

Non-Geographic Number Portability

End-to-End Process Manual

Version 11

Issued: 01/08/07

This manual is effective from 1 August 2007 and supersedes all previous versions.

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3 Document Control

3.1 Changes

3.1.1 The OPF Special Task Group for Non-Geographic Number Portability - Process Working Group, will agree any changes to this document.

3.1.2 Change Requests relating to this document should be addressed to:

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3.2 History of Changes

Version	Date	Detail
4.1	18/12/97	Changes to incorporate parallel running Major change – New order forms showing non-conformant and conformant numbers
5	15/7/98	Changes to incorporate PRS portability and general changes as shown below – New sections: 1.1.3, 1.2.3, 1.4, 4.5.7 13.1.3, Appendix O Major Changes: 5.5.1 – new reject codes, Appendix D – new DMA form, Appendix G – Annex C Sections renumbered: 1.2.3 renumbered to 1.2.4, 1.2.4 renumbered to 1.2.5 The following sections have been changed for the purposes of clarification: Figure 3.1, 4.1.3, 4.3.2, 4.4.8, 4.5.4, 5.2.5.2, 5.2.6.2, 5.2.6.3, 5.2.8, 5.3, Figure 5.2, Figure 5.3, 5.6.2, 5.10.1, Appendix H, Appendix I, Appendix K, Appendix M
6	8/9/99	Changes to incorporate Subsequent Portability, Reseller Process, NGNP Transit, and other general changes as shown below. Deletions: 4.2.4, 5.1.3 to 5.1.5, 5.2.4, Appendix F – Operator Ids, Appendix K – Outstanding Issues Additions: 1.5, 2.2.2.2, 6, 7, Appendix F - Contact Register, Appendix O - PO3 Form, Appendix P - PO4 Form Major Changes: 5.3, 5.5.1 – additional reject codes, 10.1 - Directory Entries, Appendix E - revised PF form Renumbering: 5.2.8 renumbered to 5.2.2, Sections 6 to 13 renumbered as Sections 8 to 15, Appendices L to O renumbered as Appendices K to N The following sections have been amended for the purposes of clarification 1.2.5, 2.2.3.1, 2.5.1, 3.1.2, 3.1.6, 4.3.8, 4.5.6, 5.1.2, 5.2.4, 13, 14, 5.1.2
7	1/4/2001	COMPLETE REWRITE New sections: Section 12 – PAP. Major Changes: Sections 8, 9, 10; Rejection codes (Fig 11); Porting Order forms (Appendices 16.6 & 16.7); Contacts register form (Appendix 16.3). Minor Changes: overall renumbering to cater for new sections etc.; reference to Contract template (5.5) and Oftel website links for manual and contract; combination of Definitions and Glossary into new Definitions (Section 4); clarification on customer validation letter (Sect 9.2); various typos and similar corrections.
8	1/01/2002	Changes to PO and SO forms to remove references to non-conformant numbers, new change request contact and various typos and similar corrections.
9	1/01/2003	Major Changes: Section 8 & 16.4 – Number of Accounts reduced to three, Section 14 - re-drafted forecasting by exception Minor Changes: Section 5.1.2 removed, 5.3 re-drafted, 15.5 Oftel removed and 16.4 operator LOPID added.
10	1/10/2004	Major Changes: Section 1 to 16 re-written to reflect new regulatory regime Minor Changes:
11	1/08/2007	Major Changes: Section 5 re-drafted to reflect status of NP Functional Specification Minor Changes: Sections 9, 10, 13 & 16 re-drafted to reflect exchanging orders by e-mail and address validation on Post Code only

4 Definitions

4.1.1 In the scope of this document, the following definitions are used:

AFN	All Figure Number
APC	Average Porting Conveyance
CLI	Calling Line Identification
Customer	The Subscriber, or a Reseller who has a contractual relationship with the Subscriber, who may authorise the porting of a Number
Customer Letter of Authorisation	The letter (containing the information detailed in 16.13 and, wherever possible, on headed paper) from the Customer authorising the porting of a Number
DIU	Directory Information Unit
DMA	Data Management Amendment
DN	Directory Number
DQ	Directory Enquiry
DTN	Deliver To Number
GNP	Geographic Number Portability
Gaining Communications Provider (GCP)	The Communications Provider with the network that the Number is to be ported to
Gaining Party (GP)	The Reseller gaining the customer Number
HLSD	High Level Service Description
IPF	Interconnect Policy Forum
ISDN	Integrated Services Digital Network
CUPID	Communications Provider Identification Code. – Internet address: http://www.ofcom.org.uk/licensing_numbering/numbers/numbers_administered/#cupid
Losing Communications Provider (LCP)	The Communications Provider with the network that the Number is to be ported from
Losing Party (LP)	The Reseller losing the customer Number
NICC	Networks Interoperability Consultative Committee
NGNP	Non-Geographic Number Portability
NP	Number Portability
NP Functional Specification	Number Portability Functional Specification. – Internet address: http://www.ofcom.org.uk/static/archive/oftel/publications/numbering/2003/fun_final_0703.htm#b
NTS	Number Translation Service
Number	A telephone number in the format 080CD EFGHJ or 090CD EFGHJ used for Non-Geographic Numbering Services
Number Portability Prefix Code	6 digit inter-network prefix allocated by Ofcom to facilitate onward routing of ported numbers from Range Holder to Recipient, in the format
Ofcom	Office of Communications (UK Telecommunications Regulatory Body)
Communications Provider /CP	A person who provides an Electronic Communications Network or provides Electronic Communications Services
ORT	Operational Readiness Testing
PA Form	PAP (Pre Allocation Porting) form
PC Form	Porting Contacts Register form
PE Form	Porting Establishment form

PF Form	Porting Failure Form
PG Form	Porting Forecast form
PNO-IG	Public Network Operators Interest Group
PO Form	Porting Order Form
POI	Point of Interconnection
POLO	Payment to Other Licensed Operator
PP Form	Porting Planning form
Range Holder	The Communications Provider who has been allocated a range of numbers by Ofcom that includes the Number to be ported. The Communications Provider who operates Non-Geographic Numbering Services, from whom a Number has been - or is to be - ported
Recipient	The Communications Provider who receives call traffic from a Range Holder in respect of a ported Number.
Reseller	A person, organisation or company - or SSP - that has acquired Numbers from a Communications Provider (or another Reseller) for resale to a Customer
RH	Range Holder
ROLO	Payment Received from Other Licensed Operator
SO Form	Subsequent Porting Order Form
Service Definition Code	The OSABC part of the Number (e.g. 08456 xxx xxx)
Subscriber	The end user of the Number. Subscribers may, through billing or other communication, believe that their Reseller is a "network" Communications Provider
Tromboning	The term used to describe a loop in call routing through a Transit or Range Holder network, occupying an ingress and egress circuit for the duration of the call

5 OVERVIEW

5.1 General

- 5.1.1 Communications Providers are required to provide Number Portability and Portability (including Portability in relation to Geographic Numbers) as set out in General Condition 18 (“Number Portability”) of the General Conditions of Entitlement set by the Director General of Telecommunications under section 45 of the Communications Act 2003 (the “Act”) by way of publication of a Notification pursuant to section 48(1) of the Act on 22 July 2003 and contained in a Schedule to that Notification. Whilst the process manual and the Functional Specification may not be legally binding, Ofcom may view it to represent an industry agreed standard and therefore of relevance and assistance when assessing whether, taking the particular circumstances into, a Communications Provider has acted reasonably or not, for example, when considering an allegation of contravention.
- 5.1.2 The defined term “Communications Provider” is quite broad and encompasses both those who provide an Electronic Communications Network (e.g. a network operator in the old regulatory regime), or an Electronic Communications Service (e.g. a Reseller). This process manual has relevance to Communications Providers as described in Condition 18 of the General Conditions of Entitlement.
- 5.1.3 The purpose of this document is to define the method for establishing and maintaining the Non-Geographic Number Portability (NGNP) service between two Communications Providers.
- 5.1.4 A Communications Provider wishing to launch a Non-Geographic Number Portability service must have established an appropriate interconnect or transit contract between themselves and the other Communications Provider, or be in the process of doing so.
- 5.1.5 This document describes the Network Communications Provider processes that allow a customer to change Communications Provider and retain their allocated Non-Geographic number.
- 5.1.6 The product to be ported is defined as the number only. The processes described are restricted to Non-Geographic Numbers that are available to retail customers and which have been deemed by Ofcom to be portable. Portability arrangements for other number types are detailed in the relevant End-To-End Process Manual.
- 5.1.7 For the avoidance of doubt: The UK standard for handling calls to a number that has been ported is for the originating Communications Provider to deliver the calls to the Range Holder. The Range Holder will add the Recipient Network’s Number Portability Code as a prefix to the dialled number and onward route it to the Recipient Network. (See also 5.3)

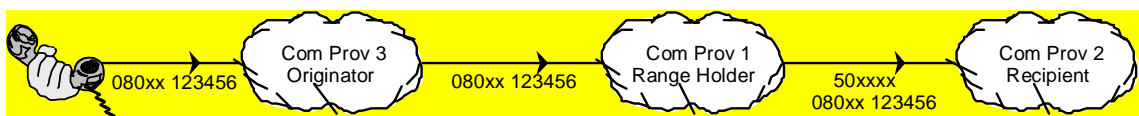


Figure 1 - Call to a ported number

- 5.1.8 Portability may be established in one direction only, but a Communications Provider must be able to **export** a number if requested by its customer. Service Establishment, whether reciprocal or not, requires both parties to undertake certain tasks. A Communications Provider will indicate whether they wish to establish porting in both directions on Non-Geographic Number Portability Establishment Request Form (PE).
- 5.1.9 The Gaining Communications Provider will raise an order with the Losing Communications Provider, which will act as both a retail and wholesale order. The retail order will be a third party cease, raised on behalf of the customer by the Gaining Operator, to cease telephone service with the Losing Communications Provider. The wholesale order will request the porting of the number to the Gaining Communications Provider.

5.2 Non-Geographic Number Portability – Description

- 5.2.1 Non-Geographic Number Portability provides a method that enables a customer of one Communications Provider (The Losing Communications Provider) to become a customer of another Communications Provider (The Gaining Communications Provider) while retaining the same Non-Geographic telephone number. The Losing Communications Provider will cease the services with the customer who will agree the specific services they require with the Gaining Communications Provider. The Range holder will 'onward route' any calls received on the existing number to the new Communications Provider. This process is known as 'porting'. The Range Holder is said to 'export' the number to the Gaining Communications Provider. Conversely, the Gaining Communications Provider 'imports' numbers from the Range Holder.
- 5.2.2 Non-Geographic Number Portability also provides a method to return a customer, who has already ported, back to the original Communications Provider.
- 5.2.3 Number Portability should be reciprocal between the two Communications Providers. Establishment of number portability from one Communications Provider to another is by a single service establishment process for all Non-Geographic number ranges referred to in section 7 (Service Establishment Process). Both Communications Providers must currently support a Non-Geographic Numbering service.
- 5.2.4 Non-Geographic Number Portability is for the number only and not for any services associated with the number.

5.3 Alternative Methods of Porting Non-Geographic Numbers

- 5.3.1 This manual describes concentrates on the UK industry-agreed standard for handling ported numbers, whereby all calls are routed to the Range Holder as normal. If the number has been exported, the Range Holder is responsible for applying the correct prefix and routing the call to the recipient in an efficient manner. This is known as onward routing.
- 5.3.2 Call Trap Option - With onward routing, it is likely that a call originating on the Recipient's Network is passed to the Range Holder, translated and returned to the Recipient (tromboning). To avoid this Communications Providers may wish to filter out calls to imported numbers and deliver them to the customer rather than send them to the Range Holder. This method of porting can be unilaterally carried out by a Communications Provider at any time and is at the discretion of each individual Communications Provider. Implementation of either method shall not prevent a Communications Provider establishing service with any other Communications Provider, regardless of the method implemented by that Communications Provider.
- 5.3.3 With the above two methods of porting only the number Range Holder and the Recipient have information of the number status (i.e. whether it is ported and to whom it has been ported).

5.4 NGNP Cost Overview

- 5.4.1 This section explains the costs associated with NGNP. This is covered at an outline level, and should not be considered an exclusive list of costs.
- 5.4.2 Initial set-up**
- 5.4.3 Each Communications Provider will absorb all its own initial set-up costs. This includes all costs related to system changes to support NGNP
- 5.4.4 Service Establishment**
- 5.4.5 Each Communications Provider will absorb costs relating to any databuild completed within the Service Establishment period. A Communications Provider that has chosen to port numbers via a transit Communications Provider shall be expected to reimburse such a Communications Provider for any databuild that is necessary to enable transit.

5.4.6 Ports

5.4.7 The Range Holder and/or losing Communications Provider may levy charges to cover the cost of porting individual customer numbers. The basis of charging will be agreed as part of each Communications Providers NGNP agreement.

5.4.8 Calls

5.4.9 An additional conveyance rate, known as Average Porting Conveyance (APC), is recoverable by the Range Holder for all calls that originate in another Communications Providers network and “trombone” via the Range Holder’s network. The APC charge represents costs incurred in transiting a ported call across the Range Holder network. See Figure 2

5.4.10 Where the Range Holder has chosen to pass calls to the Recipient via a transit Communications Provider, then the additional transit charges incurred shall be recoverable. A percentage, representing additional costs incurred by the Range Holder in recouping the transit charge, may also be included. See Figure 3. In order for the Recipient Communications Provider to determine how transit charges have been calculated it is suggested that the Range Holder send a copy of the bill received from the transit Communications Provider when claiming payment.

