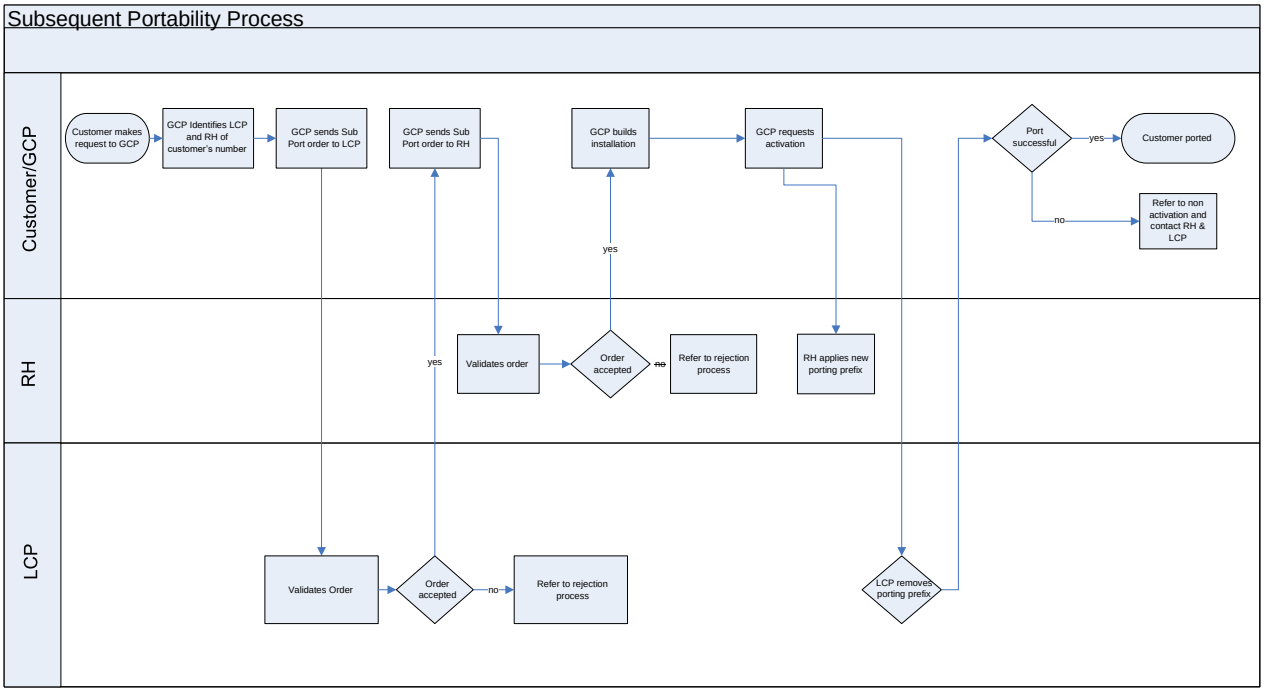
Subsequent Port (SUP) - This order is generated by the GCP where the number has previously been exported by the RH to another CP (i.e. the LCP & RH are different CPs). The GCP will initiate and co-ordinate the port between all parties. A subsequent porting order is sent by the GCP to the LCP who will validate the customer details. Once the order has been accepted by the LCP the GCP sends a sub port order to the RH, ensuring that the “LCP acceptance for sub port” box is completed.

As there are three CPs involved in this process the order flow and port activation need to be carefully organised by the GCP. It is the GCPs responsibility to establish who the RH and LCP are before the order can be placed. If the GCP is unable to confirm who the LCP is, or are unaware that the order requires Subsequent Portability, then they will submit a provide request to the RH. The RH will then reject the order using rejection code 30 and supply the cupid of the LCP (A fuller explanation of this order type is detailed the subsequent portability section). A new SUP order will be raised by the GCP using the SUP new order lead times.

If the order is subject to a code 30 rejection, then no other rejection codes should be sent other than the code 30

The GCP must first email the sub port order to the LCP. The LCP then has the standard two working days lead time to accept or reject the order. The minimum lead time that can be requested for the SUP order is 10 working days.

If the order is accepted by the LCP, the GCP then needs to raise a (new) SUP order to the RH, ensuring that the acceptance for “Subsequent Portability” box states “Yes”, confirming that the LCP has accepted the request.



Prefix Changes - This type of order will arise when the current CP requires a change to the porting prefix due to a change of the serving switch/exchange. Prefix changes are not service maintenance and are requested on a per order basis, the switch having been validated as part of the original order.

Pre-port Prefix Change (CHA) - This order is used by a GCP to amend a previously communicated porting prefix on an order that has not yet been completed. A prefix change prior to the port date will be processed as a change order. The GCP will submit a CHA order to the RH at least 2 working days prior to the agreed port date.

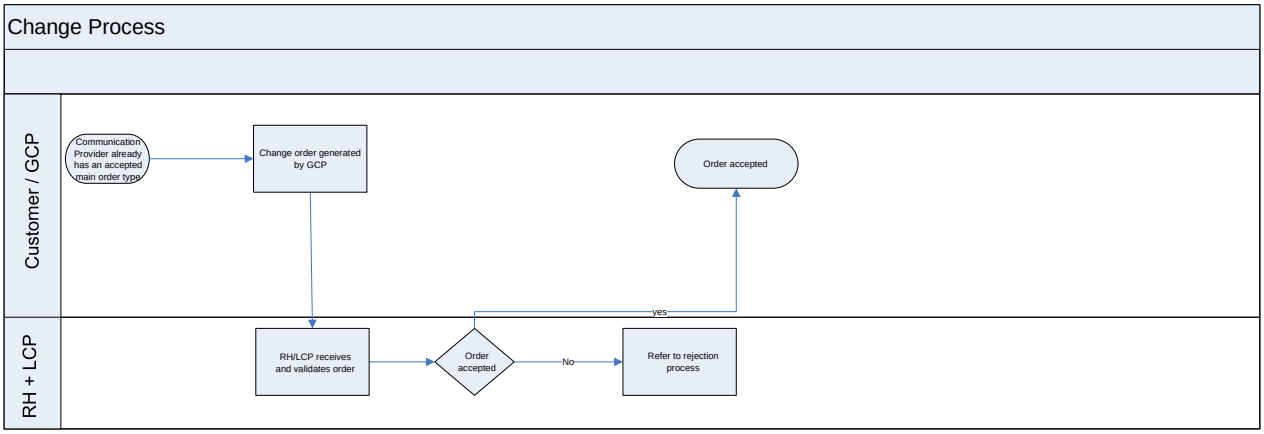
Post Port Prefix Change (PXC) - This order is used by the current CP to amend the porting prefix against a ported number that is currently live on their network. The GCP will submit a PXC order to the RH giving a minimum lead time of 7 working days.

6.5.2 Amend Order Types

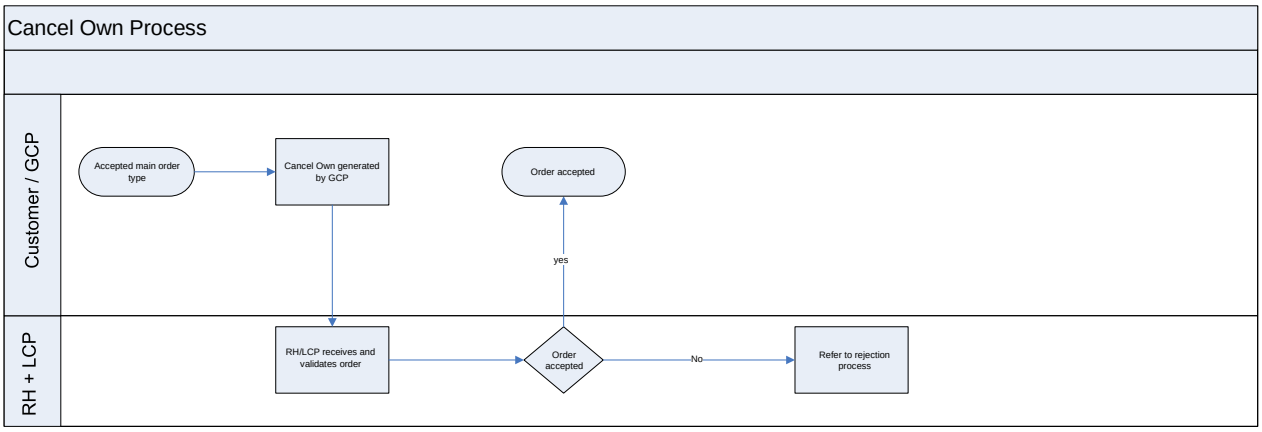
Re-present (RPT) -This order is sent by the GCP in response to a rejection(s) from the LCP. When a main order is rejected the GCP will check the data that has been rejected, correct the relevant fields and resends the order (No other order type will be accepted). Rejected Main Order types which do not have a valid Re-present returned within two working days from the rejection will be considered time expired. In this scenario a new Main Order will need to be raised by the GCP using new order numbers with a new minimum lead time.

