



Porting for Business Customers

Process Description

Geo & Non-Geo Numbers



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2.0 Document Control

Doc Title	Version	Date	Detail
Porting for Business	V2.3	26.10.20	<ul style="list-style-type: none"> • Appendices – List updated to include PON templates • Doc title updated to show BAU & PoV • Fig 1 Schematic updated to clarify Subsequent port order scenario • New para 4.4 added – BAU Process description
	V2.4	10.12.20	<ul style="list-style-type: none"> • Para 4.4 expanded to include order validation detail
App. R1 – BAU & PoV Order Handling Process Schematics	V2.1	26.10.20.	<ul style="list-style-type: none"> • Slides 1 & 2 – Schematics amended to clarify CLoA handling process where subsequent ports are involved. • Slide 2 - Note 5 added. • Slides 5&6 – CLoA template updates added
	V2.2	23.11.20	<ul style="list-style-type: none"> • Slide 5 – Updated CLoA template added
	V2.3	21.12.20	<ul style="list-style-type: none"> • Slide 7 – RPON template amended to show EU details
App R2-New CLoA Template	V5.3	26.10.20.	<ul style="list-style-type: none"> • CLoA validity statement added (i.e. vald for 6 months) • Page No refs added
	V5.4	23.11.20	<ul style="list-style-type: none"> • Current Provider & New Provider amended to show Current Retailer & New Retailer • Field added to capture Retailer contact email details
R3-PON Email Templates	V2	10.12.20	<ul style="list-style-type: none"> • RPON template amended to include End User details
App R4-PoV Process Description			
App R5-PoV Process Templates			
App R6-Consolidated Contacts Register-PoV Process	V10.0	21.12.20	<ul style="list-style-type: none"> • Note 1 expanded to explain engagement options • Ongoing updates to register new/amended members



3.0 Definitions

BAU	Business-as-usual
CLoA	CLoA=Customer Letter of Authority
CPON	Customer Port Order Notification
EU	EU=End User
GNCP	GNCP=Gaining N/W CP
GR	GR=Gaining Retailer
GSP	GSP=Gaining Service Provider
LNCP	LNCP=Losing N/W CP
LoB	Line of Business
LR	LR=Losing Retailer
LSP	LSP=Losing Service Provider
NDA	Non Disclosure Agreement
NPOR	NPOR=Number Port Order Form
NPP&CG	Number Port Process & Commercial Group
PO	Port Order
PoV	Pre-order validation
RH	RH=Range Holder
RPON	Reseller Port Order Notification
STSYG	STSYG=Sorry to see you go



4.0 **BAU (Business-as-usual) order handling process**

4.1 ***Background***

Port orders for Business End Users can be challenging for various reasons: -

- a) Order complexity and scale can vary (e.g. mixed single & multi-line, DDI, Geo & non-Geo)
- b) Supply chain complexity due to multiple Reseller involvement
- c) Manual processes with minimal automation
- d) Large reseller community with varying degrees of process awareness and compliance
- e) Different handling processes for Geo & non-Geo port orders.
- f) Process poorly documented

The BAU process is undergoing various Improvements designed to address these weaknesses.