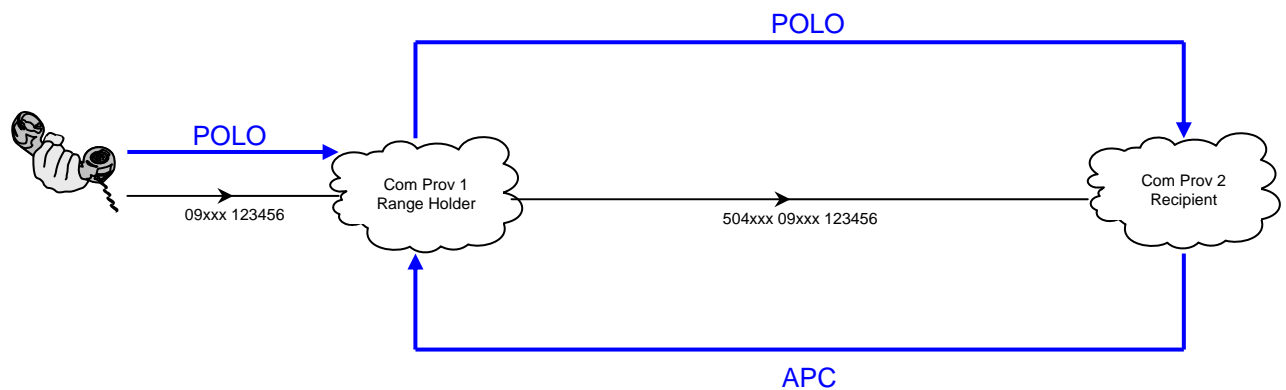
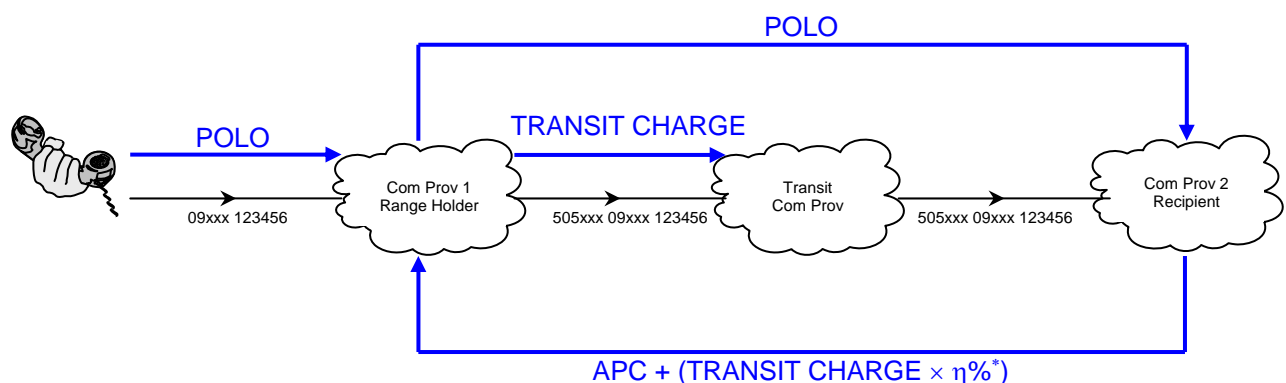


Figure 2 – Flow of monies using direct interconnect



*η represents additional cost incurred by the Range Holder in passing on the incurred TRANSIT CHARGE

Figure 3 – Flow of monies using Transit Communications Provider

5.5 Contracts

5.5.1 Contracts for number portability are agreed on a bilateral basis between operators..

6 Technical Principles

6.1 Network Aspects

- 6.1.1 For the purposes of Non-Geographic Number Portability it is mandatory that the Communications Providers have Non-Geographic Number ranges.
- 6.1.2 NGNP may be offered between Communications Providers as part of an existing interconnect, as part of an agreement to provide new interconnect links between Communications Providers, or via use of a transit Communications Provider.
- 6.1.3 The existing network and presentation CLI generation and interchange shall not be inhibited by NGNP provision in either system.
- 6.1.4 It shall be possible to produce accounting records for both supplementary charges (e.g. APC & transit costs) as well as normal interconnect charges.

6.2 Routing Prefix Arrangements

- 6.2.1 Ofcom allocates Number Portability Prefix Codes. The Recipient will notify the Range Holder of its assigned code during the planning stage of the Service Establishment process.
- 6.2.2 Calls shall be addressed to the Recipient system by means of a Number Portability Prefix Code inserted by the Range Holder on recognition that the number has been ported.
- 6.2.3 Where subsequent prefix changes are required to permit altered routings; the changes shall be regarded as databuild alterations carrying the appropriate commercial ramifications.
- 6.2.4 The Number Portability Prefix Code has a fixed length of six digits with the first three digits being 504 where the calls are to be routed directly to the Recipient or 505 where the calls are to be routed to the Recipient via a Transit Network.
- 6.2.5 Number flows for re-routing of calls by direct connection shall conform to the following format: 504XXX 0SABC DEFGHJ, where 504XXX is the Number Portability Prefix Code and 0SABC is the Non-Geographic Number service definition code.
- 6.2.6 If a Transit Communications Provider is used for the transmission of the call between Range Holder and Recipient, number flows for re-routing of calls shall conform with the following format: 505XXX 0SABC DEFGHJ, where 505XXX is the transit Number Portability Prefix Code and 0SABC is the Non-Geographic Number service definition code.

6.3 Traffic Routing

- 6.3.1 Calls originating in the number exporting system or from other networks shall be passed to a switch connection in the recipient system over one or more existing Points of Connection as defined by contractual routing principles and agreed during the planning stage.
- 6.3.2 To prevent call loops between systems, any call, with a Number Portability Prefix Code, arriving at a recipient switch must be either correctly translated or else failed. No attempt must be made to pass a call with a Number Portability Prefix Code back to the originating system.
- 6.3.3 The schematic shown in Figure 4 illustrates how re-routing of ported calls may be achieved using direct interconnect links.
- 6.3.4 Note: Communications Provider 1 is the exporting Communications Provider (Range Holder), Communications Provider 2 is the importing Communications Provider (Recipient) and Communications Provider 3 is a third Communications Provider who may originate the call. *Communications Provider 2 appears twice as it can be both originator and recipient of a call.* In this scenario a call originating on a Recipient network will first be passed to the Range Holder then back to the Recipient (trombone).

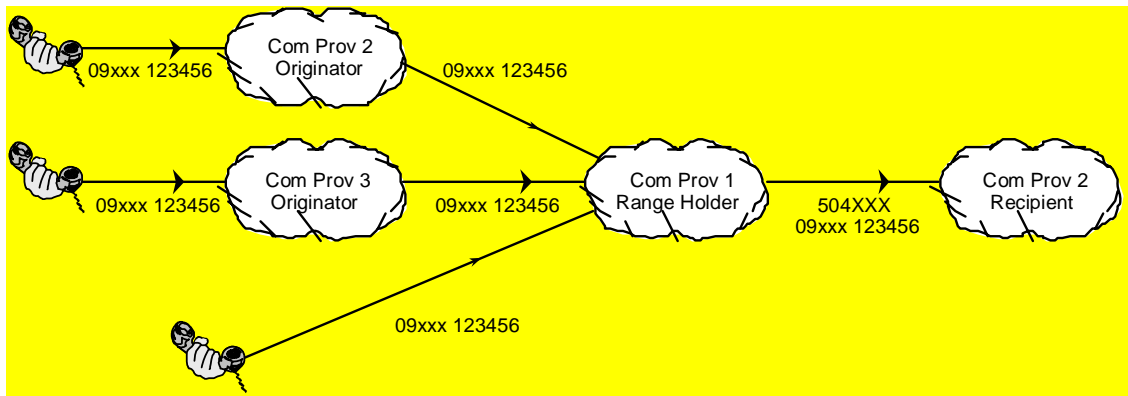


Figure 4 - Range Holder and Recipient use direct interconnect

6.3.5 Figure 5. If the Range Holder and the Recipient do not interconnect (or for the purposes of NGNP do not wish to interconnect) they may elect to use a transit Communications Provider to carry ported calls between them. The prefix range 505xxx has been allocated for this purpose. Commercial and procedural arrangements for the transit service will be subject to negotiation between the parties involved - this is not covered in this document.

6.3.6 Note: Again, Communications Provider 2 appears twice as it can be both originator and recipient of a call. In this scenario a call originating on a Recipient network will first be passed to the Range Holder then back to the Recipient via a Transit Communications Provider.

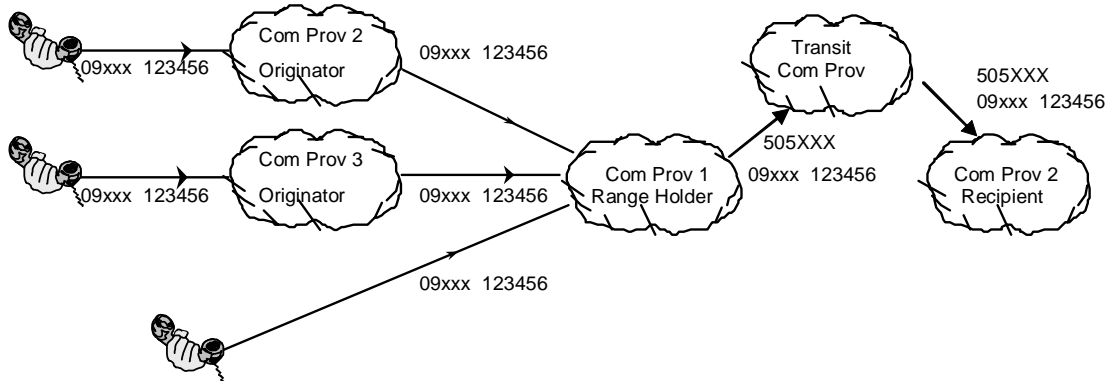


Figure 5 - Range Holder and Recipient use Transit Communications Provider

6.3.7 Figure 6 illustrates ‘trombone’ avoidance. A call that originates on the Recipient’s Network is filtered out and delivered to the customer rather than sent to the Range Holder.

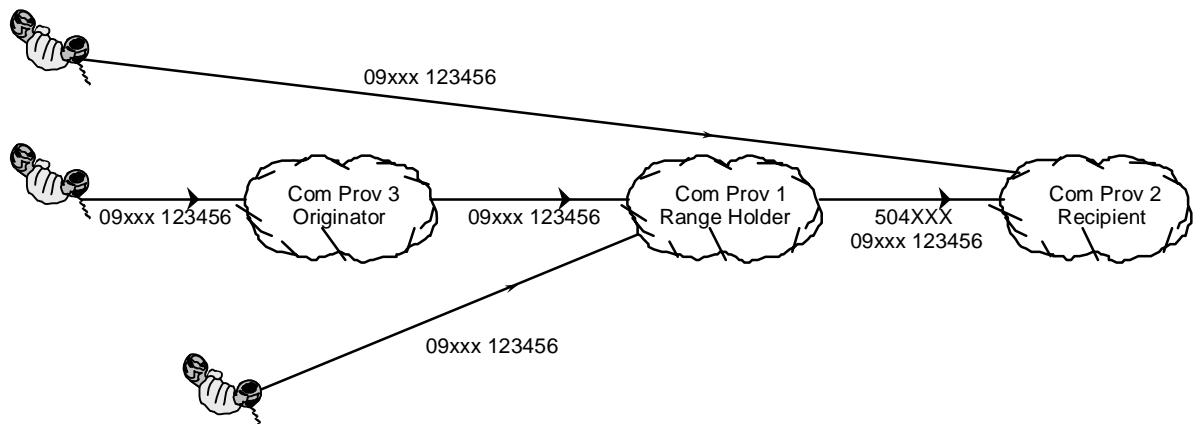


Figure 6 – Recipient Communications Provider (2) Performs Range Analysis and Terminates Call.

6.4 Traffic Forecast

- 6.4.1 NGNP call traffic volume forecasts will be incorporated into the overall Communications Provider interconnect traffic forecasts. Communications Providers will exchange the Interconnect total traffic forecasts in accordance with current practice.
- 6.4.2 The format of the number portability traffic forecast will follow the format defined in current contracts. For each exporting Communications Provider switch connection the Recipient will indicate the proportion of ingress busy hour traffic, which is forecast to be ported traffic. The Recipient will also indicate the proportion of ingress busy hour call attempts that are forecast to result from ported calls, either to the Range Holder or Transit Communications Provider as required.
- 6.4.3 Traffic forecasts shall include call traffic volumes for ported numbers, where appropriate, as related in the NP Functional Specification, Section 2: Recipient Providers Rules, Rule 1. This states: "The Recipient Provider shall inform the Donor Provider [i.e. Range Holder or Losing Communications Provider] of any change in the circumstances of the service associated with any ported Number that may impact the Donor Provider's ability to route calls to that ported Number... and in the case of NGNP, significant changes in call traffic volumes expected to be generated."

6.5 Network Performance

- 6.5.1 It shall be noted that the performance of calls to ported numbers will not always be up to the standard of the equivalent direct call; for example, there may be an increase in delay/echo due to additional transmission links and switches in the connection. Recommended performance standards for multiple Communications Provider calls within the UK are currently being developed by the PNO-IG Performance Standards Working Party.