Change (CHA) - This order is used by the GCP to modify an accepted Main or Re-present order where the port has not been activated.

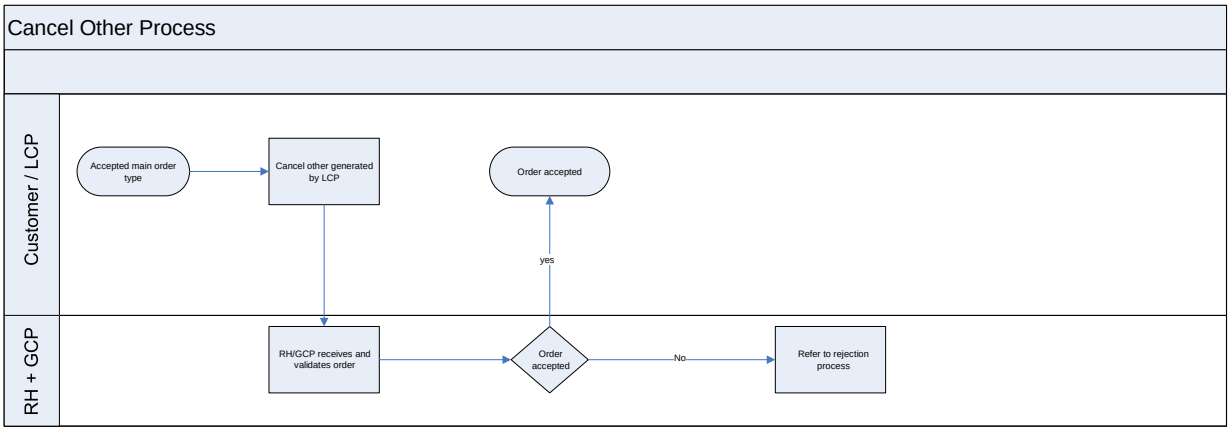
A Change order may change the porting day/time and/or the exchange prefix. If the porting day/time is modified then it must meet the agreed industry lead-times. These are the only changes allowed for a Change order. If a date/time change is submitted after 16:00 the working day prior to the port date, in addition to submitting an email order, the GCP can also make telephone contact with the LCP (& RH for SUP orders) to ensure that the new request is acknowledged and supported.



Cancel Own (COW) - This order is used by the GCP to cancel any main order type where the port has not been activated.



Cancel Other (COT) - This order is used by the LCP to cancel any main order type where the port has not been activated, where the customer has informed the LCP they no longer wish to port. A Cancel Other order can be submitted to the GCP up until 16:00 on the working day prior to the requested port date. After that time, the end-user must contact the GCP directly to cancel the port. Cancel Other orders after the port date can only be raised by the LCP / RH where Subsequent Port for non-activation of a port that has time expired after 2 working days.



6.6 Additional Requirements for Completing M/L Orders

When porting numbers to/from M/L installations additional information is required to progress these orders and there are additional activities due to the complexity of these installations. This may require the re-configuration of installations to enable the requested numbers to be exported.

Capacity planning checks should be completed to ensure sufficient capacity exists in the RH network to deliver the calls to the Point of Interconnect There might also be a requirement to contact the customer to ensure that their requirements are understood and can be fulfilled.

6.7 Checking DDI Ranges

For porting orders where the GCP has listed a DDI range for import, the LCP must check and confirm the DDI range requested can be exported from their network.

If the NPOR matches the confirmed DDI arrangements in the LCP network then the order can be accepted. However, there will be scenarios where the order cannot be accepted, these are likely to be:

- Actual DDI range is greater than that requested
- Actual DDI range is less than requested

Where the DDI check identifies number ranges quoted on the NPOR which are incomplete and/or there are other ranges and numbers previously unidentified, then original porting order will be rejected using the appropriate rejection code(s).

If the GCP has indicated on the NPOR that they have a CLoA then the exact configuration will be confirmed by the LCP to the GCP in the notes section of the rejected NPOR. The GCP should then confirm the customer configuration and the ranges and numbers that they require to port. A Re-present order will need to be submitted within two working days of the received rejection. Where the receipt of a CLoA is not indicated on the request then the NPOR will be rejected.

For Subsequent Portability orders the DDI check will be performed by the LCP and not the RH. In some instances, the RH may require re-configuration.

6.8 Re-configuration of DDI Ranges (e.g. DDI Block Splits)

There will be occasions when the RH will be requested to re-configure DDI ranges to enable the porting of certain numbers but allow some numbers to remain working on the current installation. In these situations, the RH will re-configure the DDI ranges to enable the requested numbers to be ported where it's technically possible.

BT are relaxing constraints (where exchange resources allow), to permit their DDI ranges to be split below the previous restrictions (i.e. minimum block size of 10 numbers).

Openreach have established a specific manual order handling process for such orders including a new facility enabling the GCP to check (at pre-order stage) if the particular BT serving exchange can accommodate such splits before making any commitments to the end customer. – (Separate Standalone Document refers **WLR DDI Porting – Block Splitting Process**)

Other Licensed Operators (OLOs) who also host DDI-based services will continue to provide a 'best endeavours' approach to handling such requests to split discrete numbers from established DDI blocks.

CPs should be aware that in some circumstances, the RH may not be able to re-configure the DDI range in accordance with the end-users wishes. In these circumstances all parties should work to find an alternative solution that is acceptable to the end-user.

This situation can also arise with subsequent portability requests.

6.9 Associated / Other Numbers and Mixed Installations

Some products will have numbers associated with the main billing number and also other numbers not associated with the main billing number but at the same Postcode. Where this is the case the associated numbers section of the NPOR should be set to 'yes' and details included on page 2

Where customers have a mixture of product types the following scenarios might occur: -

Mixture of Multi and Single Line orders - In this scenario and for the ease of both CPs, Single Line numbers at the same postcode but not associated with the main billing number can be submitted on the same Multiline NPOR, but will be treated as Multiline (i.e. the lead time relevant to the Multiline numbers on the NPOR will apply to all numbers on the form, and the whole port will be activated via a manual trigger). If this is not appropriate for the Single Line numbers, they must be submitted separately via the Single Line process.

Associated numbers dependent on the main billing number for service - In this scenario they should be listed on the NPOR, and it should be stated whether the customer wishes to port these numbers, retain them with the LCP (their current provider), or whether they are all to be ceased. Where numbers are to be retained, the LCP needs to agree with the customer how service will be maintained by listing the numbers individually. Where the GCP has not submitted all the associated numbers attached to the main billing number, the LCP will still reject the NPOR but list with the rejection, all the numbers that are associated with the main billing number.

Mixture of numbers belonging to a number of different RH's on a service - In this scenario different NPOR should be submitted to each CP depending on the order scenario.

6.10 Re-Negotiation of the Port Date for Orders Now Deemed Complex

In some circumstances there might be a requirement for the LCP to negotiate the porting date with the GCP and extend the lead-time beyond the minimum time scales. This scenario may arise where analysis of DDI configuration reveals that an installation believed to be simple is in fact complex. If this is the case there will be a need to amend the porting date in line with the longer

complex DDI porting lead time to allow for the additional data work required by the LCP to build the export order.

