

**COMMUNICATIONS
ALLIANCE LTD**



INDUSTRY GUIDELINE

DR G602.1:2022

LOCAL NUMBER PORTABILITY

IT SPECIFICATIONS AND OPERATIONS MANUAL
PART 1 - GENERAL, GIVE BACK AND PORTED
LOCAL NUMBER REGISTER PROCESSING

Industry Guideline DR G602.1:2022 Local Number Portability: IT Specifications and Operations Manual Part 1- General, Give Back and Ported Local Number Register Processing

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INTRODUCTORY STATEMENT

The Local Number Portability: IT Specifications and Operations Manual Part 1- General, Give Back and Ported Local Number Register Processing Guideline (G602.1:2022) accompanies the C540:2022 Local Number Portability Code. The Guideline is designed to:

- detail the IT and operational requirements between Carriers and CSPs for Local Number Portability.

2016 Revision

The Guideline was revised in 2016 to ensure consistency with the revised Local Number Portability Industry Code Incorporating Variation No.2/2016 (C540:2013).

- Section 16, Response Code 017 changed to No longer required.
- References updated.

2022 Revision

The Guideline was revised in 2022 .

Changes made to the Guideline for consistency with the Code and to improve its usability include:

- Section 14 PLNR obligations moved into the Code;
- Response codes reference table updated;
- All time values in transactions are to be specified in Standard Time (Australian Eastern Standard Time or Australian Eastern Daylight-Saving Time if any eastern seaboard State has introduced Daylight Saving Time, at that time);
- Definitions and references updated to align with the Code.

Alexander R. Osborne
Chair

Local Number Portability Working Committee

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TABLE OF CONTENTS

1	GENERAL	3
1.1	Introduction	3
1.2	Background	3
1.3	Scope	3
1.4	Objectives	4
1.5	Guideline review	4
2	ACRONYMS, DEFINITIONS AND INTERPRETATIONS	5
2.1	Acronyms	5
2.2	Definitions	7
2.3	Interpretations	16
3	GENERAL RULES	17
3.1	Customer Authorisation	17
3.2	Porting Processes	17
3.3	Retarget and Withdrawal of Ports	17
3.4	Reversal or Emergency Return	17
3.5	Transaction Validation Processes	18
3.6	Third Party Porting	18
3.7	Ported Local Number Registers and Call Routing	18
3.8	Bilateral Agreements	18
4	GENERAL PRINCIPLES	19
5	OPERATIONAL TIME AND SYSTEM AVAILABILITY	21
5.1	Assumptions	21
6	PORTING PROCESS	25
7	FILE DETAILS	26
7.1	Unique Reference Number	26
7.2	Reject	26
7.3	PNO File	26
7.4	Hot Batch File	26
7.5	Header	27
7.6	File Trailer	27
7.7	File Miscellaneous	28
8	TECHNICAL NETWORK ARCHITECTURE	29
8.1	Core Network Components	29
8.2	Network Structure	30
9	OPERATIONAL PROCESSES	30
9.1	Late Receipt of Notifications – PNO Process	30
9.2	Late Receipt of Notifications – FCN Process	31
9.3	Gaining Carrier ECA Escalations	31

9.4	Delay in Provision of PNO or FCN Files	31
9.5	Porting Delays and Unplanned Outages	31
9.6	Manual Final Cutovers	31
9.7	Invalid Transactions (Not Expected)	32
9.8	Disputed Rejects	32
9.9	Batch Numbering	32
9.10	Batch Reference Number (BRN)	33
9.11	BRN Operational Requirements	33
9.12	Group Batch Reference Number (GBRN)	33
<hr/>		
10	CUSTOMER COMPLAINTS MANAGEMENT	33
<hr/>		
11	EMERGENCY PROCESSING	35
<hr/>		
12	GIVEBACK	36
<hr/>		
12.1	Giveback – Context Diagram	36
12.2	Giveback – Process Events and Validations	37
12.3	Giveback – Porting Timeframes	38
12.4	Giveback – Record Description	39
12.5	Giveback Confirmation	39
12.6	Giveback Rejection	40
<hr/>		
13	GIVEBACK RESPONSE CODES	40
<hr/>		
14	PORTED LOCAL NUMBER REGISTER	41
<hr/>		
14.1	PLNR Action Indicators	41
14.2	Ported Local Number Register Population Rules	42
14.3	Ported Local Number Register – Record Description	48
<hr/>		
15	RESPONSE CODE REFERENCE TABLE	50
<hr/>		
16	DATA DICTIONARY	55
<hr/>		
17	PRE-PORTING NUMBER VALIDATION (PNV)	59
<hr/>		
17.1	PNV Service Numbers and Response Table	60
17.2	PNV Response Codes	60
17.3	PNV Reject Codes	60
<hr/>		
18	REFERENCES	61
<hr/>		
	PARTICIPANTS	62
<hr/>		

1 GENERAL

1.1 Introduction

Local Number Portability (LNP) sets out procedures to enable a Customer to retain their Telephone Number when transferring from one Carrier to another, even though the relevant number range will still be allocated to the Donor Carrier.

A Carrier and CSP must provide LNP in accordance with the requirements set out in the Local Number Portability Industry Code (C540:2022) and any relevant legislation or subordinate legislative instruments as issued from time to time by ACMA or the ACCC.

1.2 Background

The first implementation of LNP was limited to the Porting of Telephone Numbers associated with simple services. Portability of Telephone Numbers was initially between the only two Carriers allocated local Telephone Numbers in the market place at the time. The initial scope of LNP was restricted, to ensure delivery in the required time frames.

Porting of Telephone Numbers associated with both Simple and Complex services subsequently followed, including Porting between additional Carriers and Third Party Porting (i.e. where the Donor is involved in a Port between two other parties). This Guideline supports a revised Code for LNP that provides for Porting involving a ULLS.

Carriers and CSPs have decided to implement a variety of technical solutions to meet their obligations to provide LNP. These technical solutions include 'facility re-direct' and intelligent network based solutions. Any technical solution for LNP must be complemented by separate operational procedures and commercial arrangements.

There is an industry agreed Local Number Portability Network Plan which outlines the network trunking arrangements that Carriers may utilise in order to route calls to Ported Telephone Numbers. The Local Number Portability Network Plan (ACIF G520:2005) gives specific examples and applies the Ported Telephone Number indicators contained within the interconnect dial plan associated with the interconnect signaling specification.

It should be noted that LNP refers to the Porting of Telephone Number(s) associated with the provision of a Local Service. Hence the performance characteristics and enhanced features offered by a Gaining C/CSP's Local Service may differ from those which were provided by the Losing C/CSP.

1.3 Scope

1.3.1 The scope of this Guideline is to provide the IT and operational requirements between Carriers and CSPs in the implementation of LNP.

1.4 Objectives

1.4.1 To meet the Codes requirements, the objectives of this Guideline detail the IT and operational procedures between Carriers and CSP's for LNP and are set out as follows:

- (a) Context Diagrams;
- (b) Event Tree Diagrams;
- (c) Lifetime of a Port;
- (d) Process Flow Diagrams;
- (e) Process Events and Validations;
- (f) Third Party Port Activity;
- (g) Porting Timeframes; and
- (h) Record Descriptions.

The procedures in this Guideline apply to all Carriers and CSPs and their staff involved in activities pertaining to LNP.

1.5 Guideline review

1.5.1 The Guideline will be reviewed in line with the Code ,every 5 years, or earlier in the event of significant developments that affect the Code or Guideline or a chapter within the Code or Guideline.

2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

Please note that section references within these definitions apply to the Code and not this Guideline.

2.1 Acronyms

For the purposes of the Guideline:

ACMA

means the Australian Communications and Media Authority.

AP

means Access Provider.

AS

means Access Seeker.

ASD

means Access Service Deliverer.

CA

means Customer Authorisation.

Cat. A Process

means Category A Process.

Cat. C Process

means Category C Process.

Cat. D Process

means Category D Process.

CCA

means Complex Cutover Advice.

CNA

means Complex Notification Advice.

C/CSP

means Carrier/Carriage Service Provider.

ECA

means Electronic Cutover Advice.

LNP

means Local Number Portability.

OASD

means Originating Access Service Deliverer.

PABX

means Public Automatic Branch Exchange.

PNO

means Porting Notification Order.