7 Service Establishment Process

7.1 General

7.1.1 The Service Establishment process is detailed from the Recipients point of view (except where the Range Holder has specific tasks). If service is to be established in both directions concurrently it shall be remembered that two processes are run with each Communications Provider acting in turn as both Recipient and Range Holder. The Recipient Communications Provider always drives the process.

7.1.2 The Service Establishment process is divided into a number of stages:

- Prerequisites
- Initial Contact (exchange of Communications Provider contacts and contracts)
- Planning (route planning, forecasting, preparation for testing)
- Network Databuild (Communications Providers build OLO porting prefixes and Non-Geographic Number ranges)
- Engineering Testing (end-to-end engineering testing)
- Operational Readiness Testing (end-to-end administration and porting tests)

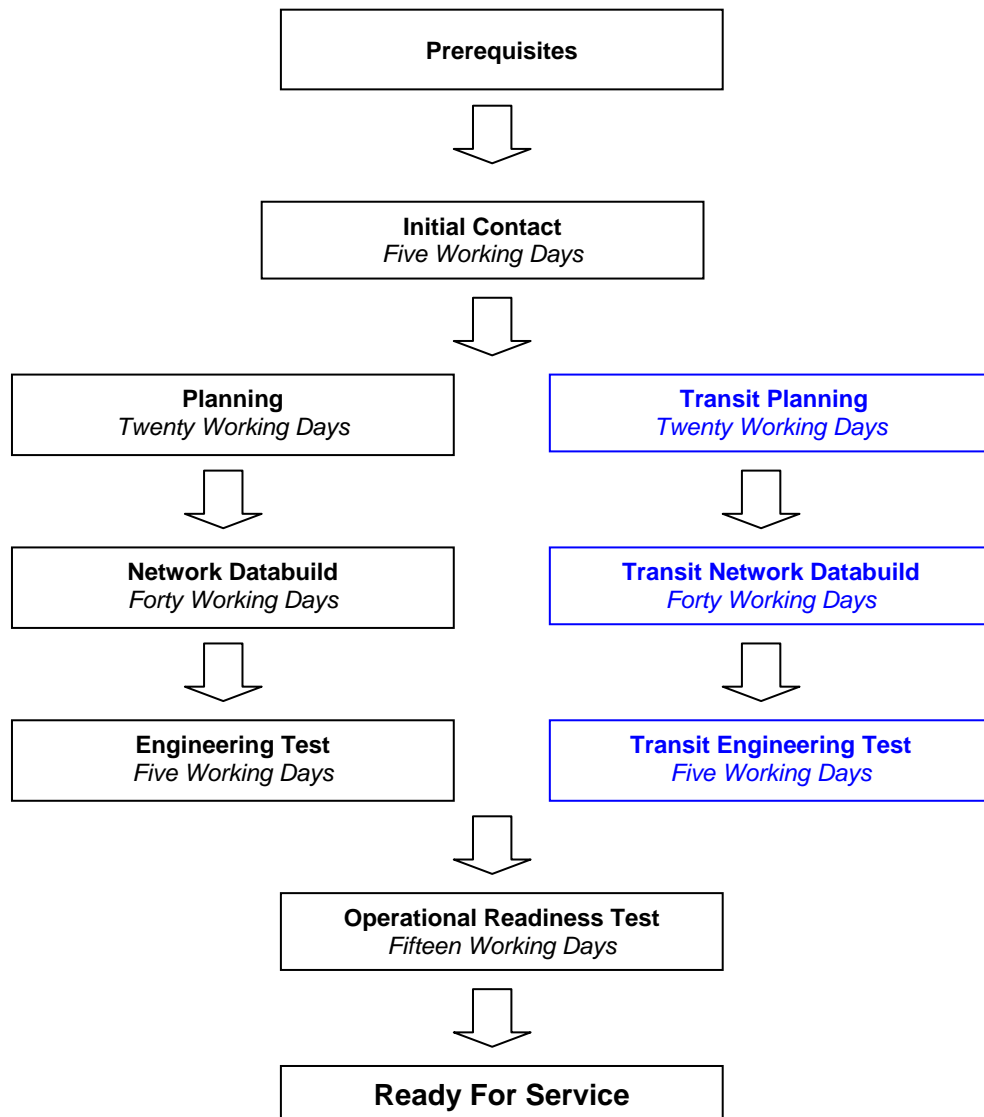


Figure 7 – Service Establishment Process Flow

7.2 Prerequisites

7.2.1 Before commencing Non-Geographic Number Portability Service Establishment certain criteria must be met. A Communications Provider must:

- Provide an Electronic Communications Network
- Operate a current Non-Geographic Numbering Service
- Have a Number Portability Prefix Code from Ofcom (see below)
- Follow the process documented in this manual

7.2.2 A Number Portability Prefix Code for Non-Geographic Number Portability is obtained from Ofcom. The number is in the format 504XXX for porting directly with another Communications Provider and 505XXX for porting through a Transit Communications Provider.

7.3 Initial Contact

7.3.1 The target timescale for this stage is five working days.

7.3.2 The starting point for a Recipient Communications Provider to request NGNP Service Establishment is by contacting the appropriate authority within the other Communications Provider (Range Holder).

7.3.3 The NGNP Establishment Request (PE) form will be used to exchange contact information between Communications Providers. On receipt of a PE form, the Range Holder will send the Recipient a PE form detailing the Range Holder contact details. The Range Holder shall indicate on form PE whether porting should be established in both directions. The Range Holder shall respond to the Recipient within 5 working days.

7.3.4 As part of the contractual process of establishing a porting service the Range Holder will determine the method of delivering ported calls (direct or transited). Where a NGNP Transit Communications Provider is to be used the Range Holder will notify the Recipient of their choice of Transit Communications Provider on the PE form.

7.3.5 To ensure sufficient resources the Range Holder may require forecasts from the Recipient, on an ongoing basis, of volumes of numbers to be ported. This should be considered within the contractual arrangements.

7.3.6 NGNP contracts shall be signed prior to Planning, or at a later stage as agreed by both parties.

7.4 Contact Register

7.4.1 Once initial contact has been completed, the Communications Providers should exchange Contact Registers (Non-Geographic Number Contact Register Form (PC)). These forms should be kept up to date and reissued to all Communications Providers with whom a Communications Provider has established service as and when the details change.

7.5 Planning Stage

7.5.1 The target timescale for this stage is twenty working days.

7.5.2 The Recipient will need to prepare the following information for the Portability Planning (PP) form (and attachments):

- Forecasts of ported traffic per number type.
- Forecasts of numbers to be ported (if required by the Range Holder)
- A draft routing plan for ported traffic [including Points of Interconnect (POI)]
- Planning contact information
- A note of the Number Portability Prefix Code (504XXX or 505XXX)

7.5.3 The Range Holder will need to prepare the following information for the Portability Planning (PP) form (and attachments):

- A Databuild test Number per Number Portability Prefix Code (will be retained by the recipient for any future tests)
- Test numbers for engineering tests
- Test numbers for Operational Readiness Testing (ORT)
- A draft routing plan for ported traffic (including Points of Interconnect, POI)
- Planning contact information

7.5.4 The Planning stage commences when the Recipient sends the Range Holder the Portability Planning form (PP), forecasts and routing plan.

7.5.5 A Transit Communications Provider, if used, shall need the following:

- A Databuild request
- A signed contract
- An agreed routing plan
- A Forecast of traffic volumes
- A note of the Number Portability Prefix Code for Transit (505XXX)

7.5.6 A planning meeting (which may benefit from including the Transit Communications Provider) is organised by the Recipient, as required, via the Service Establishment contact shown on the PE form. Communications Providers should ensure that a person with technical authority is in attendance. The planning meeting will finalise details. The PP may be changed at this meeting. The date(s) for Engineering Test should be agreed at the planning meeting.

7.5.7 All parties shall work toward agreeing a plan that meets the twenty-day target. The PP form, with attachments, is agreed when signed-off by both parties. The Recipient shall allocate a unique reference to the agreed plan. This completes the planning stage.

7.6 Network Databuild

7.6.1 The target timescale for this stage is forty working days.

7.6.2 The Databuild stage commences when both parties sign the PP form.

7.6.3 The Range Holder will build the Recipients Number Portability Prefix Code into the Range Holder network.

7.6.4 The Recipient will carry out databuild and any other tasks as necessary to allow porting in of the Range Holder's numbers.

7.6.5 The Range Holder will confirm that databuild is complete by re-sending the PP form with the appropriate Section B fields completed.

7.6.6 Any databuild by the Transit Communications Provider will happen concurrently with the above and should be similarly signed off.

7.7 Engineering Test

7.7.1 Once the databuild is completed, a set of tests described in the Service Establishment Test Schedule (http://www.ofcom.org.uk/licensing_numbering/numbers/num_port_info/non_geogr_num_portab/) shall be carried out to prove the routing of calls between the networks.

7.7.2 A Transit Communications Provider will test only that a call that is received from the Range Holder (with the appropriate Number Portability Prefix Code) is delivered correctly to the Recipient Communications Provider.

7.7.3 Successful completion of the tests constitutes the end of the Test stage. Both Communications Providers need to sign-off the Databuild and Test Certificate. Failure to pass the tests listed in the Service Establishment Test Schedule may require the need for retest, possibly extending beyond the five days allowed for Testing.

7.8 Operational Readiness Testing

7.8.1 The target timescale for this stage is fifteen working days.

7.8.2 Communications Providers should not enter Operational Readiness Testing without first having successfully tested their internal systems and processes. Operational Readiness Testing should not be seen as a method of training the porting desk.

7.8.3 The Recipient will determine the extent of the testing, after discussion with the Range Holder Communications Provider. The purpose of this testing is to ensure that order handling and repair can successfully be supported between the two Communications Provider (see 8)

7.8.4 A standard Operational Readiness Test is illustrated in section 8.

7.8.5 A separate set of process tests will be carried out for each direction of porting.

7.8.6 The test numbers must be delivered to a test announcement to enable ports to be checked.

7.8.7 Each Communications Provider, as a Range Holder, will also test and confirm that their support processes properly recognise the porting-out of a number. Similarly, each Communications Provider, as a Recipient, will also test and confirm that their support processes properly recognise the porting-in of a number.

7.8.8 The test schedule for the Process Testing is defined in 8.11. Process testing should usually take 15 working days, however, failure to meet in full the success criteria defined in 8.10 will require additional tests, possibly extending beyond the original 15 working days.

7.8.9 Upon successful completion of Operational Readiness Testing the Recipient will issue the Range Holder with a certificate of conformance (shown at 16.12).

7.8.10 A Transit Communications Provider shall not be involved in Operational Readiness Testing.

7.9 Ready for Service

7.9.1 Once the Databuild and Test and Operational Readiness Testing certificates have been signed-off by both Communications Providers, Non-Geographic Number Portability is ready for service.

7.10 Service Establishment Checklist

NGNP SERVICE ESTABLISHMENT CHECKLIST		
Action	Notes	√
PREREQUISITES		
Read NGNP process Manual		
Select Direct or Transit Porting		
Apply to Ofcom for Number Portability Prefix Code(s)		
INITIAL CONTACT		
Send Contracts to Communications Provider [∅]		
Send Planning Request to Communications Provider	Form PE	
Receive Planning Request from Communications Provider	Form PE	
Receive signed contracts from Communications Provider [∅]		
PLANNING		
Arrange Planning Meeting with Communications Provider		
Send Contact Register to Communications Provider	Form PC	
Receive Contact Register from Communications Provider	Form PC	
Establish traffic forecast per no type		
Ensure routing plan is current		
Set up test numbers		
Send Planning Information to Communications Provider	Form PP	
Send Test Numbers to Communications Provider		
Send Traffic forecast to Communications Provider		
Send routing plan to Communications Provider		
Receive Planning Information from Communications Provider	Form PP	
Receive Test Numbers from Communications Provider		
Receive Traffic forecast from Communications Provider		
Receive routing plan from Communications Provider		
Attend Planning Meeting with Communications Provider		
Agree and sign off PP		
Agree databuild and test dates with Communications Provider		
NETWORKS DATABUILD		
Perform Databuild		
Send Databuild Acknowledgement to Communications Provider	Form PP	
Receive Databuild Acknowledgement from Communications Provider	Form PP	
ENGINEERING TEST		
Test Porting Capability with Communications Provider (reciprocal)		
Send Engineering Test Certificate to Communications Provider		
Receive Engineering Test Certificate from Communications Provider		
OPERATIONAL READINESS TESTING		
Perform ORT with Communications Provider		
Send ORT certificates to Communications Provider		
Receive ORT certificate from Communications Provider		
READY FOR SERVICE		

[∅] or at a later stage as agreed by both parties.

Figure 8 - Service Establishment Checklist

8 Operational Readiness Test Schedule

8.1 Purpose

8.1.1 This section describes a test schedule for the evaluation of the Non-Geographic Number Portability Order Handling Process as defined by this End-to-End Process Manual.

8.2 Scope

8.2.1 This schedule provides Communications Providers with experience of various porting scenarios that may occur and will test the administrative processes between the two Networks. The actual porting functionality is also tested, by means of a 'real' port; giving Communications Providers the chance to fully test their porting and accounting capabilities. Communications Providers may elect to add or subtract tests as necessary. At the end of the process each Communications Provider will be awarded a certificate to say that they have completed ORT. This certificate is intended to assure other Communications Providers that the holder has completed ORT at least once. This certificate is not a guarantee of any level or quality of service.