In some cases, acknowledgement and acceptance/rejection can be carried out at the same time. For installations that need capacity planning, an NPOR will be provisionally accepted, pending the outcome of the capacity planning study. Where the port moves from being Simple to Complex, the GCP must raise a Change order so that the appropriate minimum lead-time is applied.

6.11 Capacity Planning

It is the responsibility of both CPs to ensure that the necessary capacity is available as degradation of service may occur to ported calls and also other calls transiting the networks.

The RH will be required to conduct a capacity planning study for a porting request from a GCP where calls are delivered to 31 lines or more. This study will assess whether sufficient capacity exists within the RH network to carry the increase in traffic when porting the numbers. On receipt of the order the RH must provisionally accept or reject the order within 2 working days.

Once provisional acceptance is provided the capacity planning exercise will commence and be completed within 10 working days. On completion of the study the RH will inform the GCP of the result with an Accept or Reject for Capacity Planning timescales.

If the capacity planning study identifies the need to increase network capacity a revised porting date will be advised to the GCP with the reject code. The GCP may then re-schedule the porting date to the date quoted by the RH or beyond by submitting a re-present order. If the order is not re-presented by the GCP within 2 working days of completing the study the required network capacity upgrade work will not be undertaken by the RH and the port order will time expire.

The following table shows some examples of installation types that require a capacity planning study.

Number of lines on the GCP Network	Capacity Planning Required
Multiline PBX 31 lines and over	Yes
Combination of Multiline PBXs which collectively are 31 lines and over	Yes
Combination of Multiline PBXs and Single Line PBXs (i.e. S/L terminating on PBX equipment) which collectively are 31 lines and over.	Yes

Where the GCP is not installing a physical access line, they should insert the total number of numbers to be ported to enable the LCP to decide if a capacity planning check is required.

6.12 Cessation of ISDN

Where numbers are ported from an ISDN installation it is standard practice for most LCP's to cease the installation immediately post port.

In some circumstances the installation may be used to provision private circuits and/or data connections distinct from the general telephony services that are to be ported. If a customer wishes to continue with such services then they will need to action one of the following:

Request that they keep their ISDN link live with the LCP post port. To do this they will need to request a reconfiguration order with the LCP currently providing the service. This will need to be requested and completed by the LCP prior to any porting requests submitted by the GCP to the LCP.

Seek to replicate their existing configuration, either with the GCP or via other providers.

6.13 Order Validation

This is the process that the LCP undertakes in order to “accept” or “reject” a received order. The LCP can only “accept/reject” based on the information that is included in the porting order (e.g. The LCP cannot reject a porting order if, for example, the customer is currently in debt). The LCP has up to two working days to validate and return an acceptance, provisional acceptance or rejection (with the corresponding rejection code).

The telephone number provided on the NPOR is assumed to be correct and all validation checks are made against that number. If the number is being used on a product/service that does not have an installation address, then the end-user’s billing address Postcode should be used for validation purposes.

In the case of Subsequent Portability the LCP should only validate details relating to the current installation. The LCP should not validate the Number Portability Prefix Code as this will be properly validated by the Range Holder when they receive their element of the same sub-port order.

6.14 Order Rejection

Orders can only be rejected based on incorrect or missing information being presented by the GCP. If a number has been disconnected (i.e. not currently a live service associated with it), new rules apply from 3rd April 2023, with resultant process changes:

- If the port order is received within 31 days of cessation (counting the day of cessation as day 0), the port cannot be rejected (unless there is some other valid reason for rejection).
- Porting requests received from day 32 onwards may be rejected.
- If the number was imported before cessation, the ceasing CP should **not** raise a cease order until the expiry of this 31 day window, so that they can validate any port order against the postcode of their former service.
- When a cease order has completed, the number has been repatriated to the RH and placed in quarantine, the RH can assume that at least 31 days has passed since cessation and may thus reject any subsequent request to port the number.

As per the “order validation” rules above, a rejection should be generated to the GCP within two full working days of the order being received by the LCP. An order must be validated in full with all rejection reasons and associated codes relating to the order.

If a CP believes that an order has been rejected incorrectly, then this should be discussed on a bi-lateral basis between the relevant CPs.

6.15 Geo M/L Rejection Codes (Appendix G6 refers)

6.16 Re-presenting an Order

Rejected Provide, Cease or Return to RH orders can only have a Re-present returned within two working daysfrom the rejection of the main order. Rejected Provide, Cease or Return to RH orders, which do not have a valid Re-present returned within 24 hours from the rejection will be considered time expired. In this scenario a new Provide, Cease or Return to RH will need to be raised using new order numbers with a new minimum lead time.

6.17 Porting Activation

Order activation is the final stage of the porting order process. When activation has been completed, all inbound traffic for the number(s) in question will be routed to the GCP. Note: the GCP is responsible for ensuring that their network has sufficient capacity to handle traffic to ported numbers.

The GCP will manually trigger the activation of the port in the LCP's network via a telephone call to the porting activation number listed in the contacts register or on the NPOR.

The GCP must contact the LCP within three hours from the agreed activation date and time or by the end of the working day (whichever is the sooner) to request the activation. If the GCP is contacted outside of this window, they are entitled to decline the request to activate. If the GCP requires activation outside of the normal working day (17.00) then the port should be treated as an Out of Hours port & the relevant process followed as per Appendix G9.

6.17.1 Batch Activations

Openreach have introduced a new 'Batch request' process for CPs who handle larger volumes. Appendix G8 Refers.

Where the 12:00 deadline for 'Batch requests' has been missed, CPs may still contact the NPSC to trigger the port on a singleton basis subject to Openreach port desk receiving the trigger as follows:-

ISDN30 - before 15:45 on the day of port.

ISDN2 & PSTN M/L - before 17:15 on the day of port.

For CSV Batch Activation requests, the industry-agreed SLA is 98% to be activated within 2hrs (valid for all batch sizes < 250 records).

6.17.2 Return to Range Holder Activations

For this order type the RH removes the porting prefix when they have provided the new installation on their network and then informs the LCP so that they can cease the end-users service. The LCP should also remove the associated data from their network, so that calls originated from their network will successfully route to the RH's network.

6.17.3 Subsequent Portability Activations

All Subsequent Portability order must be activated by a manual trigger by the GCP. The GCP should first contact the RH and request that the porting prefix is changed. If the port has not taken place after 20 minutes from then, contact should be made with the RH via the agreed escalation route as per the Contacts Register. Once this has been completed, the GCP should then contact the LCP and advise them that the number has now been ported onto their network. The LCP must remove the associated data from their network, so that calls originated from their network will successfully route to the RH's network. If the port has not taken place after 20 minutes from then, contact should be made with the LCP via the agreed escalation route as per the Contacts Register.

6.17.4 LCP Port Activation Reference

The GCP may choose to obtain evidence from the LCP that a number has been ported. Upon request from the GCP, the LCP will provide a unique reference at the time that the port is activated. This will be a reference that the LCP can track back to the numbers, port date and time in question (for example it may be a unique order number on the LCP's billing or order handling systems). The GCP will log this with their records of the port. If there is a future dispute regarding the porting status of the number, the GCP can use the reference as evidence that the port was activated by the LCP.

6.17.5 Out of Hours Activations

There are occasions when customers require their port activations to take place outside normal working hours. On such occasions the GCP should follow the process as described in Appendix N

The Out of Hours port should be carried out within 30 minutes of the agreed time requested on the order. If the GCP is delayed for any reason then the LCP must be contacted during the 30 minute window and informed of any delay. The LCP has the right to decline a request to port after the 30 minute window, unless alternative arrangements have been agreed, in which case the port must be rescheduled.

6.18 Rescheduling Porting Activations

Limitations are placed on the re-scheduling of porting orders, i.e. sending a Change order to reschedule the date or time (or both) of the port.