PNV

means Pre-port Number Validation

PSS

means Portability Service Supplier

SNA

means Simple Notification Advice

TCCA

means Transfer Complex Cutover Advice

TCNA

means Transfer Complex Notification Advice

TECA

means Transfer Electronic Cutover Advice

TrSD

means Transit Service Deliverer

TSNA

means Transfer Simple Notification Advice

ULLS

means Unconditioned Local Loop Service

2.2 Definitions

For the purposes of the Guideline:

Access Provider

means a Carrier or Carriage Service Provider who supplies declared services to itself or other persons under Part XIC of the *Competition and Consumer Act 2010* (Cth).

Access Seeker

has the same meaning as in the *Competition and Consumer Act 2010* (Cth).

Access Service Deliverer

means the Carrier to whose network the Telephone Number is directly connected.

Act

means the *Telecommunications Act 1997*.

Bilateral Agreement

means any agreement between two parties.

Business Day

means any day from Monday to Friday (inclusive) other than a National Public Holiday or as otherwise agreed in Bilateral Agreements.

Carriage Service

has the same meaning as in the Act.

Carriage Service Provider

has the meaning given by section 87 of the Act.

Carrier

has the meaning given by section 7 of the Act.

Category A Process

means the default process to Port a Telephone Number which is, prior to Porting associated with:

- (a) a Simple Telephone Service; or
- (b) a non-Simple Telephone Service which the Losing C/CSP has declared can be ready for Porting using an automated process within two Business Days of receipt of an SNA.

Category C Process

means the process to Port Telephone Numbers that require project management. This is the default process for Telephone Numbers associated with Complex Telephone Services.

Category D Process

means the process to Port a Simple Telephone Number in conjunction with an unconditioned local loop request on an existing service where the Telephone Number must have ULLS Call Diversion active.

Commencement Time

means the Standard Time at which work required to Port a Telephone Number using the Cat. C Process is to commence in the Losing Carrier's network.

Completion Advice

means an advice sent via the Final Cutover Notification Interface which enables the Losing Carrier, or where applicable the Donor Carrier, to advise the Gaining Carrier that the LNP facility has been implemented.

Complex Cutover Advice

means an advice contained within a Porting Notification Order (PNO) from the Gaining Carrier to the Losing Carrier which provides the cutover details for each batch using the Cat. C Process.

Complex Notification Advice

means an advice contained within a PNO from the Gaining Carrier to the Losing Carrier which, provides the initial Porting details for each Telephone Number to be Ported using the Cat. C Process.

Complex Telephone Service

means a Local Service which is not a Simple Telephone Service.

Confirmation Advice

means an advice from the Losing Carrier, or where applicable the Donor Carrier, to the Gaining Carrier which confirms that an SNA, CNA, CCA, Retarget, Give Back, Withdrawal, ECA, TSNA, TCNA, TCCA or TECA has been successfully validated by the Losing Carrier or Donor Carrier.

Customer

means a person to whom a Telephone Number is Issued.

Customer Access Module

is a device that provides ring tone, ring current and battery feed to customers' equipment. Examples are remote subscriber stages, remote subscriber units, integrated remote integrated multiplexers and non-integrated remote integrated multiplexers and the customer line module of a local switch.

Customer Authorisation

means an authorisation which is executed by or on behalf of a Customer for the purpose of authorising a Port.

NOTE: minimum requirements for a Customer Authorisation are set out in the Customer Authorisation Industry Guideline (G651:2015).

Cutover Date

means the date on which a Porting cutover is to be actioned as specified in the relevant ECA, CCA, TCCA, or TECA.

Cutover Time

means the Standard Time at which a Porting cutover is to be actioned as specified in the ECA, CCA, TCCA or TECA.

Disconnection

means that the service to which the local number is associated has been cancelled. Disconnect has the corresponding meaning.

Donor Carrier or Donor CSP

means the Carrier or CSP to which a Telephone Number has been allocated or transferred under the Numbering Plan.

Donor Transit Routing

means the provision of transit routing by the Donor Carrier, where it:

- (a) receives a call from an Originating ASD (OASD) without an indication of the correct terminating Access Service Deliverer (ASD);
- (b) determines that the Telephone Number has been Ported;
- (c) determines the terminating ASD for the call; and
- (d) delivers the call to the terminating ASD.

Electronic Cutover Advice

means an advice sent via the Final Cutover Notification Interface from the Gaining Carrier to the Losing Carrier to action a Porting Request in an SNA.

Emergency Retarget

means the change of a Cutover Date and Commencement Time on the day of the proposed Cutover as per Clauses 4.4.53 to 4.4.60.

Emergency Retarget Authorisation

means the authorised agreement between the Gaining C/CSP and the Losing C/CSP to implement an Emergency Retarget if required.

Emergency Return

means the re-establishment of a service which can be in the form of either the Customer's original service, or if that it is not possible, an alternative service. Emergency Return only applies to complex Ports.

Emergency Return Authorisation

means the prior agreement authorised by the Customer and agreed between the Gaining C/CSP and the Losing C/CSP to implement an Emergency Return if required.

Emergency Return Request Period

means the period of time to restore service to Telephone Numbers associated with Ports using the Cat. C Process in accordance with clause 4.4.64.

Expiry Notification

means a notification provided by the Losing Carrier or Donor Carrier to the Gaining Carrier when a pending Porting Notification Advice expires.

Final Cutover Notification Interface

means the electronic interface which enables Carriers to send Porting transactions to each other in a minimum of five minutes. The Porting transactions which can be sent via the Final Cutover Notification Interface, include but are not limited to:

- (a) ECAs;
- (b) TECAs;
- (c) Confirmation Advices;
- (d) Completion Advices; and
- (e) Reject Advices.

Gaining Access Seeker

means the C/CSP identified on a CA that will provide the Customer with services over the ULLS immediately after the Effective Date of Transfer. For the avoidance of doubt, the Gaining AS may also be the AP.

Gaining Carrier

means the Carrier to which a Telephone Number has been or is to be Ported. (In some cases the Gaining Carrier could also be the Gaining CSP).

Gaining CSP

means the CSP to which a Telephone Number has been or is to be Ported.

Give Back

means the return of a Ported Telephone Number from a Gaining Carrier to the Donor Carrier in accordance with clauses 7.6.1 to 7.6.3. Given Back has a corresponding meaning.

Give Back Notification

means an advice from the Gaining Carrier to the Donor Carrier contained within a Porting Notification Order which notifies of a Give Back.

Issued (number)

means the action of the CSP that in agreeing to supply a Listed Carriage Service to the Customer provides the Customer with a Telephone Number as set out in Industry Code C566 – Number Management Use of Numbers by Customers.

Listed Carriage Service

has the meaning given by section 16 of the Act.

Local Number Portability

means the Porting of Telephone Number(s) associated with the provision of a Local Service, from a Losing Carrier network to a Gaining Carrier network (but not any service or features associated with the Telephone Number(s)).

Local Service

has the same meaning as in the Telecommunications Numbering Plan 2015.

Losing Access Seeker

means the C/CSP that provided the Customer with services over the ULLS immediately before the Effective Date of Transfer.

Losing Carrier

means the Carrier from which a Telephone Number has been or is to be Ported. (In some cases the Losing Carrier could also be the Losing CSP).

Losing CSP

means the CSP from which a Telephone Number has been or is to be Ported.

National Public Holiday

means a day on which a public holiday is declared by all States and Territories, or any other day as agreed in Bilateral Agreements.

Network Provider

means an OASD, PSD, PSS or a TrSD.

Numbering Plan

means the Telecommunications Numbering Plan 2015.

Originating Access Service Deliverer

means a C/CSP that provides outgoing services to Customers that connect to other telecommunications services.

Pending Disconnection

means the service associated with the Telephone Number has an active Customer or CSP initiated disconnection order in place.

Port

means the movement of Telephone Numbers between C/CSPs using LNP processes. The words Porting and Ported have corresponding meanings.

Portability Service Supplier

means a C/CSP or their agent or a contractor who provides supporting services to C/CSPs in the provision and operation of LNP. For example, Port administration services, Ported Telephone Number reference databases and network services for call routing.

Ported Local Number Register

means a web site that contains a file with a list of Telephone Numbers that have been Ported away from the Donor or have just returned.

Ported Telephone Number

means a Telephone Number which has been successfully Ported to another Carrier who is not the Donor Carrier.