8.3 Testing

8.3.1 Although testing needs to be performed in each direction, with each Communications Provider acting in turn as Range Holder and Recipient, testing in both directions need not be carried out simultaneously.

8.3.2 A total of three accounts will be available for use during testing. Orders will be generated against these accounts using the details provided and adding appropriate information as required by the test schedule.

8.3.3 To help prove the whole Order Handling Process some Orders will be deliberately changed to induce certain faults. These changes are clearly marked in the text on the test schedule.

8.4 Timescale

8.4.1 The account order flow has been based on a 19-day period, consisting of 15 working days, and 4 weekend days. The table showing the account flow has been designed to start on a Monday. There are no specific dates included; these can be entered by Communications Providers as appropriate.

8.5 Review

8.5.1 At the end of the testing and, if necessary, at appropriate points throughout, the results will be compared with the expected results and agreement will be reached on the nature and ownership of any problems encountered. The overall success criteria are defined at 8.10.2.

8.6 Test Details

8.6.1 Testing will be performed using up to a maximum of three accounts. The Range Holder will provide the following details on the Non-Geographic Number Portability Planning Form (PP):

- Telephone number(s)
- Customer's account number
- Customer's name (it is suggested that this be in a format that will be acceptable for raising faults)
- Customer's address (can be the same for all accounts)

8.6.2 Various test scenarios have been agreed to prove that each Communications Provider will be able to correctly process orders as per the End to End process. It is recognised that it would be impractical to test every possible scenario for order handling that can exist; however, the aim of these tests is to simulate the majority of the scenarios that may be encountered in normal day-to-day operation of the order handling process.

- 8.6.3 Once the testing schedule has been completed successfully, all accounts must be returned to the Range Holder.
- 8.6.4 If in any of the scenarios actual errors are encountered then the scenario should be changed to take account of these i.e. if a provide order is sent with an error, the order should be rejected even if the ORT grid states that the order should be accepted.
- 8.6.5 Orders should be acknowledged using the normal timescales for response. The Accepts/Rejects in the ORT test script are for guidance only; each order should be validated using normal practices.
- 8.6.6 After the successful porting of account 1 the Recipient Communications Provider will pass details of the new account to the Range Holder so that Return to Range Holder orders can be completed.
- 8.6.7 If Premium Rate Service (PRS) numbers will be ported between the two Communications Providers it is recommended that test account 1 is used. This test account reflects issues that may occur in day-to-day PRS porting.
- 8.7 Account 1 - Single Number**
- 8.7.1 Provide sent on day 1 with no errors and untimed. The port is dated for day 6. Accepted by day 2. Port takes place on morning of day 6 after 00:00 and before 04:00.
- 8.7.2 On day 9, a Return to Range Holder is sent with no errors, dated for day 14. Accepted by day 10. Ports back on morning of day 14 after 00:00 and before 04:00 to Range Holder.
- 8.7.3 **Purpose:** To prove that a Provide Order (dated) and a Return to Range Holder (dated) can be successful.
- 8.8 Account 2 - Multiple Numbers**
- 8.8.1 Multiple Number Provide sent on Day 1, timed at 09:00 and dated for Day 6. Accepted by day 3.
- 8.8.2 **Induced Error:** The Range Holder instead of building a Port actually ceases the number for Day 7 at 09:00.
- 8.8.3 Gaining Communications Provider checks the success of the Port on Day 7 to find the number faulty. The Gaining Communications Provider sends a Porting Failure (PF) form to the Range Holder, requesting Emergency Restoration of the number (also making a courtesy phone call first). The Range Holder must respond to the request within one hour of receiving the form.
- 8.8.4 After restoration the Gaining Communications Provider submits a change request timed at 09:00 for Day 9. Accepted by Day 8, number ports on Day 9.
- 8.8.5 On Day 10 the Gaining Communications Provider sends a Cease request, accepted by Day 15.
- 8.8.6 **Purpose:** To prove that the Gaining Communications Provider can order multiple numbers, at a specific time. The Gaining Communications Provider proves that they know how to use the Emergency Restore process using the PF form and is able to place a multiple cease. (Note the PF would normally request a translation check before going to Emergency Restore, but in the case where restoration of service is paramount it is accepted practice to by-pass the translation check and go straight to Emergency Restore.)
- 8.9 Account 3 - Single Number**
- 8.9.1 Provide sent on day 2 with no errors and untimed. The port is dated for day 9. Accepted by day 3. Change sent on day 6 moving port to day 12. Accepted by day 7. Cancel request sent on Day 10. Accepted by Day 11.

8.9.2 **Purpose:** To prove that a dated port can be changed and cancelled before the day of port correctly

8.10 Success Criteria

8.10.1 Entry criteria

- That there is an existing interconnect or transit agreement between the two Communications Providers
- Successful completion of the Databuild and Test stage of NGNP Service Establishment
- Appropriate details as discussed in paragraphs 7.5.2 and 7.5.3 have been exchanged.

8.10.2 General exit Criteria. As a minimum, the agreed tests (as specified in Figure 10 - Operational Readiness Testing – Test Matrix) must have been carried out. This implies the following:

1	A NGNP number can be ported to another Communications Provider and the call received at the new destination number (whether directly or indirectly connected): A standard Provide order can be submitted and accepted by 17:00 on the third working day from the original order date. A call of an acceptable quality, can be made to the ported destination after the scheduled port date
2	An order can be Emergency Restored after port date: A multiple timed Provide order can be submitted and accepted by 17:00 on the third working day from the original order date. A PF form can be used correctly and responded to within one hour and that service can be Emergency Restored. A change order can be submitted after ER. An acknowledgement of the order can be returned by the same time, next working day. The changes are carried out and a call of an acceptable quality can be made to the ported destination numbers after the scheduled port date. A cease order can be submitted and successfully completed. Returning the number to the Range Holder.
3	An order can be changed prior to port date: A standard Provide order can be submitted and accepted by 17:00 on the third working day from the original order date. A change order can be sent without errors. An acknowledgement of the order can be returned by the same time, next working day. A cancel order can be sent without errors. An acknowledgement of the order can be returned by the same time, next working day.

Figure 9 - ORT Success criteria

8.11 Operational Readiness Testing – Test Matrix

Account	Action By	Day 1	Day 2	Day 3	Day 4	Day 5	S S		Day 6	Day 7	Day 8	Day 9	Day 10	S S		Day 11	Day 12	Day 13	Day 14	Day 15	S S		Day 16
		Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	
1	Recipient	PO Provide Dated day 6							Port-In			Accept							Disconnect				
	Range Holder	Accept							Port-Out			Return to Range Holder Dated Day 14							Reconnect				
2	Recipient	PO Multiple Provide Monday (day 6) 09:00							Port-in / ER / Submit Change order dated day 9 (09:00)			Port-In	PO Cease dated day 15							Disconnect			
	Range Holder	Accept							Port-out / Respond to ER/ Accept			Port-Out	Accept							Disconnect			
3	Recipient		PO Provide Dated day 9						Change to Day 12				Cancel										
	Range Holder		Accept						Accept				Accept										

Figure 10 - Operational Readiness Testing – Test Matrix

Account	Day	Detail
Test 1.	1	To prove that a provide order (dated) can be successful
	9	To prove that a Return to Range Holder (dated) can be successful
Test 2.	1	To prove that a multiple number order can be completed successfully.
	7	To prove that an Emergency Restore and a Change (timed) order can be completed successfully.
	11	To prove that a cease order can be completed successfully.
Test 3.	6	To prove that a dated port can be changed, before the date of port correctly.
	10	To prove that a dated port can be cancelled, before the date of port correctly.

9 Service Ordering and Maintenance Processes

9.1 Order Handling

9.1.1 The Number Portability Order Form (PO) template is shown at **16.6**

9.1.2 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.

9.2 Customer Letter of Authorisation

9.2.1 The Gaining Communications Provider must obtain a letter of authority (see 16.13) from the customer before requesting a port for a Non-Geographic Number. The letter should be reproduced onto the customer’s own headed paper, and must include the signature of a signatory authority representing the customer. The information is not required as part of the inter-Communications Provider ordering process but must be obtained by the Gaining Communications Provider, on every occasion, prior to requesting the port. The Gaining Communications Provider shall retain the customer letter for at least one year from the date of the port, or longer as per the policy of the Gaining Communications Provider.

9.2.2 Under normal circumstances, the Losing Communications Provider does not need to see the signed customer letter and it need not be sent with the PO form. **However, the Losing Communications Provider is entitled to request a copy of the customer letter, and the Gaining Communications Provider fulfil all such requests within one working day.**

9.2.3 Legitimate reasons for a request from a Losing Communications Provider to see the customer letter include:

Before acceptance of the port request:

- Where confirmation or clarity is required to ascertain the authenticity of a porting order;
- Where a Losing Communications Provider considers a Gaining Communications Provider is failing to obtain customer letters prior to placing porting orders, a general requirement to see letters with every order shall apply for a stated period, e.g. 1 month, to reaffirm that the Industry process is being adhered to.

After acceptance of the port request:

- Where the authenticity of a porting order is in doubt - for example, a customer-generated dispute or query about the port;
- For audit purposes, to check that the Gaining Communications Provider possesses and retains customer letters, a Losing Communications Provider (or Ofcom) may request a selected sample of letters relating to porting orders received in the preceding twelve months.

9.3 Order Types

9.3.1 There are seven possible NGNP order types:

- Provide }
• Cease } Main Orders
• RTRH }
- Re-present }
• Change } Amend Orders
• Cancel }
- Porting Failure / Emergency Restoration Request (see Section 10)

9.4 Provide Order

9.4.1 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 five 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 5 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 letter of validation from the customer (see 16.13).

9.5 Cease Order

9.5.1 Sent by the Recipient Communications Provider to the Range Holder. 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. The Recipient Communications Provider uses the Cease Order to notify the Range Holder 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.

9.5.2 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. 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.

9.5.3 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.

9.5.4 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.

9.5.5 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.

9.6 RTRH Order

9.6.1 Sent by the Range Holder 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 for service on that number. The Recipient Communications Provider will require five working days notice in order to port the number back to the Range Holder. The Range Holder, prior to requesting the port, must obtain the letter of validation from the customer (see 16.13).

9.7 Re-Present Order

9.7.1 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.

9.7.2 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.

9.7.3 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 five working days.

9.8 Change Order

9.8.1 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*

9.8.2 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.

9.9 Cancel Order

9.9.1 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.

9.9.2 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.

9.10 Order Acknowledgement

9.10.1 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.

9.11 Order Acceptance

9.11.1 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 24hrs. 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.

9.12 Order Rejection

9.12.1 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 24hrs. The valid reasons for rejecting an order are set out in the following table (See Figure 11 - Rejection Codes). 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.

Figure 11 - Rejection Codes

Rejection Reason	Reject Code	Provide	RTRH	Re-present	Change	Cancel	Cease
Communications Provider ID missing / incorrect	10	✓	✓	✓	✓	✓	✓
Communications Provider Prefix missing / invalid	11	✓		✓			
Order sent date and/or time missing / incorrect	12	✓	✓	✓	✓	✓	✓
Customer Account Number missing / invalid	13	✓	✓	✓	✓	✓	
Customer Name incomplete / incorrect	14	✓	✓	✓	✓	✓	
Customer Post Code incomplete / incorrect	15	✓	✓	✓	✓	✓	
Order Type missing / invalid	16	✓	✓	✓	✓	✓	✓
Telephone Number(s) to be ported is missing, invalid, not associated with this customer or not subject to NGNP	17	✓	✓	✓	✓	✓	✓
Requested porting date missing / invalid	18	✓	✓	✓	✓	✓	✓
Requested porting time not available	19	✓	✓	✓	✓		
Number already exported	20	✓	✓	✓			
Change or Cancel order received after acceptable notice period, i.e. too near to (or after) agreed Porting Date/Time	21				✓	✓	
Represent order "timed out", i.e. not accepted by end of Day 2 - new order required	22			✓			
Losing Communications Provider incorrect (SO)*	23	✓		✓	✓	✓	
Range Holder details missing / incorrect (SO)*	24	✓		✓	✓	✓	
Number not exported (SO)*	25	✓		✓	✓	✓	
Customer Validation Letter requested for this order	26	✓	✓	✓			
Customer Validation Letter details Invalid / incorrect	27	✓	✓	✓			
Order exceeds volumes forecasted by GCP to LCP	28	✓	✓	✓			
Gaining Communications Provider has not sent Losing Communications Providers SO form (SO)"	30	✓		✓	✓	✓	
Other (Use of this reject code should be supported by comments in the "Order Notes" box)	99	✓	✓	✓	✓	✓	✓

* Codes 23, 24, 25 and 30 are for use with Subsequent Porting orders (SO form).

9.13 Order Handling Times

- 9.13.1 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). See Figure 11 - Rejection Codes.

9.14 Order Lead Times

- 9.14.1 The minimum lead-time from the date of placing an order to the date of the port activation is 5 working days, where the order placement day is Day 0. An order that remains unaccepted at 17:00 hours on Day 2 is deemed to be "timed out" and the order can be progressed no further.