6.18.1 Prior to the Day of Activation

Changes to the porting date/time must still maintain the agreed minimum working day lead-time from the date the Main Order was sent.

Cancel Other orders may be submitted by the LCP up to 16:00 on the final working day prior to the requested day of porting, orders received on or after this time will be rejected using Reject Code 18.

Change and Cancel Own orders will be accepted by e-mail without limit up to 17:30 on the working day prior to the day of porting. Change orders that bring the date forward will be accepted up to 17.30 on the working day before the new porting date providing it is still within industry lead-times and should be followed up with a phone call to confirm.

6.18.2 On the Day of Activation

Change and Cancel Own will be accepted by e-mail up to 17:00 hours. These however should be sent when available and not batched.

6.19 Non-Activation of a Port

Where a M/L order has encountered installation delays & is not ready to be activated as planned on the DoP, the GCP will have a max 7WD window (from DoP) to submit a CHA order (was 2WD previously) to re-schedule the DoP (with a min lead time of 2WD, as defined previously, from the date the CHA order was raised)

The same would apply if the GCP has failed to contact the Range Holder on DoP, where a subsequent port order is involved.

If the required date is less, the LCP / RH must apply best endeavours to port, though the CHA order may be rejected for lead time if it is not possible. In these circumstances, in addition to a CHA NPOR being submitted via email, the GCP may also contact the LCP / RH by phone to discuss/agree the Change requirements.

If the LCP / RH does not receive a Cancel Own or Change order (to re-schedule) from the GCP then they will cancel the order using the Cancel Other process.

7.0 Disputed Ownership of a Number – Best Practice Guide

Ownership disputes - If the number has (for whatever reason) been allocated by the Donor/RH CP to another party, then it will likely be for one of two reasons.

It has been erroneously exported to another (recipient) network, in which case an emergency restore process can be followed as appropriate to the circumstances. For example, it may have been erroneously exported through a keying error, or the number could have been fraudulently obtained by a third party.

It has been erroneously allocated to a new Subscriber by the Donor/RH CP. In which case, the Subscriber that originally had the number has the most valid claim to having their call routeing fully restored.

However, it is recognised that for reasons of pragmatism, then appropriately empowered representatives of the Donor/RH CP, Recipient/Gaining CP and the two Subscribers will have a commercial discussion to reach a mutually acceptable position, and this should occur within a max. of 5 working days from the fault being logged.

A 'Best Practice Guide' has been produced & signed-off by the Industry Group (Number Port Process & Commercial Group)

The BPG provides a set of rules/principles which CPs should adopt in getting to an agreed resolution.

This BPG has been incorporated into the Industry-agreed process documentation & the Guide should be applied by all CPs, as the need dictates, in any future disputes.

Appendix G7 - Disputed Ownership of a Number – Best Practice Guide.

8.0 NGNP Provisioning Process

8.1 Order Handling

The Number Portability Order Form (PO) template is shown at App. NG5, NG6

The method for sending and acknowledging orders for the porting of numbers into and out of a Communications Provider shall be via e-mail with a delivery receipt set-up for acknowledging orders, facsimile machines can be used as “backup” systems.

To enable CPs to sort e-mails on arrival, all orders should contain the GCP name and the lead number in the subject header of the e-mail. This will enable CP’s to manage orders effectively.

8.2 Order Types

There are seven possible NGNP order types:

- Provide }
- Cease } Main Orders
- RTRH }

- Re-present }
- Change } Amend Orders
- Cancel }

Porting Failure / Emergency Restoration Request (see Separate standalone document – Emergency Restoration)

8.3 Provide Order

Sent by the Gaining Communications Provider to the Losing Communications Provider. On behalf of the customer, the Gaining Communications Provider is ceasing service with the Losing Communications Provider and requesting the porting of the telephone number. The Losing Communications Provider will require 7 working days notice in order to port the number. The Gaining Communications Provider will use the PO form to indicate a preferred porting date, which must allow a minimum lead-time of 7 working days and should be no greater than three months from the date of the order. The Gaining Communications Provider, prior to requesting the port, must obtain the Customer’s letter of Authorisation from the customer.

8.4 Cease Order

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.

8.5 RTRH Order

Sent by the Range Holder / Host to the Recipient Communications Provider. It is used where the customer, having previously ported to the Recipient Communications Provider, wishes to return to the Range Holder / Host for service on that number. The Recipient Communications Provider will require 7 working days notice in order to port the number back to the Range Holder / Host. The Range Holder / Host, prior to requesting the port, must obtain the Customer's letter of Authorisation from the customer.

8.6 Re-Present Order

Sent by the Gaining Communications Provider in response to a rejected Provide, Cease or RTRH order. Where a Main order has been rejected, the order originator must send only a Re-present

order (all other order types will be rejected). When representing an order, the original order and represent boxes should be identified.

On receipt, the Re-present order will be treated as a ‘replacement’ for the original Main order, and will be subject to validation in accordance with the original main order type. Therefore, the Re-present order must contain all the mandatory fields as determined by the original Main order type (i.e. not just the presented fields). Note, however, the originator may choose to change any of the order details on the Re-present order (other than the Communications Provider ID, order number and order type). On each presentation the sequence number must be incremented by one.

Represent orders that are not accepted by the end of Day 2 (see 12) are deemed to have “timed out” and no further orders will be accepted with the same order number. If the Communications Provider still wishes to submit an order, then they must begin with a new Provide order and a new minimum lead-time of 7 working days.

8.7 Change Order

Sent by the Gaining Communications Provider to make a change to a Provide, Cease, or RTRH order prior to implementation of the port. A Change order can be accepted only if there is a corresponding accepted Main (or Re-Present) order; otherwise, the Change will be rejected. The Gaining Communications Provider is restricted to two types of changes only: Porting Prefix, or Preferred Date (maintaining the initial minimum of five working days notice). However, a further type of change can be made on multiple-number Orders: one or more numbers can be removed from the order. *It must be noted that numbers cannot be added at this stage*

An acknowledgement will be provided within 24 hours. If the Change order is rejected, the original order stands. Section 12 indicates timescales for acceptance of Change orders.

8.8 Cancel Order

Sent by the Gaining Communications Provider to cancel a Provide, Cease, or RTRH order prior to implementation of the port. A Cancel order will completely stop an order, and should be dated with the same port date as the main order. A Communications Provider cannot use a Cancel order to stop a Change and expect the original porting details to be maintained. As per a Change order, a Cancel order can be accepted only if there is a corresponding accepted Main (or Re-present) order; otherwise the Cancel order will be rejected. Figure 12 indicates timescales for acceptance of Cancel orders.

In exceptional circumstances, the Losing Communications Provider may originate a Cancel order. An example of an appropriate situation is where the Losing Communications Provider has a valid PO from the Gaining Communications Provider but the customer then changes its mind and authorises the Losing Communications Provider not to implement the port. This type of Cancel

order must be accompanied by valid authorisation from the customer, and will completely stop the Gaining Communications Providers original order.

8.9 034 & 037 Migration Order

Following the introduction and implementation of 03 UK wide numbers, end users of 084x and 087x numbers have the right to migrate away from these numbers to the “matching” 034x/037x numbers. If the 084x or 087x number has been exported, the Gaining Communications Provider (the end users Current CP) should approach the Range Holder / Host of the equivalent 034x/037x number and request the export of the matching 03 number by sending a provide order. On receipt of the provide order the Range Holder / Host will validate the order by checking that they have the equivalent 084x/087x number on export to the CP that has originated the request. This is the only validation required, as there is no end-user data to validate.

If the order is validated successfully the Range Holder / Host will bring that number into service on their network and then export the number.

A Gaining Communications Provider can request the export of the equivalent 034x/037x numbers at the same time as requesting the export of the 084x/087x numbers. Such matching 034x/037x numbers do not need to be in service at the time of order.

If the 03 number has been allocated to a different Communications Provider to the 08 Range Holder / Host, the Gaining Communications Provider will contact the Range Holder / Host of the 03 number to arrange the porting of the number.