Porting Notification Advice

means a Simple Notification Advice (SNA), a Complex Notification Advice (CNA), a Transfer Simple Notification Advice (TSNA) or a Transfer Complex Notification Advice (TCNA).

Porting Notification Order

means an electronic transfer of information on Business Days between a Gaining Carrier and a Losing Carrier and for Third Party Ports the Donor Carrier which for the avoidance of doubt may include but is not limited to:

- (a) CCAs;
- (b) CNAs;
- (c) Confirmation Advices;
- (d) Expiry Notifications;
- (e) Give Back Notifications;
- (f) Receipt Advices;

- (g) Reject Advices;
- (h) Retargets;
- (i) SNAs;
- (j) TSNAs;
- (k) TCNAs;
- (l) TCCAs; and
- (m) Withdrawals.

Porting Request

means a request for a Port contained in a CA. Port Request has the corresponding meaning.

Pre-Port Number Validation

means an inter-carrier validation process used primarily for Cat. C ports in order to facilitate the efficient porting of local numbers.

Provisioning Centre (of a Carrier or CSP)

means the central group within the involved parties which handles the LNP processes.

Quarantine

means the status of a Ported Telephone Number which has been Disconnected and is held by the Gaining Carrier prior to being Given Back to the Donor Carrier.

NOTE: For further details on the period of Quarantine and situations that enable a Telephone Number to be removed from Quarantine to be Issued in conjunction with supply of a Listed Carriage Service refer to Industry Code C566 Number Management – Use of Numbers by Customers.

Receipt Advice

means an advice provided by the Losing Carrier to the Gaining Carrier to confirm that a CNA, CCA, CCA Retarget, TCNA or TCCA has been received.

Receipt Time

means the receiving Carrier's system date and time stamp for a file.

Reject Advice

means an advice from the Losing Carrier, or the Donor Carrier in the case of Third Party Ports, to the Gaining Carrier which specifies that a Porting Request in a Porting Notification Advice (SNA or CNA), Withdrawal, Retarget, Give Back, TCCA, TECA, ECA or CCA has been rejected. A Reject of a Porting Notification Advice sends it to a terminal status and

any resubmitted Porting Request will be treated as if it were being submitted for the first time.

Retarget

means a change to an SNA, CCA or TCCA which has been previously advised by the Gaining Carrier to the Losing Carrier or the Donor Carrier.

Reversal

means the reinstatement of a Customer's service with the Losing CSP during the Reversal Period in accordance with Clauses 4.2.36 to 4.2.38 for Telephone Numbers Ported using the Cat. A Process or Clauses 4.5.35 to 4.5.40 for Telephone Numbers Ported using the Cat. D Process. Reversals are not permitted for the Cat. C Process. Reverse has a corresponding meaning.

Reversal Period

means the period commencing on the completion of cutover and ending on the earlier of:

- (a) four hours after the completion of the cutover; and
- (b) the end of the Standard Hours of Operation; or
- (c) as otherwise agreed between the appropriate parties.

The Reversal Period also applies to a Transfer Reversal.

Service Account Number

means the Customer's account number of the CSP who is billing the Customer.

Simple Notification Advice

means an advice contained within a PNO which provides the details required for a Telephone Number to be Ported using the Cat. A Process, or Cat. D Process.

Simple Telephone Service

means a Local Service which has a one-to-one relationship between the Telephone Number and the relevant Listed Carriage Service.

Standard Hours of Operation

means 8 a.m. to 5 p.m. (Standard Time) on Business Days.

Standard Porting

means the Porting process where the Port is between two C/CSPs, one of which is the Donor C/CSP.

Standard Time

means:

- (a) Australian Eastern Standard Time (GMT plus 10 hours); or
- (b) Australian Eastern Daylight Saving Time (GMT plus 11 hours) if any eastern seaboard State has introduced Daylight Saving Time, at that time.

Telephone Number

means a geographic number that is declared Portable in the Numbering Plan relating to LNP.

Third Party Porting

means Ports where the Donor Carrier is not the Gaining Carrier or the Losing Carrier.

Transfer

means the activity by the Donor Carrier to change the redirection of calls from the Losing Carrier to the Gaining Carrier, where the Donor Carrier is neither the Gaining Carrier nor the Losing Carrier. Transferred has a corresponding meaning.

Transfer Complex Cutover Advice

means an advice contained within a PNO from the Gaining Carrier to the Donor Carrier.

Transfer Complex Notification Advice

means an advice contained within a PNO from the Gaining Carrier to the Donor Carrier which provides the details as required for each Telephone Number to be Transferred using the Cat. C Process.

Transfer Electronic Cutover Advice

means an advice sent via the Final Cutover Notification Interface for a Third Party Port. This enables the Gaining Carrier to advise the Donor Carrier to implement a Transfer. A TECA can only be used for a Transfer using the Category A Process.

Transfer Reversal

means the activities by the Donor Carrier and Gaining Carrier in a Third Party Port to restore the call routing back to the Losing Carrier's network. Transfer Reversals are implemented in accordance with clause 5.2.24.

Transfer Simple Notification Advice

means an advice contained within a PNO from the Gaining Carrier to the Donor Carrier which provides the details as required for each Telephone Number to be Transferred using the Cat. A Process.

Transit Service Deliverer

means a Carrier that connects with and passes call traffic from the OASD to another TrSD or the TASD.

ULLS Call Diversion

means an exchange based facility that enables calls to a Telephone Number to be diverted to another Telephone Number (for example, a geographic or mobile Telephone Number) for a period of up to 30 calendar days.

Unconditioned Local Loop Service

means the use of unconditioned communications wire between the boundary of a telecommunications network at an end user's premises and a point on a telecommunications network that is a potential Point of Interconnection located at or associated with a Customer Access Module and located on the end user side of the Customer Access Module. The term ULLS can be taken as being both singular and plural.

Withdrawal

means the cancellation of a Porting Request by the Gaining Carrier to the Donor Carrier or Losing Carrier in accordance with the Code. Withdraw has a corresponding meaning.

2.3 Interpretations

In the Code, unless the contrary appears:

- (a) headings are for convenience only and do not affect interpretation;
- (b) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (c) words in the singular includes the plural and vice versa;
- (d) words importing persons include a body whether corporate, politic or otherwise;
- (e) where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- (f) mentioning anything after include, includes or including does not limit what else might be included;
- (g) words and expressions which are not defined have the meanings given to them in the Act; and
- (h) a reference to a person includes a reference to the person's executors, administrators, successors, agents, assignees and novatees.

3 GENERAL RULES

3.1 Customer Authorisation

Porting can only be authorised by the Customer (or a person authorised by the Customer). Refer to Customer Authorisation Industry Guideline (G651:2015).

3.2 Porting Processes

Processes and procedures are described in the Code and include the Porting of Telephone Numbers associated with both simple services and complex services associated with Portable Telephone Numbers. For the purposes of the Code there are three processes:

- (a) Cat. A (a process using an automated method within a standard timeframe typically used to Port Telephone Numbers associated with Simple Telephone Services); and
- (b) Cat. C (a process which requires project management typically used to Port complex services).

The classification of complex services into Cat. C will be a matter to be dealt with in Bilateral Agreements between Carriers as well as on a case-by-case basis depending on specific Customer requirements. This classification process will depend on a variety of factors such as:

- (a) the technology used by each Carrier; the nature of and varying delivery methods for particular kinds of complex service (e.g. indial, hunt group, VPN);
- (b) the size of the customer installation;
- (c) the need to coordinate the Porting process with other Customer requirements; and
- (d) Cat. D (a process using an automated method within a standard timeframe for services usually Ported using the Cat. A process and which are on ULLS Call Diversion). Remember that if there is only one clause in a section, then it does not have third level numbering.

3.3 Retarget and Withdrawal of Ports

A Port can be Retargeted up to two times. Where the need for further Retargeting is required the original Port process must be withdrawn, or allowed to expire, and a fresh Port process initiated.

3.4 Reversal or Emergency Return

A Reversal or Emergency Return may be initiated in the event that problems are encountered after Porting has been commenced. The need for a Reversal or Emergency Return may arise for a variety of reasons. For example, fault conditions in the Gaining Carrier or CSP's network or faults with the call redirection arrangements implemented in the Donor Carrier's network.