9.15 Port Activation Times

- 9.15.1 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.
- 9.15.2 **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.
- 9.15.3 **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 Figure 11 - Rejection Codes.
- 9.15.4 "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.

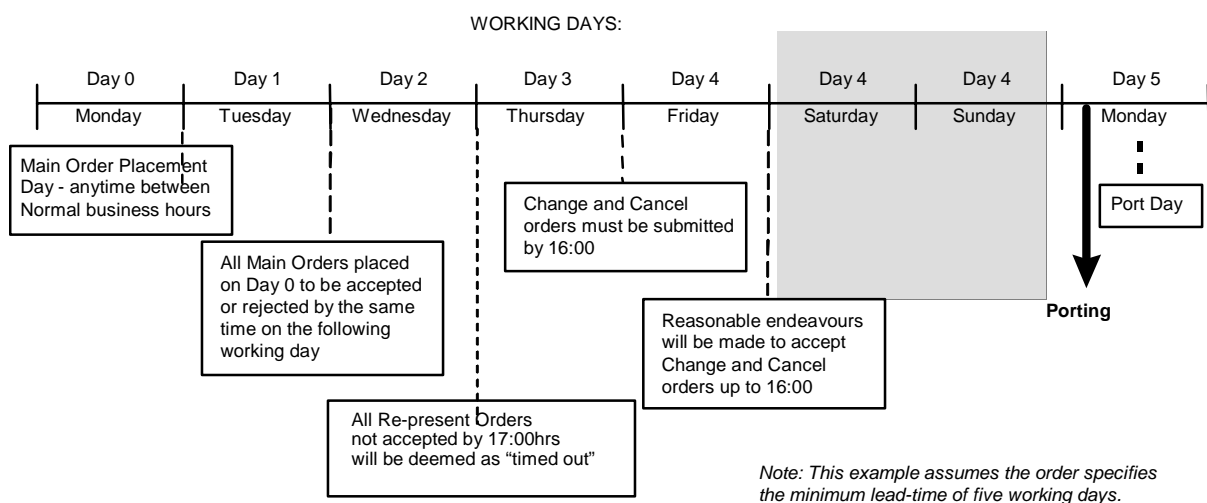


Figure 12 - Order Timing

9.16 Provide Order Sequence

9.16.1 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 carries out number translation change.
- If the port is proved successful, the Range Holder ceases the customer's billing account.

9.17 Notes

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

9.17.2 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 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.

10 Porting Failure & Emergency Restoration

10.1 Introduction

10.1.1 The porting failure process allows Communications Providers to restore service to the customer quickly, irrespective of the fault location. It has three stages, Porting Failure Notification, Emergency Restore and Re-submission. Although it is expected that the sequence will normally start with Stage 1 and proceed to Stages 2 and 3 (if required), a Communications Provider may proceed directly to Stage 2 to initiate an immediate Emergency Restoration.

10.2 Porting Failure (Stage 1)

10.2.1 The Recipient shall telephone the Range Holder using the special Porting Failure contact number (given on PE form) and give notice of a porting failure. The call shall be supported by the Porting Failure form (PF) with part A completed (see 16.9).

10.2.2 The notification must be received by 10:00 hrs on the first full working day following the agreed port date, otherwise it will be classed as a fault and be subject to normal repair times.

10.2.3 **Porting Failure notification may mean the customer is without service; the Range Holder shall respond within 1 hour.**

10.2.4 On receipt of the PF form, the Range Holder shall check that the translation has been built correctly, and if not, shall instigate a correction. The Range Holder shall acknowledge receipt of the Porting Failure Notification by returning the PF form, stating whether the translation had been built correctly or not. If the translation built is found to be faulty, the Range Holder shall notify the Recipient when this has been corrected.

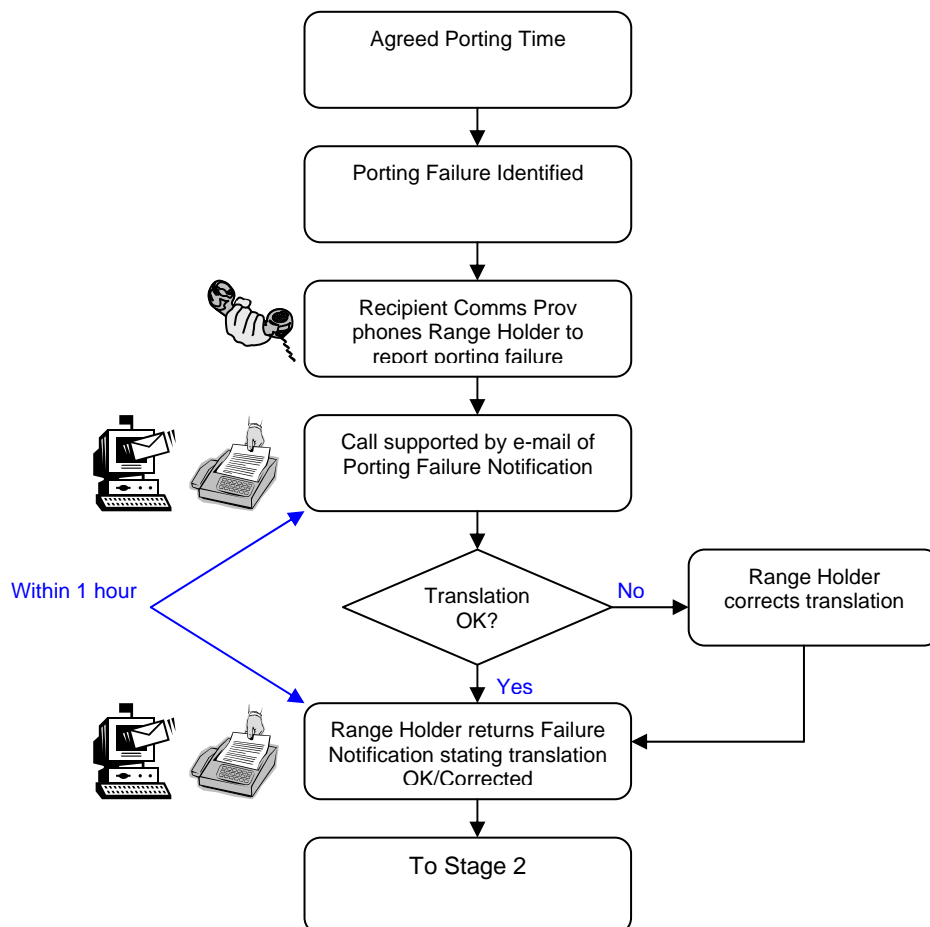


Figure 13 - Porting Failure Resolution - Stage 1

10.3 Emergency Restoration (Porting Failure Stage 2)

- 10.3.1 At this stage the Recipient may decide to undertake further checks. To request Emergency Restoration the Recipient shall telephone the Range Holder using the special Porting Failure contact number. The call shall be supported by the porting failure form PF (see 16.9) with Part B completed.
- 10.3.2 The notification must be received by 16:00 hrs on the first full working day following the agreed port date, otherwise the number will remain ported to the Recipient Network and established fault procedures between the two Communications Providers shall be followed.
- 10.3.3 **Emergency Restoration notification may mean the customer is without service; the Range Holder shall respond within 1 hour.**
- 10.3.4 The Range Holder shall acknowledge the receipt of the request. On receipt of the porting failure form, the Range Holder shall restore the translation to the original translation as it was prior to implementation of the port. It will be necessary for the Range Holder to inform the Recipient when the emergency restore has been carried out.

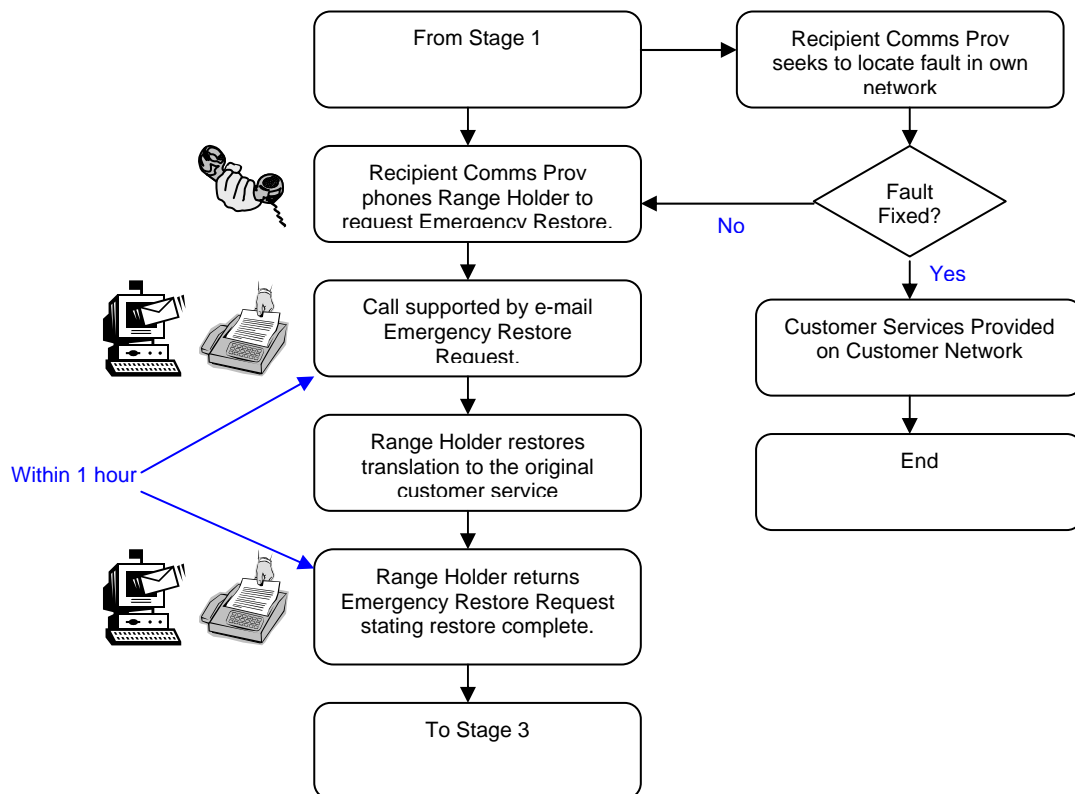


Figure 14 - Porting Failure Resolution - Stage 2

10.4 Order Resubmission (Porting Failure Stage 3)

10.4.1 During the five working days following the Emergency Restoration, the Recipient, using a Change order, can submit another porting date. The minimum lead-time for porting is reduced from five working days to two. If after five days following the Emergency Restoration no Change order is received then the order will be considered time-expired.

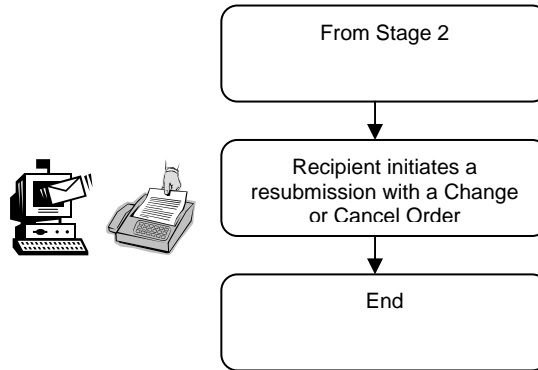


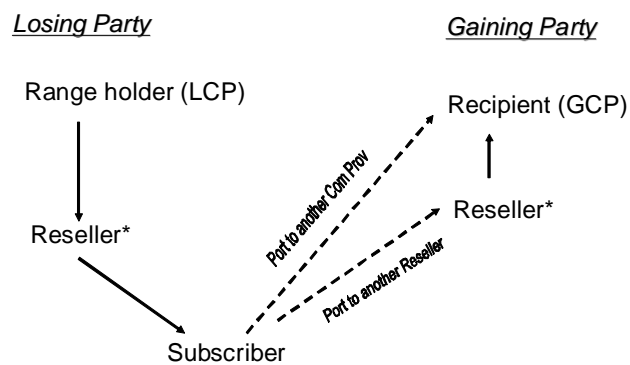
Figure 15 - Porting Failure Resolution - Stage 3

11 Reseller Process

11.1 Introduction

11.1.1 Resellers should understand their porting obligations which are set out in General Condition 18 ("Number Portability") of the General Conditions of Entitlement set by the Director General of Telecommunications under Section 45 of the Communications Act 2003 and Number Portability Functional Specification (July 2003). These documents can be found on the Ofcom web site: http://www.ofcom.org.uk/licensing_numbering/numbers/num_port_info/ In broad terms, Subscribers must be able to port their numbers regardless of the chain of supply. Communications Providers and their Resellers must ensure that they have processes in place to ensure that this is possible and delays to customers are minimised. The obligation to enable porting (i.e. fulfil the Subscriber's expectations) is upon the Gaining Party. In particular, Gaining Resellers must ensure that their Network Provider has established service with potential Range Holders before marketing or offering their services to customers.

11.1.2 In order for porting to work in an organised manner, the Range Holder will only communicate with, and port out to the Communications Provider that hosts the number on its network. It can be deduced that a complicated chain, or pair of chains, could therefore exist as described in Figure 16 - Reseller Process.



* Reseller may or may not be present in Losing or Gaining chain

Figure 16 - Reseller Process

11.1.3 The Gaining Party shall ensure that the Gaining Communications Provider has already established service with the Range Holder before starting the authorisation processes.