If a customer has already migrated to 034x/037x numbers and wishes to export such numbers to a GCP (and the equivalent 084x/087x numbers are no longer in service or not required to port) then the GCP needs to submit all NGNP order criteria for the LCP to validate (account number etc).

8.10 Order Acknowledgement

All Orders must be acknowledged to the Gaining Communications Provider within 24hrs of receipt, i.e. by the same time on the next working day. This applies to all Order Types, whether Main or Amend. Once the order has been received the Losing Communications Provider should validate the request and either Accept or Reject the order as appropriate.

8.11 Order Acceptance

An Order must be accepted by the Losing Communications Provider if all mandatory fields are completed correctly and are valid for the requested number(s). An Acceptance must be returned to the Gaining Communications Provider within 48hrs. Once an Acceptance has been received the port is confirmed for the Requested Date (and Time if applicable). After Acceptance, only a Change or Cancel order can be submitted for the Order. If, after Acceptance, any problems are

recognised that will invalidate or otherwise affect the port, the Gaining Communications Provider must be informed as soon as possible.

8.12 Order Rejection

An Order will be rejected by the Losing Communications Provider if any mandatory fields are completed incorrectly or are not valid for the requested number(s). A Rejection must be returned to the Gaining Communications Provider within 48hrs. The valid reasons for rejecting an order are set out in the following table (See App NG1). In all cases the Telephone Number to be ported is used as the primary reference, and all validation checks are made against it. Before sending an order Rejection, all fields on the order must be checked and validated; reasonable endeavours must be made to ensure that every reason for rejection is notified to the Gaining Communications Provider at the first pass.

Any party which owes money or are in dispute with their existing provider over a service bill may still port their number to another provider. There are separate mechanisms to allow the recovery of any legitimate monies owed. Therefore this issue does not prohibit End Users taking their numbers to another provider. If a CP has an End User wishing to port away with bad debt, it is the responsibility of the LCP to permit the port and follow its own debt recovery process. If a number is Temporarily Out of Service this would not prevent the porting of the number.

8.13 NGNP Reject Codes (App. NG1 Refers)

8.14 Order Handling Times

Order handling functions shall be fulfilled by Operators during the standard opening hours of 09:00 to 17:00, Monday to Friday (excluding UK Public Holidays).

8.15 Order Lead Times

The minimum lead-time from the date of placing an order to the date of the port activation is 7 working days (when two Operators are involved) or 10 working days (three Operators involved) where the order placement day is Day 0. An order placed on Day 0 must be accepted or rejected by 17.00 hours on the following working day (Day 1). In cases where an order cannot be validated within this timescale, the order request has time-expired, and can progress no further. The reason for non-validation must be communicated to the sender.

Number Type	Installation type	Min. Order Lead-times (Order placement Day 0)			Order Handling SLAs	
		Direct Ports (inc RRH)	Sub-Ports LCP Lead-time	Sub-Ports RH Lead-time	Order Acknowledgement SLA	Order Accept/Reject SLA
Geo	S/L	4	7	4	n/a	24hrs
Geo	S/L (>10 lines)	14	17	14	n/a	24hrs
Geo	M/L <30 lines/channels no DDI	7	10	7	24hrs	48hrs
Geo	M/L (31-150 lines/channels) inc. DDI	10	13	10	24hrs	48hrs
Geo	M/L (>151 lines/channels) Capacity check req'd	17	20	17	24hrs	48hrs
Geo	Complex DDI	22	25	22	24hrs	48hrs
Non-Geo	Single/Multiple Nos	**7 (was 5)**	**10 (was 6)**	4	n/a	**48hrs (was 24hrs)**
Note 1 – The sub-port lead-time splits indicated in the table above represent the min lead times the LCP and RH can each expect to see when receiving a sub-port NPOR from the GCP. i.e. the RH allocation of 4WD is a sub-set of the overall min lead time for sub-ports of 7WD.						
This will help to reduce invalid rejects from Range Holders (Code 22 - insufficient lead time)						

8.16 Port Activation Times

A port can be requested for any day of the year, seven days a week, and shall be activated by the Losing Communications Provider on the accepted date, either within the standard porting times or at another specified time as agreed on acceptance of the order.

8.16.1 Dated ports

Activation of a dated port shall be scheduled for 00:01 on the date specified and agreed for the port, and shall take place between the standard porting times of 00:00 and 04:00. Gaining Communications Providers should be aware that the exact timing is dependent on the order queues of the other Communications Provider. Standard porting times are those generally agreed

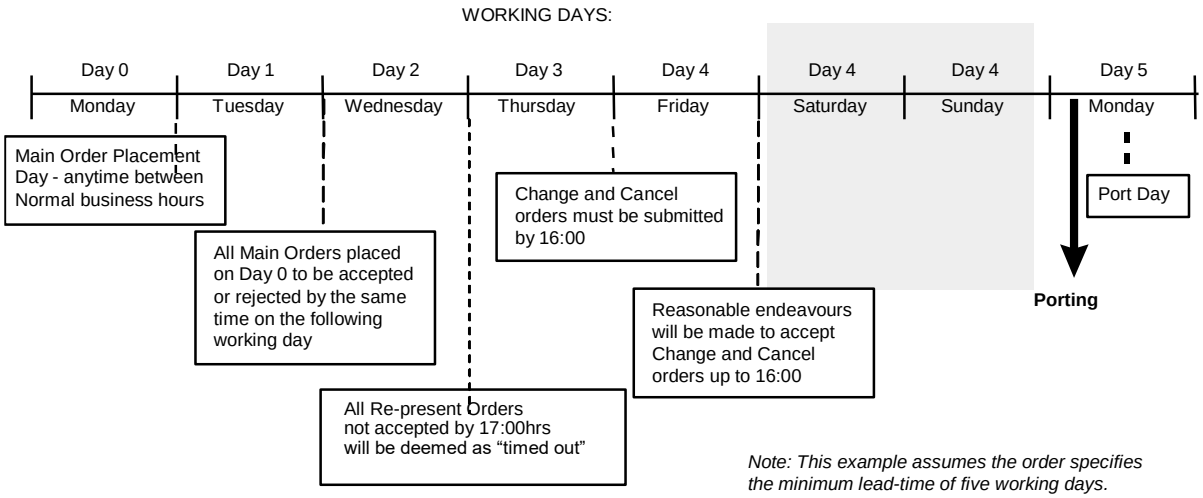
between Communications Providers - any required variations should be dealt with as a contractual matter.

8.16.2 Timed ports

Activation of a timed port shall be scheduled for the date specified and agreed for the port, and shall be carried out at the specified porting time or as soon as possible after that time. If the port has not taken place by 30 minutes after the specified porting time, then contact should be made with the Communications Provider responsible for the failed activation in accordance with the sequence described in Separate standalone document (Porting Failure & Emergency Restoration).

"Normal hours" and "Out of normal hours" - Timed ports are divided into two categories for the purposes of porting charges. "Normal hours" is applicable to timed ports on Monday to Friday (excluding UK Public Holidays) at any time between 08:00 and 18:00 hours. "Out of normal hours" is applicable to timed ports between 04:00 and 08:00 hours, between 18:00 and 23:30 hours, and - at weekends or UK Public Holidays - between 04:00 and 23:30 hours. To avoid the busy order activation period for dated ports, a timed port cannot be scheduled between 23:30 and 04:00 hours.

8.17 Order Timing



Note: This example assumes the order specifies the minimum lead-time of five working days.

8.18 Provide Order Sequence

The process of porting needs to be carried out in the following sequence:

Recipient Communications Provider sets up the service on own network.

Range Holder / Host carries out number translation change.

If the port is proved successful, the Range Holder / Host ceases the customer's billing account.

8.19 Notes

The Range Holder / Host shall port the number on the agreed date at the agreed porting time.

In order for Communications Providers to be able to manage customer expectation, the following points should be noted:

There may be some restrictions on the timescales in which a customer can return to the Range Holder / Host once a port has been successfully completed.