3.5 Transaction Validation Processes

The Code and this Guideline identify the requirements for validation, confirmation or rejection of transactions. Reject reasons are clearly defined and are intended to maintain the integrity of the process e.g. ensure the correct Telephone Number is Ported. These transaction validation processes are not intended to in any way restrict the ability to provide LNP.

3.6 Third Party Porting

Third Party Porting is where the Donor Carrier is neither the Losing Carrier or the Gaining Carrier.

Third Party Porting requires bilateral agreements to be in place between each of the parties involved.

3.7 Ported Local Number Registers and Call Routing

Information to facilitate Call Routing is provided by the Donor Carrier who is required to notify Carriers, via a Ported Local Number Register, that a Port is pending, completed or did not proceed. This relates to all Ports, including Third Party Ports. All participants must use the Ported Local Number Registers to determine the correct Call Routing.

3.8 Bilateral Agreements

Although the terms and conditions on which Local Number Portability is to be provided are defined in the Code it is anticipated that these terms and conditions will be supplemented by bilateral agreements that will normally cover matters such as:

- (a) commercial arrangements;
- (b) detailed operational arrangements; and
- (c) some Carrier or CSP specific and service specific matters which by their nature are unable or unsuitable to be dealt with in the Code.

The Code sets minimum acceptable practices (including Standard Hours of Operation, activation targets and timeframes) which do not limit industry's ability to improve on the minimum level. The Code does not constrain two or more individual industry participants agreeing to different arrangements provided that those arrangements meet the minimum level defined in the Code and do not impact on the ability of other industry participants to inter work with parties to those arrangements in accordance with minimum acceptable practices.

Arrangements to deal with Ports outside the Standard Hours of Operation in the Code would be a typical example of a matter to be agreed between Carriers and CSPs outside of the scope of the Code.

4 GENERAL PRINCIPLES

The following general principles apply for all Local Number Portability processes:

- 1) Operational Business Days and related times are stipulated in the Code for LNP.
- 2) Extended operational Business Days and related times can be stipulated in the Bilateral Agreements between Carriers and CSPs.
- 3) Validation rules for each process are not in any predefined order.
- 4) The Gaining Carrier and CSP will arrange for connection of the service prior to the Final Cutover Notification for the Cat. A Process or the Cat. D Process and prior to the actual cutover for the Cat. C Process.
- 5) For Third Party Porting, the Gaining Carrier is responsible for initiating and managing separate transactions to both the Losing Carrier and the Donor Carrier.
- 6) A Carrier must generate one PNO file per Business Day for each Carrier with whom they have a Porting arrangement.
- 7) For Cat. A, Cat. D, and Give Back transactions there is an optional reference number that can be utilised. Optional population means that it is not mandatory for the Gaining Carrier to populate this field when sending their transactions. However, if the reference number is present in the original notification then it must be present in the response.
- 8) Rejections that are not associated to a particular Response code will be aggregated to a general Response code e.g. an error in the date field of a record will return a Response code of "invalid record format" rather than a Response code of "invalid date".
- 9) The processing of Hot Batch transactions will only occur during the Standard Hours of Operation.
- 10) To ensure that the network infrastructure is operational and that end-to-end transmission failures are identified as soon as possible, Carriers must send a PNO file on every Business Day to all Carriers with whom they Port. If there are no request records, an empty PNO file must be sent. The empty PNO file must have a header, trailer and a zero record count. The following are examples of transmission failures:
 - (a) Firewalls not allowing access;
 - (b) SFTP user id and/or passwords have been disabled or changed;
 - (c) Lease line failures; and
 - (d) All records in the PNO files will be processed in the order that they are received i.e. no sorting prior to processing.
- 11) Any rejection of a subsequent transaction after the confirmation of the SNA or CNA will not have any impact on the expiry date of the Port i.e. the rejection of a CCA Retarget Notification will not impact the current expiry date of the Port.
- 12) The file layouts include a Record Version number field for all record types. This field is not validated.

- 13) Once a CCA is confirmed, the Port will be completed unless further action is taken by the Gaining Carrier or CSP, i.e. Emergency Retarget, Emergency Return, CCA Retarget or a CCA Withdrawal.
- 14) Where an Emergency Retarget or an Emergency Return has occurred, the Losing Carrier must be able to accept a new CCA.
- 15) A CCA Retarget for the Cat. C Process only reschedules the Cutover Date and Commencement Time but does not extend the lifetime of the port.
- 16) A TCCA Retarget for the Cat. C Process only reschedules the Cutover Date and Commencement Time but does not extend the lifetime of the Third Party Port.
- 17) For a Third Party Port, both the SNA and the TSNA must be confirmed before either an ECA or a TECA is sent.
- 18) The TECA confirmation must be received prior to the ECA being sent.
- 19) The Gaining Carrier determines whether an ECA is sent after the receipt of either the TECA confirmation or the TSNA completion.
- 20) A Complex batch sent to the Losing Carrier may contain Telephone Numbers for multiple Donor Carriers. The Gaining Carrier must determine for each Telephone Number the Donor Carrier and whether Third Party Porting is required.
- 21) Any variations to this Guideline will be subject to Bilateral Agreements.

5 OPERATIONAL TIME AND SYSTEM AVAILABILITY

5.1 Assumptions

- 5.1.1 All time values in transactions are specified in Standard Time.
- 5.1.2 It is the responsibility of the Gaining Carrier to ensure the time zone GMT value is correct.
- 5.1.3 The agreed operational times are specified in Standard Time.
- 5.1.4 The agreed operational window for Hot Batch notification and responses and Port completions is specified in Standard Time.
- 5.1.5 Only those PNO files received before the start of the Business Day will be processed as having been received on that Business Day and will have a Receipt Date of that Business Day. PNO files received after the start of the Business Day will be processed as if they were received on the following Business Day and will have a Receipt Date of the next Business Day.
- 5.1.6 The receipt time for all files is the date/time stamp when the file is received by the Carrier.
- 5.1.7 Clock synchronisation will be specified as part of the Bilateral Agreement between Carriers.
- 5.1.8 The Receipt Date of the PNO file will be known as Day 0 and is determined based on the receipt time of the PNO file. PNO files received before 7:00 am on a Business Day will have a Receipt Date of that Business day. PNO files received after 7:00 am on a Business Day will have a Receipt Date of the next Business day.
- 5.1.9 The Receipt Date is used as the basis for determining all date based time periods.
- 5.1.10 The Port Expiry will take effect at the end of Standard Hours of Operation on that Business Day.
- 5.1.11 The following tables identify the calculation of Business Days and calendar days.

TABLE 1
Business Days

PNO Received	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue
6:00 am Mon	Day 0	Day 1	Day 2	Day 3	Day 4			Day 5	Day 6
6:00 am Fri					Day 0			Day 1	Day 2
8:00 am Thu					Day 0			Day 1	Day 2
6:00 am Wed			Day 0	Day 1	P/Hol			P/Hol	Day 2

TABLE 2
Calendar Days

PNO Received	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue
6:00 am Mon	Day 0	Day 1	Day2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8
6:00 am Fri					Day 0	Day 1	Day 2	Day 3	Day 4
8:00 am Thu					Day 0	Day 1	Day 2	Day 3	Day 4
6:00 am Wed			Day 0	Day 1	Day 2 P/Hol	Day 3	Day 4	Day 5 P/Hol	Day 6

TABLE 3
Cat.A

PNO Received	Mon	Tue	Wed		Mon	Tue	Wed
	30/6	1/7	2/7		28/7	29/7	30/7
At 6:45 am Mon	Day 0	Day 1	Day 2	Day 3 to Day 27	Day 28	Day 29	Day 30
SNA	SNA received	SNA Confirmation received					
ECA			ECAs can be received during Standard Hours of Operation for this day	ECAs can be received during Standard Hours of Operation for these days	ECAs can be received during Standard Hours of Operation for these days	ECAs can be received during Standard Hours of Operation for this day	ECAs Rejected
Retarget			Retargets can be received	Retargets can be received	Last day for a Retarget to be received	Retargets rejected	
Expiry	30 days to Expiry	29 days to Expiry	28 days to Expiry	27 to 3 days to Expiry	2 days to Expiry	Expiry at end of Standard Hours of Operation today	Expiry Notification received