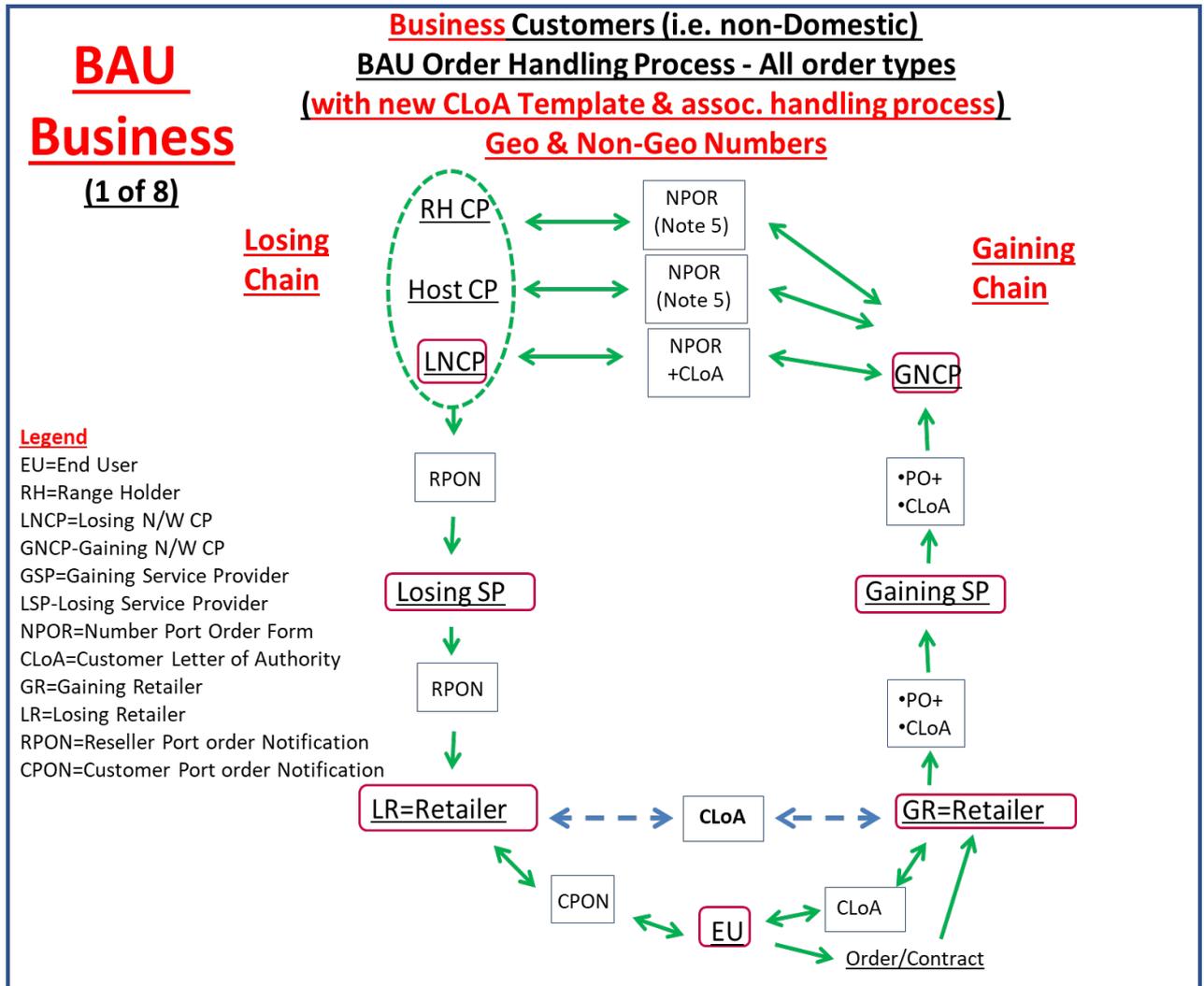


Figure 1 – BAU (Business-as-usual) Order Handling Process

4.2 Geo & non-Geo process mis-alignment

A major source of CP confusion (and End User frustration) has existed due to the fact that the CLoA handling processes for Geo & non-Geo port orders are materially different. This means CPs need to re-adjust their order handling practices depending on whether the number to be ported is a Geo or non-Geo number.

Additionally, the CLoA handling process for non-Geo places a significant burden on the Gaining Party to ‘collect’ individual ‘LoAs’ from each reseller in the losing supply chain before they can submit the port order to their Wholesale partner (GNCP). This LoA

'collection' process can take forever and invariably leads to protracted delays and customer disappointment. In the worst case, customers sometimes lose faith & abort their request to port.

4.3 A Single CLoA & order handling process (App. R1)

A single CLoA & order handling process for both Geo & non-Geo port orders is being introduced and will be modelled around the process previously used for porting Geo numbers.

The attached App. R1 (BAU & PoV Process schematics) provides a detailed description of the new BAU 'business-as-usual' order handling process and includes an updated CLoA template (App R2), tailored to the new/aligned process.

4.4 Process description

- 1) GR obtains signed CLoA from EU (New CLoA Template refers)
- 2) GR submits Port order to GSP (inc. CLoA). GR retains CLoA on file.
- 3) GSP submits PO to GNCP (inc. CLoA if required)
- 4) GNCP completes NPOR (including End User details derived from the CLoA) and sends to LNCP (inc. copy of CLoA if requested)

Order Validation – Why? -

The primary objective is to confirm that the End User placing the port order is the End User who currently 'owns' the number(s) concerned and therefore 'owns' the right to initiate the port order.