Problems with porting not taking place shall be dealt with via the escalation contact.

If either Communications Provider identifies an error on an order after the order has been accepted, notification must be sent to the other Communications Provider, advising of the problem.

9.0 NGNP - Subsequent Number Portability

9.1 Introduction

The purpose of this section is to describe Subsequent Portability, and how the process differs from the processes covered elsewhere in this document. Changes to the existing process have been minimised, however, there are three additional Reject Codes to cover situations particular to Subsequent Porting orders (See App.NG1 - Rejection Codes, 23, 24, 25)

9.2 Subsequent Porting Criteria

There is no restriction on the number of times a customer may port their number.

A number already ported from the Range Holder / Host can be (subsequently) ported to another Communications Provider, known as the Gaining Communications Provider.

An order can be exchanged and accepted between the Gaining Communications Provider and the Losing Communications Provider within 24 hours.

An order, already accepted by the Losing Communications Provider, can be exchanged and accepted between the Gaining Communications Provider and the Range Holder / Host within 24 hours.

Because a third party is involved in this type of port, the Gaining Communications Provider should recognise that a longer lead-time than the 7 working days minimum may be advisable. The min. lead-time for a subsequent port order is 10 working days.

Changes to the orders can be exchanged, accepted and implemented.

A request to cancel an order can be exchanged, accepted and implemented between the parties.

On request by the Gaining Communications Provider, the Range Holder / Host can restore a customer to service with the Losing Communications Provider.

The Emergency Restoration process requires the Range Holder / Host to restore the pre-existing porting prefix, so that service on the ported number returns to the Losing Communications Provider.

The process for rejecting orders is not impacted by the Subsequent Portability process, and orders can be re-presented successfully.

9.3 Subsequent Porting Procedure

The Gaining Communications Provider shall validate the Losing Communications Providers response to its order BEFORE requesting a port from the Range Holder / Host (e.g. checking for missing fields on the order form). The customer letter need not be sent to the Range Holder / Host.

The Range Holder / Host, when receiving a port request, will assume that the Gaining Communications Provider holds the necessary authorisations from the Losing Communications Provider and the customer.

The standard PO form (See Apps NG4, NG5 - Non-Geographic Number Portability Order Form (PO)) shall be used and the Gaining Communications Provider shall ensure that the Range Holder / Host and Losing Communications Provider are both identified.

If the Range Holder / Host receives a request to export a number(s) that is already exported, they will reject the order using reject code 20. Additionally, they should insert the CUPID of the CP that number is exported to in the notes field.

In the event of a porting failure the standard Emergency Restoration process should be used.

The Gaining Communications Provider holds the overall responsibility of co-ordinating any post-porting issues, such as a porting failure. The Gaining Communications Provider must co-ordinate any required work in the Range Holder / Host and Losing Communications Provider networks.

Following an Emergency Restore (at the request of the Gaining Communications Provider) it is suggested that both Gaining and Losing Communications Providers should make test calls to ensure the customer has service.

9.4 Process for Subsequent Portability orders

The Gaining Communications Provider shall not place an order with the Range Holder / Host until the acceptance of the port is received from the Losing Communications Provider.

9.4.1 Stage 1

The Gaining Communications Provider (GCP), having ensured all the relevant authorities have been gained, will send a Provide order to the Losing Communications Provider (LCP) using the PO form. The LCP is allowed 3 days within the overall 10WD lead-time to validate and process the order, before an associated sub-port order is sent to the RH/Host CP.

The proposed porting date must allow time for the separate handling of the orders, and allow the Range Holder (RH) / Host 7 Days within the overall 10WD lead-time to validate and process the order.

The LCP will validate the customer details of the order. If the order is acceptable the LCP will send its acceptance back to the GCP. The LCP shall not validate the Number Portability Prefix Code which may differ from their agreed / deployed code with the GCP on their direct porting arrangement.

9.4.2 Stage 2

Once the GCP has a copy of the acceptance by the LCP, the GCP shall send a new PO and the acceptance (the LCP's accepted PO form) to the RH.

The RH will validate the order using standard checks, and if necessary reject the order using the appropriate rejection code. The rejection reasons used by the RH will be limited, as they hold no customer name, address or account details to verify against. The RH will formally accept the form if the details are acceptable.

9.4.3 Stage 3

Once the GCP has received formal acceptance from both the LCP and RH, the standard porting process will be followed.

If any changes are made to the porting details, such as a change of date or time, the GCP must obtain agreement from both the LCP and the RH.

Subsequent Portability Process – Stage 1

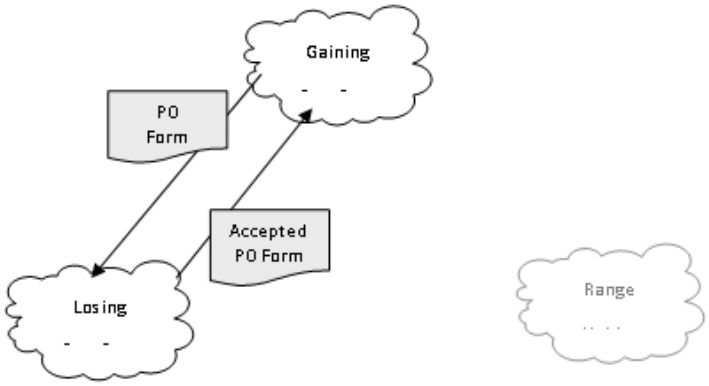


Figure 17 - Subsequent Portability Process Stage 1

Subsequent Portability Process – Stage 2

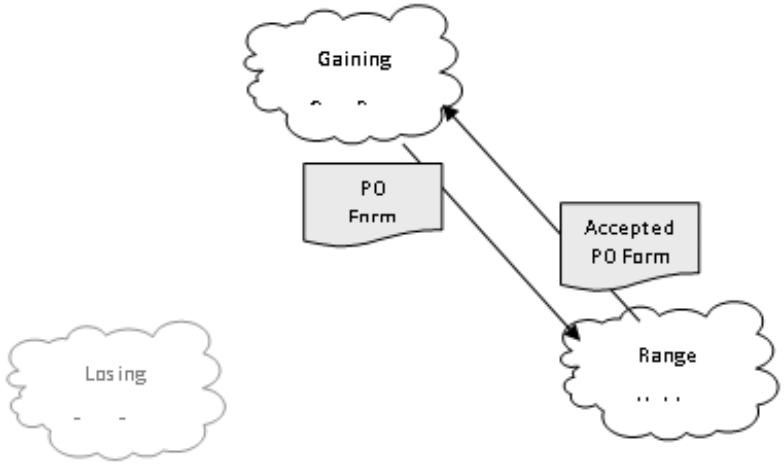


Figure 1 - Subsequent Portability Process – Stage 2

Routing of calls following a subsequent port.

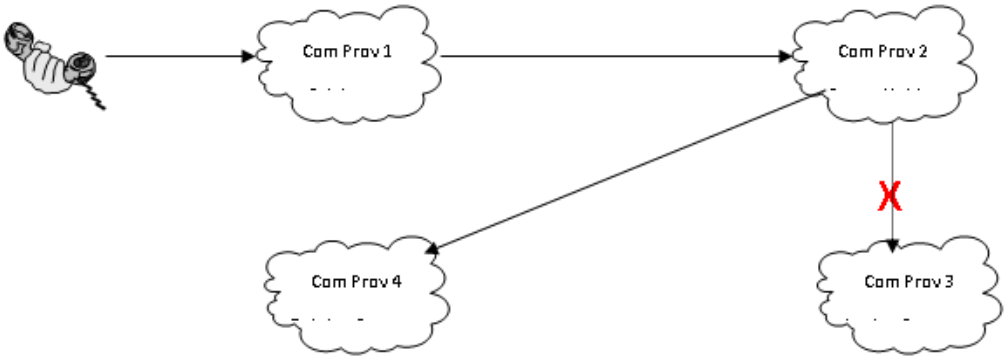


Figure 2 - Routing of calls following a subsequent port

10.0Bulk Port Process

10.1 Introduction

The bulk port process is designed to be used when a reseller moves their customer base from one network CP to another; however it can be used for large end-user ports if both CP's agree. The Customer Letter of Authorisation template and associated handling process should be used. (Standalone document- Porting for Business refers)

10.2 Pre-engagement / Forecasting

The Gaining and Losing Parties should discuss and agree requirements. This should include volumes of numbers to be ported, batch porting requirements (volume of numbers per batch, and frequency) and lead times for the orders. If the numbers have to be sub ported, the Range Holder / Host must be involved in these discussions

A Dated Port (00:00-04:00) is default for Bulk Port order types, however Timed Port requests may be processed upon agreement between all Gaining and Losing parties. All parties should agree an appropriate lead time for Port Activation of Timed Ports to allow sufficient time for bulk activations on the Port Date, before contact is made with the Range holder / Host to initiate Porting Failure & Emergency restoration (Section 10).