TABLE 4
Cat.C

	At 6:45am Mon	Calendar Days	Business Days	CNA	CCA	CCA Retarget	Expiry
Mon	1/5	Day 0	Day 0	CNA received			120 days to Expiry
Tue	2/5	Day 1	Day 1	CNA Receipt advice received			119 days to Expiry
Wed	3/5	Day 2	Day 2				118 days to Expiry
Thu	4/5	Day 3	Day 3				117days to Expiry
Fri	5/5	Day 4	Day 4				116 days to Expiry
Sat	6/5	Day 5					115 days to Expiry
Sun	7/5	Day 6					114 days to Expiry
Mon	8/5	Day 7	Day 5	CNA Confirmation received			113 days to Expiry
Mon	12/6	Day 42 Queen's Birthday	P/Hol				78 days to Expiry
Mon	14/8	Day 105	Day 74				15 days to Expiry
Tue	15/8	Day 106	Day 75				14 days to Expiry
Wed	16/8	Day 107	Day 76				13 days to Expiry
Thu	17/8	Day 108	Day 77				12 days to Expiry
Fri	18/8	Day 109	Day 78				11 days to Expiry
Sat	19/8	Day 110					10 days to Expiry

	At 6:45am Mon	Calendar Days	Business Days	CNA	CCA	CCA Retarget	Expiry
Sun	20/8	Day 111					9 days to Expiry
Mon	21/8	Day 112	Day 79				8 days to Expiry
Tue	22/8	Day 113	Day 80				7 days to Expiry
Wed	23/8	Day 114	Day 81		Last day for the receipt of a CCA (if Cutover Date is before Business Hours on 28/8)	Last day for the receipt of a CCA Retarget (if existing Cutover Date is before Business Hours on 28/8)	6 days to Expiry
Thu	24/8	Day 115	Day 82		Receive CCA	Receive CCA	5 days to Expiry
Fri	25/8	Day 116	Day 83		Receipt advice Receive CCA Confirmation / Rejection	Retarget Receipt advice Receive CCA Retarget Confirmation/Rejection	4 days to Expiry
Sat	26/8	Day 117					3 days to Expiry
Sun	27/8	Day 118					2 days to Expiry
Mon	28/8	Day 119	Day 84				Expiry at midnight today
Tue	29/8	Day 120	Day 85				Expiry notification received
Wed	30/8	Day 121	Day 86				

6 PORTING PROCESS

The following table identifies the allowable Porting Processes for Telephone Numbers.

In the table below:

- Column 1 represents a Telephone Number associated with a Simple Telephone Service and can be Ported using the Cat. A process.
- Column 2 represents a Telephone Number associated with a Complex Batch which does require project management and can only be Ported using the Cat. C Process.
- Column 3 represents a Telephone Number associated with a ULLS and can only be Ported using the Cat. D Process.

Scenario	Description	1	2	3
Donor as Losing C/CSP	A customer wishes to take their Telephone Number from their current C/CSP (Losing C/CSP) to another C/CSP (Gaining C/CSP)	Cat.A Cat.C	Cat.C	Cat. D
Donor as Gaining C/CSP	A customer wishes to return to their original C/CSP (Gaining/Donor C/CSP) with their Telephone Number from their current C/CSP (Losing C/CSP)	Cat.A Cat.C	Cat.C	N/A
Third Party	A customer wishes to take their Telephone Number from their current C/CSP (Losing C/CSP) to another C/CSP (Gaining C/CSP) where neither party is the Donor C/CSP.	Cat.A Cat.C	Cat.C	N/A
Giveback	A Carrier will give back a Telephone Number to the Donor Carrier without the customer i.e. the Telephone Number is no longer required on the Losing Carrier's network.	Giveback	Giveback	Giveback

7 FILE DETAILS

7.1 Unique Reference Number

Each PNO file must contain a unique sequential file reference number. PNO files with duplicated file reference numbers will be rejected at file level and not at Telephone Number level.

7.2 Reject

Records in a PNO file that are not in the required format will be rejected at the record level.

7.3 PNO File

Attribute Name	Format	Comment
Record Type	CHAR(1)	Value is D
Carrier Creator	NUM(3)	The three digit numeric Identification Code as per Eligible Party Identification Code List as allocated under <i>Allocation of Eligible Party Identification Codes</i> Industry Guideline (G600:2016)
Carrier Receiver	NUM(3)	The three digit numeric Identification Code as per Eligible Party Identification Code List as allocated under <i>Allocation of Eligible Party Identification Codes</i> Industry Guideline (G600:2016).
File Sequence Number	NUM(4)	Starts at an agreed number (e.g. 0001) and increments by 1 to 9999 when the numbering restarts at 0001. Files are processed in order.
File Creation Date	CCYYMMDD	Standard date field

7.4 Hot Batch File

Attribute Name	Format	Comment
Record Type	CHAR(1)	Value is H
Carrier Creator	NUM(3)	The three digit numeric Identification Code as per Eligible Party Identification Code List as allocated under <i>Allocation of Eligible Party Identification Codes</i> Industry Guideline (G600:2016).
Carrier Receiver	NUM(3)	The three digit numeric Identification Code as per Eligible Party Identification Code List as allocated under <i>Allocation of Eligible Party Identification Codes</i> Industry Guideline (G600:2016).
File Sequence Number	NUM(4)	Starts at an agreed number (e.g. 0001) and increments up to 9999 when the numbering restarts at 0001. Files are

		processed in order as they are received (i.e. can be out of sequence order).
File Creation Date	CCYYMMDD	Standard date field

7.5 Header

Attribute Name	Data Type	Value	Mandatory	Comment
Record Version	NUM(2)	01	Y	Value is "01"
Record Type	NUM(3)	001	Y	Value is "001"
Creation Date	DATE(8)		Y	Format CCYYMMDD
File Type	CHAR(1)	D or H	Y	Value is daily batch ('D') and hot batch ('H') file for files to the Gaining, Losing or Donor C/CSP's
Carrier Creator	NUM(3)		Y	The three-digit numeric Identification Code as per Eligible Party Identification Code List as allocated under <i>Allocation of Eligible Party Identification Codes Industry Guideline (G600:2016)</i> .
Carrier Receiver	NUM(3)		Y	The three-digit numeric Identification Code as per Eligible Party Identification Code List as allocated under <i>Allocation of Eligible Party Identification Codes Industry Guideline (G600:2016)</i> .
File Sequence Number	NUM(4)	Y	Y	Daily File (D): Starts at an agreed number e.g. 0001 and increments by 1 to 9999 when the numbering restarts at 0001. Files are processed in order. Hot Batch File (H): Is unique on the day the file is sent. Files are processed when received. For situations when there is a backlog of files, the files are processed based on file date/time.

7.6 File Trailer

Attribute Name	Data Type	Value	Mandatory	Description
Record Version	NUM(2)	01	Y	Value is "01"
Record Type	NUM(3)	999	Y	Value is "999"
Detail Record Count	NUM(7)		Y	Value is equal to the number of records of record type '002' to record type '998'.

7.7 File Miscellaneous

- 7.7.1 PNO File records are a fixed length format of 250 characters.
- 7.7.2 Hot Batch files are a fixed length format of 60 characters.
- 7.7.3 Alphanumeric fields are left justified and space padded.
- 7.7.4 Numeric fields are right justified and zero padded.
- 7.7.5 All files use the ASCII character set.
- 7.7.6 Fixed length records will have a line feed at the end of each record.

8 TECHNICAL NETWORK ARCHITECTURE

The network architecture to be utilised is agreed bilaterally between Carriers.

8.1 Core Network Components

The following is a high-level description of the core components required to be agreed to establish connectivity between the Carriers and CSPs.

Req No	Network Components	Description (example only)
1	Data Transfer Network	Permanent Data line
2	Communication link to Data Transfer Network	Permanent Data link
3	Redundancy	If both Carrier's agree, to ensure continuous service, a second link can be established for contingency purposes
4	Security	Security components to be agreed including: <ul style="list-style-type: none">• Firewalls are utilised so as to ensure only the appropriate Carrier's data files are accepted• User id/ Password protection.• Use of dedicated lines.
5	Protocol	To be agreed e.g., TCP/IP Standard communication protocol
6	Data Transfer Method	To be agreed e.g., SFTP (send)
7	Accounts	Account details to be agreed including: <ul style="list-style-type: none">• One Test account (HOST/FIREWALL)• One Production account (HOST/FIREWALL)• Both allow multiple logon sessions• Changes to passwords are a manual operational process between Carriers.