11.1.4 It is always incumbent upon the Gaining Party to drive the porting process, regardless of the number of Losing Parties in the 'Range Holder to Subscriber' chain.

11.1.5 If the Losing Party is not the Range Holder, then the Gaining Party shall obtain all Customer Letter(s) up to and including the Subscriber.

11.1.6 If the Gaining Party is not the Gaining Communications Provider, the Gaining Party shall submit a porting request to the Gaining Communications Provider, which includes all the Customer Letter(s), through their normal route of sale (i.e. as if the Gaining Party was connecting an "own" number). It must be the Gaining Communications Provider that makes the final porting request to the Range Holder.

11.1.7 Resellers should take particular note that:

- The Gaining Communications Provider may not have porting arrangements in place with the Range Holder (leading to possible delays while Service Establishment takes place).
- The Gaining Party is **always** responsible for driving the process.
- The Range Holder will only port numbers to the Gaining Communications Provider where the Gaining Communications Provider hosts the number on its network **and** already operates NGN services.
- The Range Holder will recognise authorisation only from the Customer with whom the Range Holder has a contractual arrangement (or from whom the Range Holder may otherwise **choose** to verify); this might **not** be the Subscriber (end user) of the number.

11.2 The Process

11.2.1 The standard NGNP order handling process must be used with the following exceptions. All of the following instructions assume that the Losing Party is not the Range Holder:

- The Losing Party must receive a signed Customer Letter from the Gaining Party showing the details of the Losing Party's Customer. This could be the end user of the Non-Geographic Number (Subscriber), or another Reseller.
- The Losing Party must return a copy of the Customer Letter to the Gaining Party within two days of receipt of a request to do so, together with their own valid Customer Letter showing their own customer details for submission to the Range Holder with the porting request.
- The Customer Letter that may be required by the Range Holder must be completed by, and contain the details relevant to, the Losing Party with whom the Range Holder has a contractual relationship, and not by the customer to whom the number has been provided (Subscriber or another Reseller).
- The Gaining Communications Provider shall provide the appropriate porting form(s), together with the Customer Letter if requested, directly to the Range Holder. Correspondence will not be accepted by the Range Holder from any other party.
- It must be remembered that the minimum lead-time for order handling is five days between Communications Providers. This does not commence until the Range Holder receives the appropriate order form(s).
- The Range Holder, following receipt of a valid order, will copy the acknowledgement of the porting order form to their Customer as well as to the Gaining Communications Provider.

11.2.2 All other aspects of the ordering handling and porting process shall proceed according to the standard process, as explained elsewhere in the manual.

12 Subsequent Number Portability

12.1 Introduction

12.1.1 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 four additional Reject Codes to cover situations particular to Subsequent Porting orders (See Figure 11 - Rejection Codes, 23, 24, 25 and 30).

12.2 Subsequent Porting Criteria

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

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

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

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

12.2.5 Because a third party is involved in this type of port, the Gaining Communications Provider should recognise that a longer lead-time than the 5 working days minimum may be advisable.

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

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

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

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

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

12.3 Subsequent Porting Procedure

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

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

12.3.3 The standard SO form (see Figure 11 - Rejection Codes) shall be used and the Gaining Communications Provider shall ensure that the Range Holder and Losing Communications Provider are both identified.

12.3.4 In the event of a porting failure the standard Porting Failure (PF) form should be used.

12.3.5 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 and Losing Communications Provider networks.

12.3.6 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.

12.4 Process for Subsequent Portability orders

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

12.4.2 Stage 1

12.4.3 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 SO form.

12.4.4 The proposed porting date must allow time for the separate handling of the orders, and allow the Range Holder (RH) the full 5-day period between issue of the PO and the porting date.

12.4.5 The LCP will validate the order as for non-subsequent porting (16.9). If the order is acceptable the LCP will send its acceptance back to the GCP.

12.4.6 Stage 2

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

12.4.8 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.

12.4.9 Stage 3

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

12.4.11 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.

12.4.12 Subsequent Portability Process – Stage 1

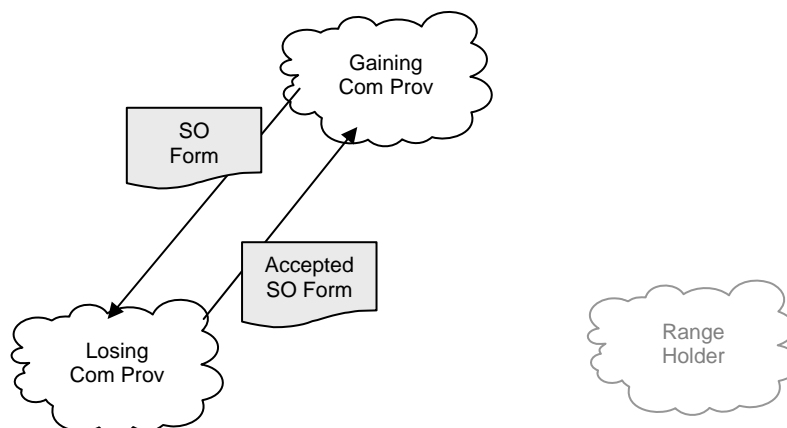


Figure 17 - Subsequent Portability Process Stage 1

12.4.13 Subsequent Portability Process – Stage 2

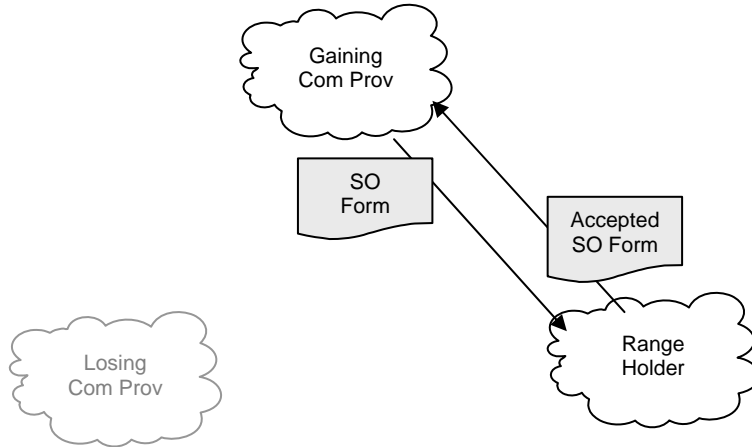


Figure 18 - Subsequent Portability Process – Stage 2

12.4.14 Routing of calls following a subsequent port.

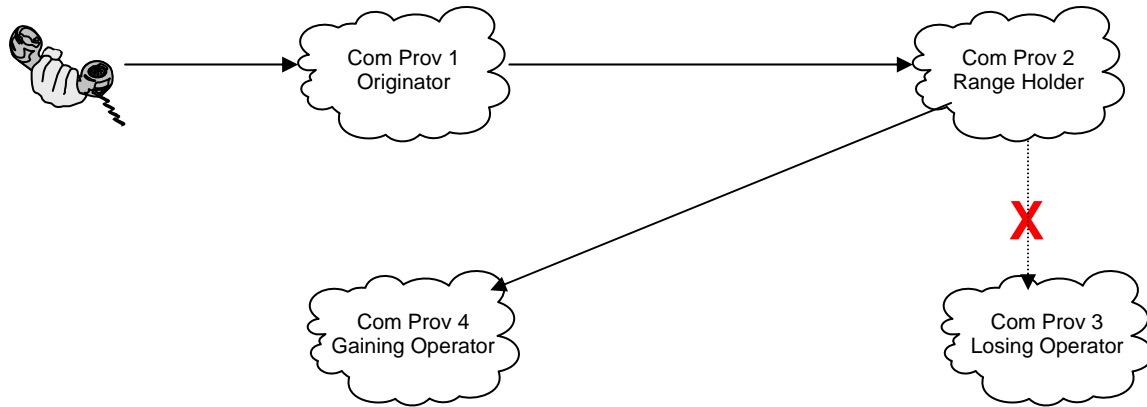


Figure 19 - Routing of calls following a subsequent port

13 Pre Allocation Porting (PAP)

13.1 Introduction

13.1.1 **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.**

13.1.2 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.

13.2 Pre-Allocated Porting Criteria

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

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

13.2.3 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.

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

13.2.5 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.

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

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

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

13.3 Pre-Allocated Porting Procedure

13.3.1 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 - see Non-Geographic Number Portability - PAP Form (PA). 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.

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

13.3.3 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.

- 13.3.4 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.
- 13.3.5 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.
- 13.3.6 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.

13.4 Process

- 13.4.1 Customer approaches the Gaining Communications Provider of its choice, requesting to obtain an unallocated number from the Range Holder.
- 13.4.2 Gaining Communications Provider completes reservation form (PA) indicating the number(s) or ranges of numbers to be reserved, and the customer details.
- 13.4.3 Gaining Communications Provider send the completed PA form to Range Holder.
- 13.4.4 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.
- 13.4.5 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).
- 13.4.6 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 Non-Geographic Number Portability - PAP Form (PA) with status codes A to H.

- 13.4.7 The Gaining Communications Provider will raise a PO order to initiate the port using the established NGNP process (See Figure 11 - Rejection Codes), 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).
- 13.4.8 Otherwise the porting will proceed as per the standard processes.

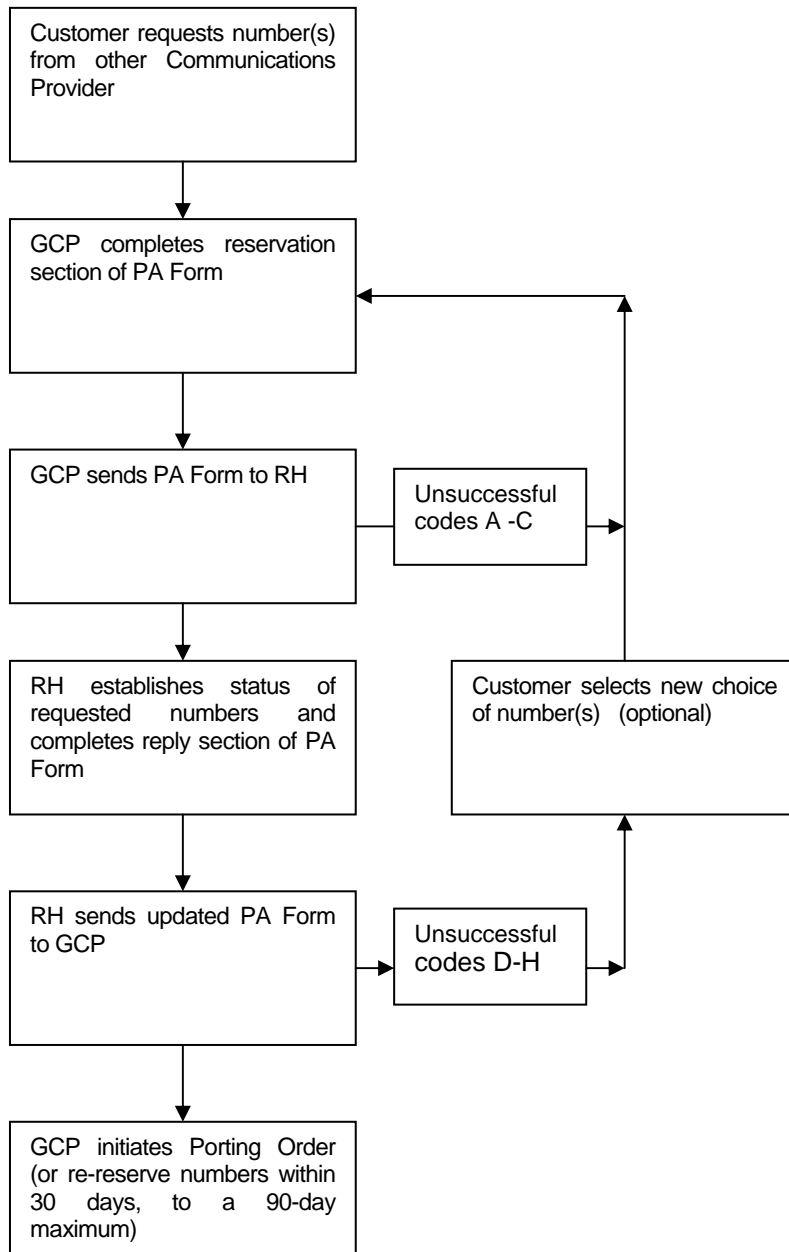


Figure 20 - PAP Process Flow Diagram

14 Order Forecasts

- 14.1.1 Order forecasts are forecasts of volumes of numbers to be ported.
- 14.1.2 Communications Providers should note that the provision of forecasts is a requirement of the Industry process. Forecasts are required to ensure the Range Holder has sufficient resources to meet day-to-day porting needs, and achievement of the Industry agreed Service Level Agreements (SLAs) is dependant upon order volumes not exceeding forecasts. Order forecasting requirements shall be agreed between the two Communications Providers.
- 14.1.3 The order forecast will be required at the start of the Operational Readiness Testing stage of Service Establishment.
- 14.1.4 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 16.5.
- 14.1.5 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.
- 14.1.6 If a peak is expected, bilateral agreement between Range Holder and Gaining Communications Provider is required.
- 14.1.7 Forecasts should be sent to the 'Order Handling Contact' shown on the **Non-Geographic Number Portability Establishment Request** Form (PE).

15 Miscellaneous

15.1 Installation

15.1.1 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.