10.3 Order Handling

The Number Portability Bulk Order Form (PB) template is shown at Appendix NG6

Timescales for Bulk Porting are to be agreed between all parties prior to order submission.

It is suggested to allow 8 working days for Bulk Port, or 12 working days where Subsequent Portability is required, allowing extra time for Order Handling with Range holder / Host.

10.4 The Process

All orders must be acknowledged by the Losing Communications Provider, or Range holder / Host where sub port, within 24 hour of receipt, i.e. by the same time on the next working day.

The Losing Communications Provider or Range holder / Host should reject an order within 24 hours if any of the mandatory fields in Part 1 of the Bulk Order Form are completed incorrectly.

Order Acceptance must be returned to the Gaining Communications Provider within 4 working days

An order will be accepted if all mandatory fields are completed correctly and are valid for the requested numbers. Once an order has been accepted and the port date is confirmed, only a cancel or a date change order can be submitted.

Any number(s) listed in Part 2 of the Order Form will be deemed accepted, unless a reject code is issued for any number(s) invalid to port on the current order.

Rejected number(s) will drop off and will not proceed to port on the current order. The GCP must submit a new PO or PB to the relevant LCP/RH if still required and available to port.

Where the order is a sub port, the Gaining Communications Provider must remove any rejected number(s) prior to submission to the Range Holder / Host.

10.5 Order Types

10.5.1 Main Orders;

Provide, Return to Range Holder / Host, Sub Port

10.5.2 Amend Orders

Cancel, Change

10.5.3 Porting Failure / Emergency Restoration Request

11.0 Pre Allocation Porting (PAP)

11.1 Introduction

Note: Pre Allocation Porting is a non-mandatory process, to be agreed and implemented on a bilateral basis between pairs of Communications Providers. Communications Providers should recognise that PAP may exaggerate the “tromboning” effect on smaller networks, where the smaller network is the Range Holder. This is because the Range Holder may have no indication of proposed traffic levels on the number(s) that have been Pre-Allocated to another Communications Provider.

The purpose of this section is to describe Pre-Allocated Portability, and how the required process differs from the existing "business as usual" processes covered elsewhere in this document. Changes to the existing process have been minimised. Essentially the established porting process is unchanged, having only a minor impact on one step of the porting process. There is however a new process required prior to the port activity that of reserving unallocated numbers with other Communications Providers.

11.2 Pre-Allocated Porting Criteria

Pre-allocated porting can only be undertaken between Communications Providers with established porting agreements in place, or via a transit porting agreement.

Any free, available number can be reserved with the Range Holder by the Gaining Communications Provider.

Any free, available block of numbers (multiples of 10 numbers to 100 numbers maximum) can be reserved with the Range Holder by the Gaining Communications Provider.

Any number(s) reserved under pre-allocation must be brought into service by the Gaining Communications Provider on the day of the port.

Any number reservation request can be exchanged and provisionally accepted between the Gaining Communications Provider and the Range Holder within the standard 1 working day lead-time.

Changes to the porting order can be exchanged, accepted and implemented between the Communications Providers.

A request to cancel a porting order can be exchanged, accepted and implemented between the Communications Providers.

The process for rejecting orders is not impacted by the Pre-Allocated Portability process, and orders can be re-presented successfully.

11.3 Pre-Allocated Porting Procedure

To enable the porting of an unallocated number, the number must first be reserved with the Range Holder. This requires the exchange of a standard form(PA) - see Appendix NG8. The form allows the Gaining Communications Provider to specify the number(s) to be reserved. The Range Holder returns the PA form with the status of the requested numbers. Provision is made on the form to reject the request. Rejection/status codes are implemented for this task. The “enquire and reserve” process lead-time is 1 working day; i.e. a response to a reservation request must be returned by the same time on the next working day.

Each reservation will be tagged with a unique identifying serial number, to be used as a qualifier during the porting procedure.

Reservations will be held on the Range Holder system for 30 calendar days from the date of reservation, known as the “reservation period”. The reservation can be renewed during the last 5 days of the current reservation period. This can be repeated at the end of the second month of reservation, giving a total maximum reservation period of 90 calendar days from the date of first successful reservation. Once the reservation expires the number will be returned to the available pool of numbers. No notification will be sent to the Recipient Communications Provider that a reservation has expired. Re-reservation requests are handled in the same way as initial reservation requests; however, the form has a tick box to indicate the reservation type.

Number reservations that have expired after the full 90 calendar days cannot be re-reserved by the same Communications Provider for a further 30 calendar days, they can however be reserved by a different Communications Provider for the same Customer.

The number reservation process will be subject to an administration charge for each reservation/re-reservation request. This will be payable by the requesting Communications Provider, whether or not the request results in a successful reservation or port.

Once a number has been successfully reserved with the Range Holder, the Recipient Communications Provider can raise an order to initiate porting of the reserved number from the Range Holder. The only difference from the normal porting process is that the Account information and Customer detail requirements for a normal port are not applicable. The unique identifying serial number generated as part of the number reservation process will be used on the PO form in place of an Account number, and the Customer details must match the details on the PA number reservation form. The port then proceeds under the existing porting process.

11.4 Process

Customer approaches the Gaining Communications Provider of its choice, requesting to obtain an unallocated number from the Range Holder.

Gaining Communications Provider completes reservation form (PA) indicating the number(s) or ranges of numbers to be reserved, and the customer details.

Gaining Communications Provider send the completed PA form to Range Holder.

Range Holder interrogates NGN database to determine status of requested number and completes reply section of PA form, adding the unique reservation serial number in the box provided. The reply must be sent to the Gaining Communications Provider before the end of the next working day.

If the reservation request is successful, the response from the Range Holder will indicate that the numbers requested are reserved, with the reservation expiry date. The Gaining Communications Provider is thus enabled to initiate a request to port the number(s).

Alternatively the reservations may be unsuccessful due to the following conditions:

- Invalid number format
- Number Range closed
- Incorrect completion of PA form
- Number already allocated and active
- Number already reserved
- Re-Reservation period exceeded
- Number not part of Range Holder’s allocation
- The contiguous number range not available

These conditions are represented on the reply section of PA form with status codes A to H.

The Gaining Communications Provider will raise a PO order to initiate the port using the established NGNP process with the following exceptions:

- The Reservation Serial Number replaces the Customer Account number.
- Customer details must be as originally shown on the reservation form (PA).

Otherwise the porting will proceed as per the standard processes.