8.2 Network Structure

The network architecture is based on dedicated lines between the Carriers involved in LNP. Redundancy may be built into the design so as to ensure that if a data link were to drop out then the other (which is a backup) would come online to protect the Carrier's daily business operations.

Each Carrier must have a separate account to undertake testing so as to separate test data files from production data files. The responsibility will be on the receiving Carrier to ensure that the test account is not the same as the production account

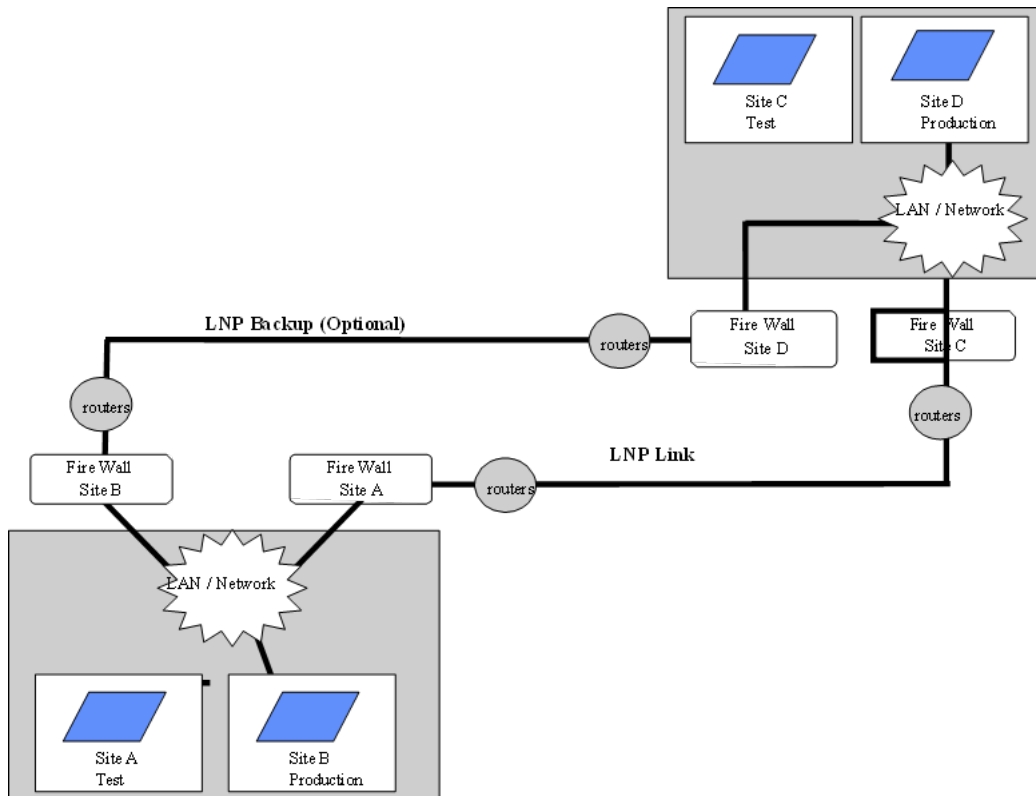


FIGURE 1
Network Structure

9 OPERATIONAL PROCESSES

9.1 Late Receipt of Notifications – PNO Process

9.1.1 In the instance where a response on any Port notification is not provided within the agreed time frames, the Gaining Carrier must advise the Losing Carrier as soon as possible after detection of the problem by email or other method, as agreed. If a problem is detected by the Losing Carrier or Gaining Carrier that may impact on a Port, the party identifying the problem will notify the other party by phone. The Losing Carrier or Gaining Carrier must respond to this call within two hours after receipt, where possible.

9.1.2 The responding party's notification must detail the current status of the problem and whether each Porting notification is accepted, rejected or unprocessed. Response codes, if rejected,

must be included in the response and advices will be forwarded by the PNO File.

9.2 Late Receipt of Notifications – FCN Process

- 9.2.1 In the instance where a response on any Cutover notification is not provided within the agreed time frames, the Gaining Carrier must advise the Losing Carrier as soon as possible after detection of the problem by phone. If a problem is detected by the Losing or Gaining Carrier that may impact on a Cutover, the party identifying the problem will notify the other party by phone. The Losing or Gaining Carrier must respond to this call within 30 minutes after receipt, where possible.
- 9.2.2 The responding party's notification must detail the current status of the problem and whether each Cutover notification is accepted, rejected or unprocessed. Reject codes, if appropriate, must be included in the response and advices must be forwarded by the Final Cutover Notification Interface.

9.3 Gaining Carrier ECA Escalations

- 9.3.1 The Gaining Carrier may forward escalations to the nominated Losing Carrier's representative via phone, to be confirmed by e-mail, whenever a Receipt Advice or Completion Advice has not been received within two hours of receipt of a valid ECA.
- 9.3.2 The escalation must include the file details, Telephone Number and associated Service Account Number. The Losing Carrier shall advise the Gaining Carrier's Provisioning Centre by telephone within 30 minutes (to be confirmed by e-mail) the reason for the delay and the expected time of delivery of the Receipt Advice or Completion Advice.

9.4 Delay in Provision of PNO or FCN Files

- 9.4.1 In the instance where the PNO file or the FCN files are not received, each party agrees to notify the other party's nominated contact as soon as the problem has been identified.

9.5 Porting Delays and Unplanned Outages

- 9.5.1 The nominated operations contact personnel must advise by phone and confirm in writing, where required, of these delays. The Losing Carrier will also advise the Gaining Carrier when these problems have been rectified. Both parties should endeavour to advise each other of problems within one hour of the problem being detected or rectified. The operational contacts will agree whether it is appropriate to switch to manual cutover processing.

9.6 Manual Final Cutovers

- 9.6.1 Carriers will agree on processes through bilateral arrangements to manage manual cutovers during periods when LNP systems or interfaces prevent standard Porting processes from being followed.

9.7 Invalid Transactions (Not Expected)

- 9.7.1 In the case that either the Gaining or Losing Carrier receives a transaction which is not expected, (e.g. a confirmation is received where a notification hadn't been generated) that party will either:
- (a) provide a reject transaction (where it is appropriate to provide an electronic response); or
 - (b) advise the party, from which they have received the transaction, by e-mail, that this event has occurred.
- 9.7.2 The notifying party will include all relevant details when raising this problem including Telephone Number, batch reference number (where applicable), date of receipt and an indication of whether it was received in a PNO File or via the Final Cutover Notification Interface.
- 9.7.3 The party to whom this problem is raised will investigate why this transaction was sent and respond by e-mail within one Business Day of the receipt of the inquiry.

9.8 Disputed Rejects

- 9.8.1 If a Customer disputes a reject with the Gaining Carrier or CSP, the Gaining Carrier or CSP's operational contact may forward a disputed reject request to the nominated Losing Carrier or CSP's representative detailing the Telephone Number and a short explanation of the actual dispute. Each dispute will be allocated a 4-digit sequence number for referencing purposes. The Losing Carrier or CSP will investigate the disputed reject and provide a response by e-mail within four Business hours for simple Porting Requests and two Business Days for complex Porting Requests.
- 9.8.2 If the Gaining Carrier disputes an ECA reject with the Losing Carrier, the Gaining Carrier's operational representative should contact the nominated Losing Carrier's representative by phone detailing the Telephone Number and a short explanation of the actual dispute. The Losing Carrier will investigate the disputed ECA reject and provide a verbal response within one hour of the dispute being lodged.
- 9.8.3 Each party will be responsible for updating their own system to reflect the advice provided by the Losing Carrier.

9.9 Batch Numbering

- 9.9.1 Under Local Number Portability there are two types of batch numbering which relate to the Porting of Complex Telephone Numbers. These are as follows:
- (a) Batch Reference Number (BRN); and
 - (b) Group Batch Reference Number (GBRN).

9.10 Batch Reference Number (BRN)

- 9.10.1 The BRN is issued by the Gaining CSP and is used to advise the Losing Carrier of a requirement to link all services in a Cat. C Porting Request. The use of BRNs is mandatory in terms of certain business transactions. The use of BRNs in transactions or responses to those transactions where the BRN is not expected should be addressed as part of each bilateral agreement.
- 9.10.2 It is recommended that a CSP will use a single list of BRNs to manage Local Number Portability irrespective of the number of bilateral agreements. Therefore, it is proposed that BRNs will be reused once the last BRN is allocated.