Order Validation – How?

- 5) Stage 1 - On receipt of the NPOR (inc. CLoA), the LNCP will check internal records to confirm that the number(s) concerned exist on their Network and, if so, identify which Reseller those numbers are currently assigned to.
- 6) Stage 2 - Once this is confirmed, the LNCP will send a notification (inc. order details) to their Reseller partner affording them a time limited opportunity (<48hrs) to



validate the End User details contained in the notification, against the corresponding End User details contained in the Reseller's own internal systems.

End User details to be matched for successful validation

- Geo order – Number(s) to be ported, Installation address P/C or Billing address P/C
- Non-Geo order – Number(s) to be ported, Billing address P/C, Billing Account Ref.

N.B. Where there is no Reseller involved (i.e. the LNCP is also the Retailer), the LNCP will complete End User validation by referencing their own internal End User records.

N.B. Where there is an intermediate Reseller, they are responsible for passing the LNCP's notification alert through to the current Retailer for their prompt attention.

End User cancellation

- 7) On receipt of the port notification (from LNCP), the Reseller will separately notify the End User that a port order has been received, affording them a time limited opportunity (i.e. < Port date minus 24hrs) to request a cancellation if they so decide.

It is vital to ensure the End User is informed asap as they may wish to cancel due to change of mind or no knowledge.(e.g. slamming attempt).

Port Order Notification (PON) process

To underpin the PON process, 2 email templates are to be used: -

- RPON (Reseller port order notification, App R3)
- CPON (Customer port order notification, App R3)

- 1) The LNCP will notify their Reseller partner using the RPON template
- 2) On receipt of the RPON, all Resellers in the supply chain have a collective duty to promptly relay the RPON down the supply chain asap to the Losing Retailer.
- 3) On receipt of the RPON, the Losing Retailer should directly send the CPON to the End User. (App. R3)

The objective of this notification process is to afford the EU's retailer (and any intermediate resellers) a time-limited opportunity(<48hrs) to flag any concerns (to the LNCP Wholesaler) regarding the port order. (e.g. *inaccurate or missing detail*)

For non-Geo numbers only - If the LNCP requires additional time (i.e. >48hrs) to process the NPOR (e.g. delayed replies from reseller chain), the LNCP may 'provisionally accept' the NPOR and will have a further 5WD to formally accept/reject the NPOR.

4.5 New CLoA Template (App. R2)

A new CLoA template (Customer Letter of Authorisation) has been introduced which is simpler for customers to complete and, for CP future reference, includes clearer guidance as to its purpose and ground rules for usage.

4.6 Port Order lead times – Geo & non-Geo alignment

The new CLoA handling process represents no change for Geo orders but for non-Geo orders, the Losing Wholesaler (i.e. Losing N/W CP) needs an increased time allowance to notify their immediate supply chain reseller who also needs to pass the notification down the supply chain and ultimately to the End User.

To facilitate this, the min. lead-time and associated NPOR SLA for non-Geo orders has been extended to match the existing lead-time & SLA for Geo-M/L orders.

All other lead-times and SLAs remain unchanged.

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
	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)

Figure 2 - Minimum Order Lead-times



5.0 Enhanced Cancellation process

The cancellation process has also been enhanced to ensure the End User receives a timely 'advice of port' notification from their current retailer and to provide the End User with sufficient opportunity to cancel their port order before the port activation is completed.

The enhanced cancellation process is described in App. R1

6.0 PoV - Pre-Order Validation Process (App. R4)

The PoV process (launched 2017) supplements the BAU (business-as-usual) order handling process and is an optional 'pre-order' step which can be used by GPs in the event that the LP is unable/unwilling to provide the information required.

CPs need to be registered to use the PoV process.

App. R1 (BAU & PoV Process schematics) provides further detail (inc. swim lanes and guidance regarding the PoV registration process).

7.0 Appendices

- 7.1 App. R1 – BAU & PoV Order Handling Process Schematics
- 7.2 App. R2 – New CLoA Template
- 7.3 App. R3 - PON Email Templates
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