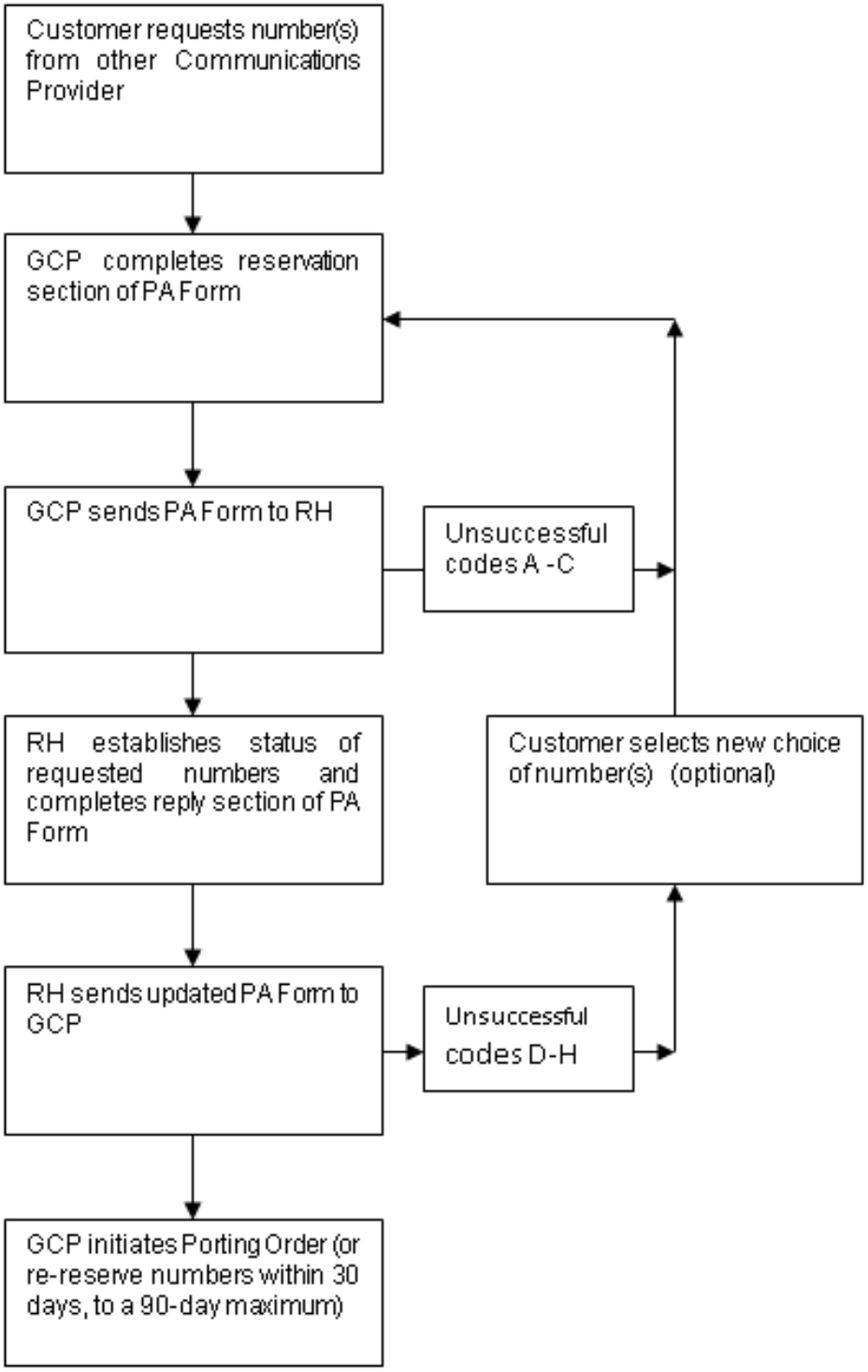


Figure 3 - PAP Process Flow Diagram

12.0 Order Forecasts

Order forecasts are forecasts of volumes of numbers to be ported.

Communications Providers should note that the provision of forecasts is a requirement of the Industry process. Forecasts are required to ensure the Range Holder / Host has sufficient resources to meet day-to-day porting needs, and achievement of the Industry agreed Service Level Agreements (SLAs) is dependent upon order volumes not exceeding forecasts. Order forecasting requirements shall be agreed between the two Communications Providers.

The order forecast will be required at the start of the Operational Readiness Testing stage of Service Establishment.

By using the appropriate forecast band, the Gaining Communications Provider shall indicate the number of numbers to be ported. An example of the order forecast form (PG) is shown at App. NG3.

Unless the two Communications Providers have agreed alternative arrangements, the Losing Communications Provider will assume the average of the previous three months as the expected number of numbers for the next month.

If a peak is expected, bilateral agreement between Range Holder / Host and Gaining Communications Provider is required.

Forecasts should be sent to the 'Order Handling Contact' shown on the Appendix NG2

13.0 Miscellaneous

13.1 Installation

For customers whose non-geographic number is not terminated on a geographic number, i.e. the non-geographic number is directly connected to a network switch; it is the responsibility of the Gaining Communications Provider to ensure that the customer's existing line rental arrangements, etc., are ceased. It is not the responsibility of the Losing Communications Provider to initiate such a cease.

13.2 Directory Entries

On porting of a number to another Communications Provider, the existing directory entries will not be maintained by the Losing Communications Provider. The Gaining Communications Provider must inform the Directory Information Unit (DIU) within 28 working days for the entry to be maintained. Normal inter-operator procedures are to be used to confirm retention of the Directory Enquiries entry.

When a number is ported the Losing Communications Provider informs the DIU that they no longer have control of the entry and informs them of the Gaining Communications Provider. If the directory entry is to be maintained, the Gaining Communications Provider must inform the DIU of the required entry. This process is described by the DIU OSIS database entry policy for number information.

When a 034 or 037 number is ported to enable an end-user to migrate away from a 084 or 087 number the Gaining Communications Provider is responsible for ensuring that the DIU entry is updated.

13.3 Emergency Database

Non geographic numbers can be populated into 999 databases. If CPs wish to do so, they should follow their existing Business As Usual process when they import numbers.

13.4 Operator Assistance

The Operator Assistance and Customer Services operations, of both the Recipient Communications Provider and the Range Holder / Host, must be able to identify a number as ported and to identify the Recipient Communications Provider.

13.5 Mass Call Notification

It is the responsibility of each Operator to notify all other Communications Providers, including Transit Communications Providers, when a mass call attempt is expected, to ensure that the networks can be adequately protected. It is proposed that a formal method for notifying other Communications Providers using a standard distribution list will be developed. The formal method will take account of call-gapping requirements. The Range Holder / Host will retain any permanent call gapping unless specifically asked to remove it by the Recipient Communications Provider.

13.6 Contacts Register

All Communications Providers shall notify Communications Providers with whom they have established Number Portability of any changes to their porting contact details (e.g. Service Establishment, Order Desk, Out-of-Hours support) contact details using the Appendix NG2

14.0 Appendices

14.1 App. G1 – GNP Contacts Register

14.2 App. G2 – GNP Number Port Order Template (NPOR)

14.3 App. G3 – GNP S/L - Order Rejection Codes

14.4 App. G4 – GNP Process Automation - EDI Spec.

14.5 App. G5 – GNP Sub-port CSV Template & Specification

14.6 App. G6 – GNP M/L – Order Rejection Codes

14.7 App. G7 – GNP Disputed Ownership of a Number - Best Practice Guide

14.8 App. G8 – GNP Multiline Activations-Batch Requests Process

14.9 App. G9 – GNP OOH Port Activations - Process description

14.9.1 App. G9.1 – Tier 1 CP Contacts Register-OOH Process

14.9.2 App.G9.2 – GNP-CP Support times

14.9.3 App. G9.3 – GNP OOH-POR Process-Swim Lanes

14.9.4 App. G9.4 – GNP NPOR

14.9.5 App. G9.5 – OOH Pre-Order Request

14.10 App. NG1 – Non-Geographic Number – Rejection Codes

14.11 App. NG2 – Non-Geographic Number Contact Register Form (PC)

14.12 App.NG3 – Non-Geographic Number Portability Order Forecast Form (PG)

14.13 App.NG4 – Non-Geographic Number Portability Order Form (PO)

14.14 App.NG5 – Notes on Non-Geographic Portability Order Form

14.15 App.NG6 – Non-Geographic Number Portability - Bulk Port Order Form (PB)

14.16 App.NG7 – Non-Geographic Number Portability - PAP Form (PA)