9.11 BRN Operational Requirements

- 9.11.1 BRNs will be required whenever Telephone Numbers requiring a Cat. C Process are being Ported irrespective of the actual number of Telephone Numbers in each batch. Batch numbers must only be used when all CNAs relate to an individual Customer.
- 9.11.2 The Gaining CSP may not add Telephone Numbers to a batch or remove Telephone Numbers from a batch once the CNA has been submitted and the CNA is active. Any subsequent request using different Telephone Numbers, but the same BRN will be rejected if that BRN has an outstanding Porting Request.
- 9.11.3 Failure of the Gaining CSP to provide a BRN for CNAs will cause the CNA to be rejected.
- 9.11.4 All the Telephone Numbers in a batch have to be managed throughout the Porting process as a single transaction.

9.12 Group Batch Reference Number (GBRN)

The GBRN is issued by the Gaining CSP where the Gaining CSP wishes to group different batches using Cat. C Processes for their own internal uses. The only business transactions that allow GBRNs to be included in a PNO file are CNAs and will not be available in any other transactions including cutover advices, Confirmations, Rejections, Retargets, Withdrawals, Transfer Notifications, Give Backs and Completions.

- 9.12.1 It is recommended that a CSP will use a single list of GBRNs to manage Local Number Portability irrespective of the number of bilateral agreements. Therefore, it is proposed that GBRNs will be reused once the last GBRN is allocated.
- 9.12.2 The Losing Carrier will not validate the GBRN.

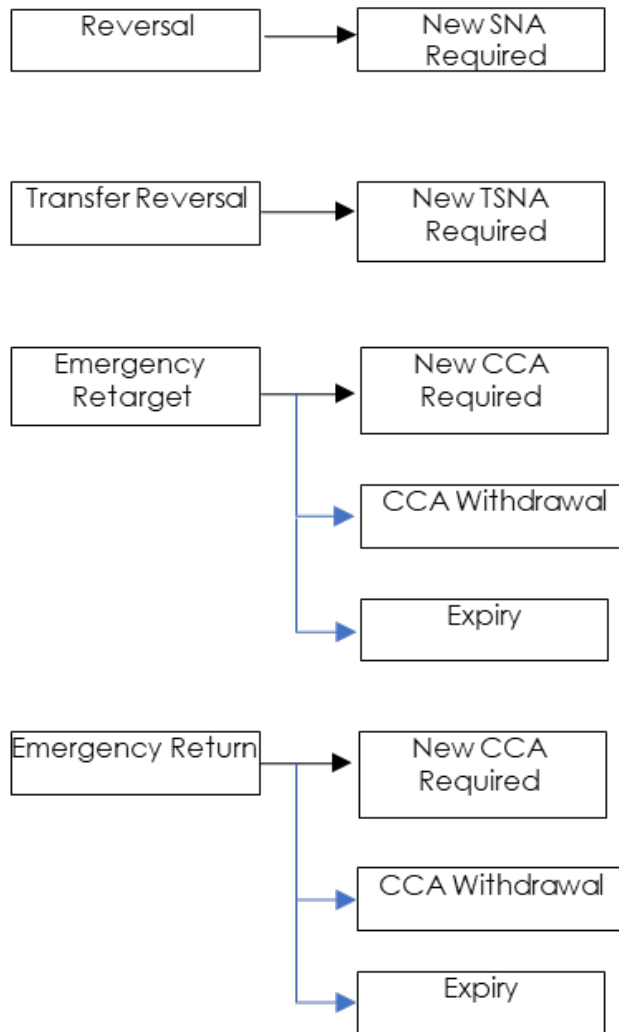
10 CUSTOMER COMPLAINTS MANAGEMENT

- 10.1.1 Customers may raise a complaint with the Losing CSP due to completed LNP activity. In cases where a complaint involves a

CA, the Losing CSP may request copies of the CAs held by the Gaining CSP at the time of the request.

- 10.1.2 The Losing CSP will advise the Gaining CSP by e-mail of all CA requests due to Customer complaints. The Gaining CSP shall provide copies of all CAs (as originally requested) by e-mail. Escalation processes will apply if copies of CAs are not supplied within two Business Days whereby the nominated Gaining CSP's escalation representative will be contacted by e-mail or another agreed process. In these circumstances the CA must be made available the next Business Day.
- 10.1.3 If the CA cannot be provided or the CA provided is invalid the Losing CSP may, if the Customer agrees, request a Port of the Telephone Number back to the Losing Carrier and CSP. In these circumstances the Losing CSP will notify the nominated Gaining CSP's representative by email. The Gaining CSP is to provide the relevant Service Account Number to facilitate the Port.
- 10.1.4 If the CA provided is valid and the Customer still wishes to Port to the Losing C/CSP, the Customer must complete a new CA electing the Losing C/CSP. Standard Porting processes will apply.

11 EMERGENCY PROCESSING



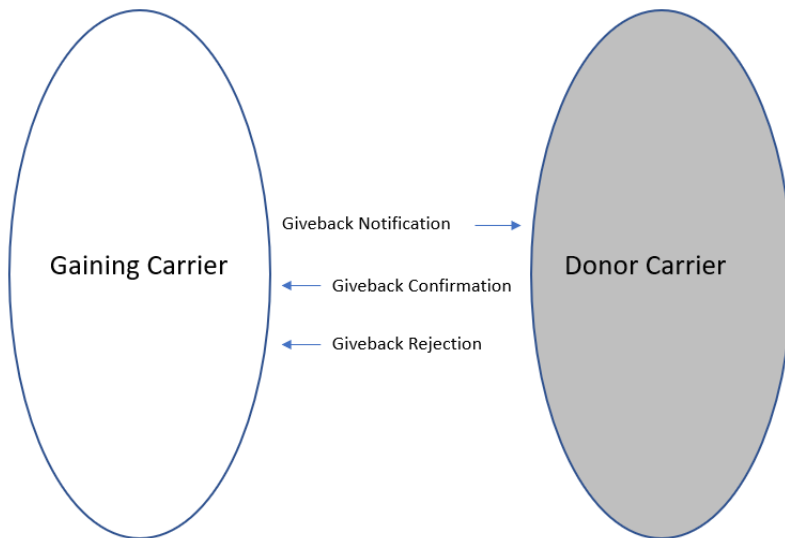
Emergency Processing Flowcharts

FIGURE 1

12 GIVEBACK

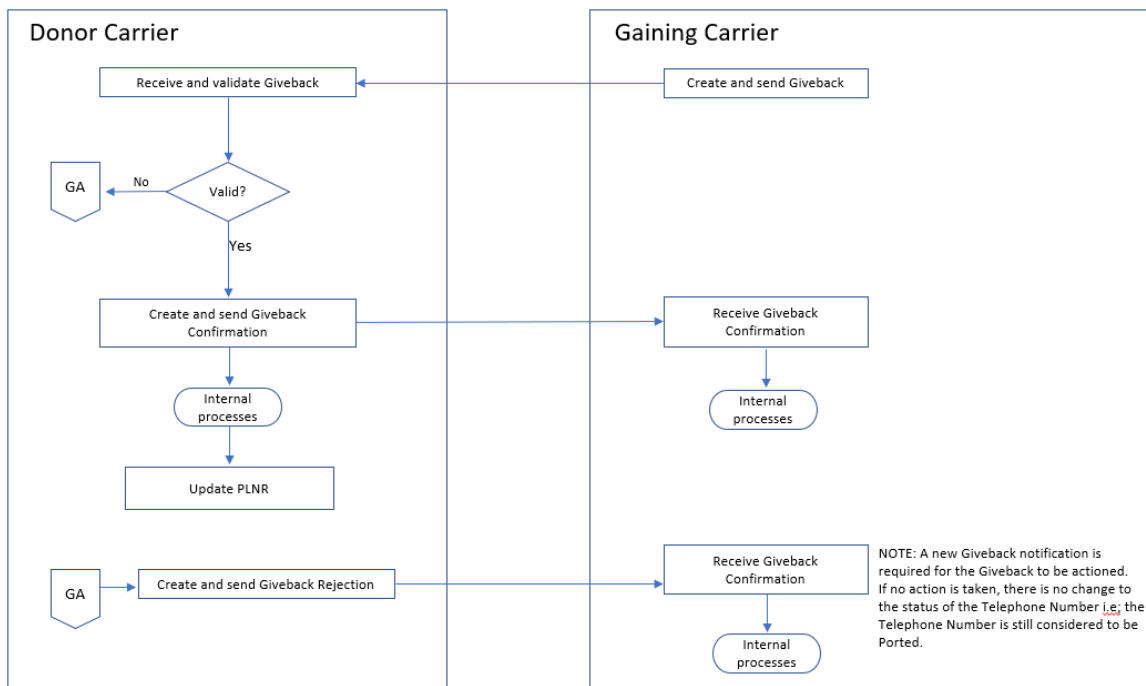
12.1 Giveback – Context Diagram

The following diagrams identify the agreed transactions that are to be supported for the Giveback Process.