15.2 Directory Entries

15.2.1 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.

15.2.2 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.

15.3 Operator Assistance

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

15.4 Mass Call Notification

15.4.1 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 will retain any permanent call gapping unless specifically asked to remove it by the Recipient Communications Provider.

15.5 Contacts Register

15.5.1 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 **Non-Geographic Number Contact Register Form (PC)**.

16 Appendices

16.1 Forms in Word for Windows 97

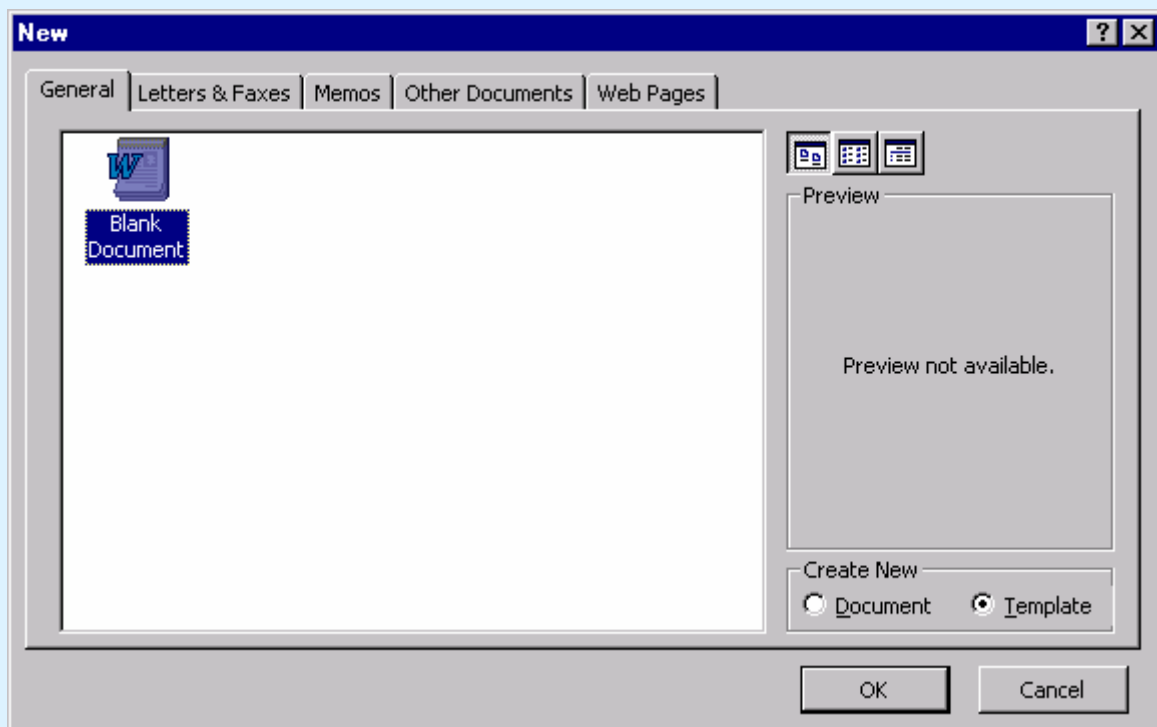
16.1.1 The appendices have been created as usable “forms”. A user will need to customise the forms as necessary then save them as a template. The following is an extract from the Microsoft Web site and describes how forms are created and used.

As we all know filling out forms are an everyday part of business life and often crop up in personal life too. A form is a template or document with empty areas in which to collect and organise information. The Word for Windows 97 Forms feature allows you to quickly set up forms with special form fields so that it can easily be filled in from your computer. Here's how to do it.

STEP 1: CREATE A TEMPLATE

The first step in designing your form is to build a new document template. To do this perform the following steps

Choose **File New** and select the General tab



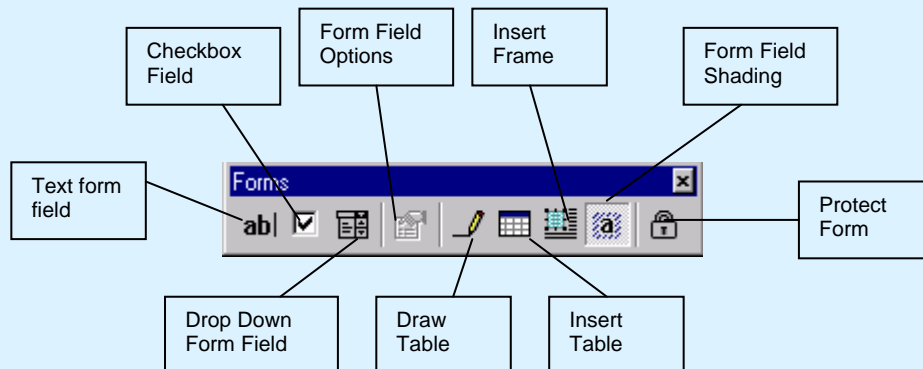
Choose the **Template** button under Create New then click on **OK** this will open up a blank document called Template1

Step 2: Layout the Form

Include any text, tables, or graphics that you want to appear in the form.

Step 3: Insert the Form Fields

1. Position the insertion point where you want the user to type or select information.
2. Switch on the Forms Toolbar **View Toolbars Forms** the following toolbar appears



3. Click the appropriate form field button on the Forms toolbar.

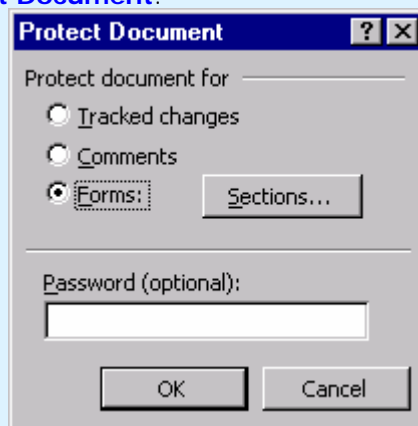
Type	Description
Text	Use a regular text form field when the form requires an entry of any type, including text, numbers, dates, current date and time, or calculations. You can specify a default entry so that the user does not have to type an entry except to change the response.
Check Box	Use a check box to prompt the user for a yes or no response.
Drop-Down	Use the drop-down form fields to provide the user with a list of answers to choose from. Selecting from a list rather than typing entries makes it easier for users to fill in the form correctly.

4. To specify the Options of the form field, double-click the form field. Select the Options you want to use.

Repeat steps 1-4 for each form field you want to add to your form.

Step 4: Protect the Document

On the **T**ools menu, click **P**rotect Document.



Select the **F**orms option, and then click **O**K.

Word protects the template from changes so users can enter information only in the form fields. Save and close the template by choosing **F**ile **S**ave then **F**ile **C**lose

Using your newly created form

Once your form has been saved and protected as a template to use it click on **F**ile **N**ew and double click over your template. Your form will appear on the screen and the insertion point will be positioned in the first blank field awaiting your input. Press Tab to move from field to field in order to complete the form.

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16.2 Non-Geographic Number Portability Establishment Request Form (PE)

NON-GEOGRAPHIC NUMBER PORTABILITY ESTABLISHMENT REQUEST FORM**PE***(See guidance notes in the Non-Geographic Number Portability End-to-End Process Manual)*

Sender's Reference: Senders CUPID
 From Communications Provider Name: To Communications Provider Name:

Service Establishment Contact Name:

E-mail Address:

Address:

Telephone Number:

Facsimile Number:

Order Handling Contact Name:

E-mail Address:

Address:

Telephone Number:

Facsimile Number:

Fault Repair Contact Name:

E-mail Address:

Address:

Telephone Number:

Facsimile Number:

Escalation Contact Name:

E-mail Address:

Address:

Telephone Number:

Facsimile Number:

Emergency Restoration Telephone Number:**Emergency Restoration Facsimile Number:**I wish to establish service that allows import and export of my numbers I wish to establish service that allows only for export of my numbers

I wish to export my numbers via transit Communications Provider (name of preferred transit Communications Provider):

Signature:

Name:

Date:

Please complete this form using electronic entry.

16.3 Non-Geographic Number Contact Register Form (PC)

NON-GEOGRAPHIC NUMBER PORTABILITY CONTACTS REGISTER		PC
From : Com Prov Name	Date of Issue :	Issued by Name :
To : Com Prov Name		Tel :
		Email :
List of CUPIDs or POCs (Points of Connection) ALL that this information applies to, or state "ALL"		
<u>Service Establishment and Maintenance</u>		
Company contact (for NGNP requests, formal documentation, forecasts etc)	Name :	
	Tel :	
	Email :	
Initial SE Project Manager (day to day contact for initial Service Establishment)	Name :	
	Tel :	
	Email :	
Service Maintenance Contact (for technical and service queries. Note: changes to PP forms must be communicated via Company Contact [above])	Name :	
	Tel :	
	Email :	
<u>Order Handling</u>		
Order Centre (name of order handling centre)		
OPERATIONAL HOURS	0900 - 1700 Mon - Fri (excl Public Hols)	
Orders (for sending orders)	E-mail :	
	Fax :	
	Tel :	
Enquiries (to Order Desk about orders)	Name :	
Escalations (for 1 st line escalation of order related problems)	Tel :	
	Email :	
<u>Port Failure & Emergency Restoration, and Fault Repair</u>		
Operational Hours	24/24 and 7/7	
Contact for Port Failure / Emergency Restore (E-mail to be supported by a telephone call)	E-mail :	
	Fax :	
	Tel :	
Contact for Fault Repair (E-mail to be supported by a telephone call)	E-mail :	
	Fax :	
	Tel :	
<u>PAP – “Enquire & Reserve” Orders (Pre Allocation Porting)</u>		
<i>Only applicable by bilateral agreement between Communications Providers</i>		
Operational Hours		
Orders (for sending orders)	Email :	
	Fax :	
	Tel :	
Enquiries (about reservation orders)	Name :	
Escalations (for 1 st line escalation of order related problems)	Tel :	
	Email :	

16.4 Non-Geographic Number Portability Planning Form (PP)**NON-GEOGRAPHIC NUMBER PORTABILITY PLANNING FORM****PP**

Name of Com Prov

Number Portability Prefix Code:

Operators CUPID

Agreed Routing Plan Reference Number:

Order Forecasts attached:

 Yes No

Ported Traffic forecast attached:

 Yes No

Routing Plan Attached:

 YES No**Contacts**

Planning Contact Name:

Planning Contact Phone Number:

Databuild Contact Name:

Databuild Contact Phone Number:

Engineering Test Contact Name:

Engineering Test Contact Phone Number:

Telephone Numbers

Test Number (to be retained for future testing):

Databuild test Number One:

Databuild test Number Two:

ORT Account Numbers:

Account One:

Account Two:

Account Three:

ORT Customer Name:

ORT Customer Address:

NON-GEOGRAPHIC NUMBER RANGES HELD (I.E. 080XX XX)

Databuild Acknowledgement

Date Databuild complete:

Contact Name:

Contact Phone Number:

16.5 Non-Geographic Number Portability Order Forecast Form (PG)**NON-GEOGRAPHIC NUMBER PORTABILITY
ORDER FORECAST FORM****PG**

From (Forecasting Communications Provider):

To Communications Provider:

Forecasting Contact Name:

Contact Phone Number:

Contact e-mail Address:

Months (forecast to cover next 3 months)	Freephone, Local Rate and National Rate numbers	Premium Rate numbers	"Enquire & Reserve" orders

Key:

Forecast Band A : 0 to 20 Numbers

Forecast Band B : 10 to 50 Numbers

Forecast Band C : 40 to 100 Numbers

Forecast Band D : 80 to 200 Numbers

Forecast Band E : 180 to 500 Numbers

Forecast Band F : 450 to 1000 Numbers

Forecasts sent by:

Forecasts sent on (date):

NOTES:

1. Entries shall indicate the forecasted number of numbers, NOT the number of orders.
2. Blocks of numbers (e.g. a century block) should be counted as 100 separate numbers.
3. The Forecast Band table (above) indicates the acceptable parameters for forecast accuracy. If forecasts differ from these levels, fulfilment of porting requests is not guaranteed.

16.6 Non-Geographic Number Portability Order Form (PO)

PO	Non-Geographic Number Porting Order Form – Part 1	PO
From Com Prov (GCP): Gaining Com Prov ID:		To Com Prov (RH): Range Holder's ID:
Total No. of pages:		
<u>Gaining Communications Providers Details</u>		
Telephone No. to Port: Customer Account No.: Customer Name: Customer Address:		Com Prov Prefix: Order Number: Sequence Number: Order Sent Date: 2/22/2008 Order Sent Time: 2:26:54 PM
Post Code: (Enter Customer Account Number, Name and Address as shown on Customer's most recent bill)		Sender's Name: Telephone Number: E-mail Address: Facsimile Number:
Main Order Type: Provide: <input type="checkbox"/> Cease: <input type="checkbox"/> Return to Range Holder: <input type="checkbox"/> (Select one order type)		Amend Order Type: Re-present: <input type="checkbox"/> Change: <input type="checkbox"/> Cancel: <input type="checkbox"/> (Select one order type, as required)
Maintain DQ Entry? <input type="checkbox"/>		
Requested Porting Date:		Dated Port (0:00-04:00): <input type="checkbox"/> Timed port (enter time):
<i>The Gaining Communications Provider confirms that all relevant authorisations have been obtained and are available for scrutiny upon request (e.g. End Customer, Reseller(s), as appropriate).</i> <input type="checkbox"/>		
Order Notes:		
<u>Acknowledging Communications Provider Details</u>		
Receiver's Name: E-mail address:		Telephone Number: Facsimile Number:
Order Received Date: Order Received Time:		Order Acknowledged Date: Order Acknowledged Time:
Order ACCEPTED <input type="checkbox"/> Order REJECTED <input type="checkbox"/>		Rejection Code(s):
Confirmed Porting Date: Confirmed Porting Time: (if applicable)		
<i>The customer's retail contract in respect of these numbers shall terminate, upon the requested Communications Providers completion of the number portability prefix activation for that customer.</i>		
PO v11		Please complete this form using electronic entry.

16.7 Non-Geographic Number Subsequent Portability Order Form (SO)

SO	Non-Geographic Subsequent Porting Order Form – Part 1	SO
From Com Prov (GCP): _____ Gaining Com Prov ID: _____ Total No. of pages: _____	To Com Prov (RH): _____ Range Holder's ID: _____ or To Losing Com Prov: _____ Losing Com Prov ID: _____	
<u>Gaining Communications Providers Details</u>		
Telephone No. to Port: _____ Customer Account No.: _____ Customer Name: _____ Customer Address: _____ Post Code: _____ <small>(Enter Customer Account Number, Name and Address as shown on Customer's most recent bill)</small>	Com Prov Prefix: _____ Order Number: _____ Sequence Number: _____ Order Sent Date: 2/22/2008 Order Sent Time: 2:26:54 PM Sender's Name: _____ Telephone Number: _____ E-mail Address: _____ Facsimile Number: _____	
Main Order Type: GCP request to Losing Com Prov: <input type="checkbox"/> GCP request to Range Holder: <input type="checkbox"/> <small>(Select one order type)</small>	Amend Order Type: Re-present: <input type="checkbox"/> Change: <input type="checkbox"/> Cancel: <input type="checkbox"/> <small>(Select one order type, as required)</small>	
Maintain DQ Entry? <input type="checkbox"/>		
Requested Porting Date: _____	Dated Port (0:00-04:00): <input type="checkbox"/>	
	Timed port (enter time): _____	
<i>The Gaining Communications Provider confirms that all relevant authorisation's have been obtained (e.g. End Customer, Reseller(s), as appropriate) and have been attached to this order</i> <input type="checkbox"/>		
Order Notes:		
<u>Acknowledging Communications Provider Details</u>		
Receiver's Name: _____ E-mail address: _____ Order Received Date: _____ Order Received Time: _____ Order ACCEPTED <input type="checkbox"/> Order REJECTED <input type="checkbox"/> LCP confirmed Porting Date: _____ LCP confirmed Porting Time: _____ <small>(if applicable)</small>	Telephone Number: _____ Facsimile Number: _____ Order Acknowledged Date: _____ Order Acknowledged Time: _____ Rejection Code(s): _____ RH confirmed Porting Date: _____ RH confirmed Porting Time: _____ <small>(if applicable)</small>	
<i>The customer's retail contract in respect of these numbers shall terminate, upon the requested Communications Providers completion of the number portability prefix activation for that customer.</i>		
SO v11		Please complete this form using electronic entry.

16.8 Notes on Non-Geographic Portability Order Forms (PO and SO)

16.8.1 Complete order forms using electronic entry only.

16.8.2 Acknowledgements to orders shall be returned to the requesting Communications Provider as a separate file with the content described.

16.8.3 The Communications Provider initiating any order is responsible for maintaining the history of the order by updating the appropriate fields (see below) and by maintaining the notes fields.

Field	Mandatory?	Notes
From Com Prov	Yes	The name of the Communications Provider sending the NGNP order (the GCP)
To Com Prov	Yes	The name of the Communications Provider receiving the NGNP order
Gaining Com Prov ID	Yes	The CUPID of the GCP
Range Holder's ID	Yes	The CUPID of the RH
Total No. of pages	Yes	This will be "1" for single number orders, "2" or more for multiple number orders
To Losing Com Prov	Yes	The name of the current, or losing, CP in a "subsequent" port
Losing Com Prov ID	Yes	The CUPID of the LCP
Gaining Communications Providers Details		
Com Prov CUPID	Yes	The CUPID of the requesting Communications Provider
Telephone Number to Port:	Yes	The Non-Geographic Number that is to be ported or, for multiple number orders, enter "see attached" and complete Part 2.
Customer Account No.:	Yes	The customer's account that applies to the telephone number to be ported.
Customer Name:	Yes	The customer's name that applies to the telephone number to be ported.
Customer Address:	Yes	The customer's billing address that applies to the number to be ported. (Only the Post Code will be validated)
Com Prov Prefix:	Yes	The Recipient CP's six-digit Number Portability Prefix Code.
Order Number	Yes	A unique identifying number associated with this porting request.
Sequence Number:	No	For use to identify different presentation versions of an individual port request.
Order Sent Date:	Yes	The date that the port request, or a following amendment, is sent
Order Sent Time:	Yes	The time that the port request, or a following amendment, is sent
Sender's Name:	Yes	The name of the person sending the number port request.
Telephone Number:	Yes	The telephone number of the person sending the number port request.
E-mail Address:	Yes	The e-mail address of the person sending the number port request.
Facsimile Number:	No	The fax number of the person sending the number port request.
Order Type and Porting Date		
Main Order Type:	Yes	Check box to indicate order type
Amend Orders	Yes/No	Required if amending an order. An Amend order should have the Main Order Type checked as well as the 'amend' order type.
Maintain DQ entry	No	Check box to indicate if customer still requires directory entry
Requested Porting Date:	Yes	The date that the port is required. Check appropriate box to confirm either dated port (for activation between 0:00 and 04:00 on the date) or a specific time slot.
"Gaining Com Prov" authorisation statement	Yes	Check box to certify that relevant authorisations, e.g. customer letter(s), have been completed and are in the possession of the Gaining CP.
Order Notes:	No	This is a free-format field for either Operator to make notes.
Acknowledging Communications Provider Details (To be completed by the Range Holder / LCP)		
Receiver's Name:	Yes	The name of the person receiving the NGNP request.
Telephone Number:	Yes	The telephone number of the person receiving the NGNP request.
E-mail Address:	Yes	The e-mail address of the person receiving the NGNP request.
Facsimile Number:	No	The fax number of the person receiving the NGNP request.
Order Received Date:	Yes	The date of receipt of the order by the RH / LCP.
Order Received Time:	Yes	The time of receipt of the order by the RH / LCP.
Order Acknowledged Date:	Yes	The date the order is acknowledged and returned to the GCP.
Order Acknowledged Time:	Yes	The time the order is acknowledged and returned to the GCP.
Accepted/ Rejected:	Yes	If accepted, complete confirmed date. If rejected, supply rejection codes.
Rejection Code(s)	Yes/No	The rejection codes for a rejected order. (If rejecting)
Confirmed Porting Date:	Yes/No	Confirmation of the accepted port date.
Confirmed Porting Time:	Yes/No	If a timed port is requested, confirmation of the accepted port time.
LCP Confirmed Porting Date/Time:	Yes/No	Confirmation of the accepted port date/time by the Losing Communications Provider
RH Confirmed Porting Date/Time:	Yes/No	Confirmation of the accepted port date/time by the Range Holder.

16.9 Non-Geographic Number Portability - Porting Failure Form (PF)

Non-Geographic Number Portability - Porting Failure Form**PF****URGENT****Failure to Port Number:**

Name of Communications Provider:

Number Portability Prefix Code:

Name of Contact:

Contact Telephone Number:

Contact E-mail Address / Facsimile Number:

Part A - Porting Failure Notification

Please check the network translation has been prefixed correctly, and amend if necessary.

Please retain the Customer Call Routing Plan for the number given above, pending investigation of Porting Failure.

Name:

Date/Time:

Customer without service! Response required within one hour.**Range Holder Response** - The Porting Failure Notification detailed in Part A of this form is accepted by the Range Holder, and the porting translation has been checked and confirmed as indicated.Translation is correct: Translation has been corrected:

Name:

Date/Time:

Comment

Part B – Emergency Restoration Request

Please revert to the original Customer Call Routing Plan for the number given above. A Change or Cancel order will follow within five working days, to agree a new porting date or to cancel the order.

Name:

Date/Time:

Customer without service! Response required within one hour.**Range Holder Response** - The Emergency Restoration Request detailed in Part B above is accepted by the Range Holder, and the original Customer Call Routing Plan has been restored.

Name:

DATE/TIME RESTORATION WAS COMPLETED:

Reason for failure:

Losing Communications Providers Response (Subsequent porting only) – The LCP has noted the Emergency Restoration Request detailed in Part B above, and has restored the original Customer Call Routing Plan.

Name:

DATE/TIME RESTORATION WAS COMPLETED:

16.11 Non-Geographic Number Portability Certificate - Engineering Testing



NUMBER PORTABILITY CERTIFICATION

Non-Geographic Number Portability Certificate Engineering Testing

Importing Communications Provider		
Exporting Communications Provider		
Engineering Testing Completed Successfully	End date of testing:	Signatures:
		<div style="text-align: right; margin-bottom: 10px;">For Importing Communications Provider</div> Name: _____
		<div style="text-align: right; margin-bottom: 10px;">For Exporting Communications Provider</div> Name: _____

Exceptions - Items in the Interconnect Test Specification not successfully tested during Service Establishment:
 This certificate confirms that Network Databuild Testing of Non-Geographic Number Portability Service Establishment arrangements has been satisfactorily concluded between the Communications Providers. It does not imply that orders can now be placed; this is subject to satisfactory completion of Operational Readiness Testing.

A separate certificate should be issued for each direction of porting.

16.12 Non-Geographic Number Portability Certificate - Operational Readiness Testing



NUMBER PORTABILITY CERTIFICATION

Non-Geographic Number Portability Certificate Operational Readiness Testing

Importing Comm Provider	
Importing Comm Provider CUPID:	
Importing Comm Provider Porting Prefix:	
Exporting Comm Provider	

Operational Readiness Testing Completed Successfully	End date of testing:	Signatures:
		For Importing Communications Provider
		Name:
		For Exporting Communications Provider
		Name:

This certificate confirms that the Operational readiness Test Schedule of Non-Geographic Number Portability was undertaken.

A separate certificate should be issued for each direction of porting

16.13 Customer Letter of Authorisation

- 16.13.1 This appendix details the information that must be obtained from the customer before requesting a port for a Non Geographic Number. The information is not required as part of the inter-Operator ordering process, but must be obtained by the Gaining Communications Provider, on every occasion, prior to requesting the port. Wherever possible, the information should be replicated on customer-headed paper. A signature (from a signatory authority representing the Customer) must be obtained. On request from the Losing Communications Provider, the Gaining Communications Provider must produce the letter within one working day. The Gaining Communications Provider shall retain the customer letter for at least one year from the date of the port.
- 16.13.2 The layout of the information shown below is given as a guide. It is the information that is required not the layout given.

Current Communications Provider Details		New Communications Provider Details	
Name:		Name:	
Address:		Address:	
<p>Customer Details <i>(Note: the Name and Address information of the customer should be either as shown on the most recent bill from the Current Communications Provider for the service associated with the Non-Geographic Number above, or, if there is no such bill, as otherwise known to that Communications Provider.)</i></p>			
Customer Name: <i>(see note below)</i>			
Address: <i>(see note below)</i>			
ACCOUNT NUMBER:			
NON-GEOGRAPHIC NUMBER(S) TO BE PORTED:			
<p>This is to authorise the porting of the above Non-Geographic Number.</p> <p>I recognise that it is my responsibility to arrange cessation of or changes to any other services provided by the current Communications Provider.</p> <p>I understand that this information, given to the Gaining Communications Provider to enable the port, may be disclosed to the Losing Communications Provider in connection with porting of the above Non-Geographic Number.</p> <p>Signed: _____ Dated: _____</p> <p>Name: _____</p>			

Figure 21 – Standard Template for Customer Letter of Authorisation

16.14 NGNP Industry Agreed SLAs

16.14.1 This appendix provides a table in summary of the Service Level Agreements (SLAs) agreed by the NGNP Industry for various activities relating to the portability process, as described elsewhere within this document.

<u>SLA</u>	<u>OWNER</u>	<u>TARGET</u>
Percentage of PO and SO Order forms submitted without errors.	Gaining Communications Provider	95%
Percentage of PO and SO Order forms acknowledged within one working day.	Current Communications Provider (and/or Range Holder)	100%
Percentage of error-free PO and SO Orders (subject to valid Re-present) accepted by 18:00 on working day 2.	Current Communications Provider (and/or Range Holder)	100%
Percentage of accepted orders implemented between 00:01 and 04:00 on agreed date or, for timed orders, within 30 minutes of the agreed port time.	Current Communications Provider (and/or Range Holder)	100%
Port Failure (PF) Percentage of PF forms (Part A) actioned and responded within 1 hour of receipt.	Losing Communications Provider (and/or Range Holder)	100%
Emergency Restore (PF) Percentage of PF forms (Part B) actioned and responded within 1 hour of receipt.	Losing Communications Provider (and/or Range Holder)	100%
Percentage of successful service restorations within 4 hours of notifying a valid PF form request.	Gaining Communications Provider	90% within 1 hour
		100% within 4 hours

Figure 22 – Industry-agreed SLAs