Giveback Context Diagram

FIGURE 2



Giveback Process Flow Diagram

FIGURE 3

12.2 Giveback – Process Events and Validations

Legend for Carriers:		G is for Gaining Carrier D is for Donor Carrier		Legend for File:		D is for Daily PNO H is for Hot Batch	
REF	Event	Carrier	File	Description	Rules RC = Response Code		
1	Create and send a Giveback Notification	G	D	Utilised to notify the Donor C/CSP of the Giveback of a Telephone Number			
	Outcomes and Actions			Giveback Notification included in daily PNO file for forwarding to Donor Carrier			
2	Receive and validate Giveback Notification	D	D		Donor Carrier shall validate and reject if: <ul style="list-style-type: none"> (a) incorrect record format (RC 020) (b) the telephone Number given back has not been ported to the Carrier sending the Giveback Notification (RC 069) (c) the Telephone Number is not owned by the Donor Carrier (RC 069) (d) the Telephone Number is not Ported (RC 038) (e) the Disconnection Date is less than the receipt date (RC 062) (f) all mandatory fields are not populated (RC 018). 		

REF	Event	Carrier	File	Description	Rules RC = Response Code
	Outcomes and Actions				
3	Send Giveback Confirmation / Rejection	D	D	Utilised to notify the response of a Giveback Notification	Donor Carrier send Giveback Confirmation / Rejection within one Business Day of receipt of the Giveback Notification
	Outcomes and Actions			Confirmation Update the PLNR	
4	Receive Giveback Confirmation / Rejection	G	D		
	Outcomes and Actions			Rejection Internal operational process	
5	Update PLNR	D	N/A		The update of the PLNR will replace the existing indicator with a new indicator of "C". The next update of the PLNR will remove the entry from the PLNR.
	Outcomes and Actions			PLNR updated	

12.3 Giveback – Porting Timeframes

	Confirmation / Rejection	Receipt Advice	Limit (for confirmations)	Completion	Expiry	Comments
Giveback	N/A	N/A	One	N/A	N/A	Giveback advice to be provided at the end of the Quarantine period.

12.4 Giveback – Record Description

Attribute Name	Data Type	Start	Finish	Value	Mandatory	Description
Record Version	NUM(2)	1	2	01	Y	
Record Type	NUM(3)	3	5	060	Y	
Record Identifier	CHAR(3)	6	8	REQ	Y	
Telephone Number	NUM(10)	9	18		Y	Full National Number e.g. 0396342223
Reference	CHAR(9)	19	27		N	Default is spaces
Disconnection Date	DATE(8)	28	35		Y	Format CCYYMMDD.
Nuisance indicator	CHAR(1)	36	36		N	Value is "Y" if Giveback is due to nuisance calls. Default is space.
Filler	CHAR(214)	37	250			

12.5 Giveback Confirmation

Attribute Name	Data Type	Start	Finish	Value	Mandatory	Description
Record Version	NUM(2)	1	2	01	Y	
Record Type	NUM(3)	3	5	060	Y	
Record Identifier	CHAR(3)	6	8	RSP	Y	
Telephone Number	NUM(10)	9	18		Y	Full National Number e.g. 0396342223
Reference	CHAR(9)	19	27		N	Default is spaces
Response Code	NUM(3)	28	30	000	Y	
Filler	CHAR(220)	31	250			

12.6 Giveback Rejection

Attribute Name	Data Type	Start	Finish	Value	Mandatory	Description
Record Version	NUM(2)	1	2	01	Y	
Record Type	NUM(3)	3	5	060	Y	
Record Identifier	CHAR(3)	6	8	RSP	Y	
Telephone Number	NUM(10)	9	18		Y	Full National Number e.g. 0396342223
Reference	CHAR(9)	19	27		N	Default is spaces
Response Code	NUM(3)	28	30		Y	Must be a valid Code from Section 13
Filler	CHAR(220)	31	250			

13 GIVEBACK RESPONSE CODES

Reject Reason	LNP Reject Description	LNP Further Explanation	Giveback Notification
018	All mandatory fields are not populated	Mandatory data not provided	√
020	Transaction Level Rejections	Incorrectly formatted record	√
021	Not Used		
038	Giveback Invalid	E.g. Not currently Ported	√
062	Giveback Date Invalid	Future dated	√
069	Donor reject	Incorrect Donor nominated	√

14 PORTED LOCAL NUMBER REGISTER

14.1 PLNR Action Indicators

Action Indicator	Description
blank	if the Telephone Number is Ported prior to current date
A	if the Telephone Number is Ported on the current date (new to the PLNR)
B	if Ported to a new Carrier under Third Party Porting
C	if the Telephone Number is returned to the donor on the current date (remove from PLNR)
D	if the Telephone Number becomes the subject of a Port pending on the current date
E	if the Telephone Number is still the subject of a Port pending
F	if the pending Port is Rejected, Withdrawn, Expired, Reversed or Emergency Returned on the current date.

14.2 Ported Local Number Register Population Rules

Donor as Losing Carrier					
Day	Port Request	Porting Activity	Donor PLNR entry Example Only	Donor	Network Providers
Day 0	Port initiated	SNA/CNA received	N/A	N/A	N/A
Day 1 to Day X	Until Port is successfully completed	N/A	N/A	N/A	N/A
Day Y	If Port rejected	Reject completed	N/A	N/A	N/A
Day Y + 1 day	If Port rejected	Reject completed	N/A	N/A	N/A
Day Y	If Port withdrawn	Withdrawal completed	N/A	N/A	N/A
Day Y + 1 day	If Port withdrawn	Withdrawal completed	N/A	N/A	N/A
Day Y	If Port expired	SNA/CNA Expiry completed	N/A	N/A	N/A
Day Y + 1 day	If Port expired	SNA/CNA Expiry completed	N/A	N/A	N/A
Day X	Port Completed and Reversal or Emergency Return requested.	Service reinstated on Donor Carrier's network	N/A	N/A	N/A
Day X	Port Completed and Reversal Period or Emergency Return Request Period ended.		090069999999003A	Updates PLNR within two Business Days of Port completion with a new entry for the Telephone Number identifying the Gaining Carrier and with the action indicator of "A". Provide Donor Transit Routing to the Gaining Carrier for a period of five Business Days from the date the PLNR was updated with the new entry.	Network Providers route all calls from the Donor Carrier's network to the Gaining Carrier's network before the start of business on the day following the update of the PLNR with the new entry.
PLNR update + 1 day & onwards	Until another Porting change	-	090069999999003	Updates PLNR entry the next day following the entry of the action indicator of "A" by removing the action indicator of "A", leaving the Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "A".	Network Providers route all calls from the Donor Carrier's network to the Gaining Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "A".

Donor as Gaining Carrier					
Day	Port Request	Porting Activity	Donor PLNR entry Example only	Donor	Network Providers
Day 0	Port initiated	SNA/CNA sent to Losing C/CSP	090069999999001D	Updates PLNR on the same day that the SNA/CNA is sent by the entry of the action indicator of "D", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier's network from the date the PLNR was updated with the entry of the action indicator of "D"	Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "D".
Day 1 to Day X or Y	Until Port is completed, withdrawn or expired		090069999999001E	Updates PLNR the next day by replacing the action indicator of "D" with "E", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier's network.	Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "E".
Day Y	If Port rejected	Reject completed	090069999999001F	Updates PLNR within two Business days of the Port rejection by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier's network for a period of five Business days from the date the PLNR was updated with the entry of the action indicator of "F".	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network with five Business days of the PLNR being updated with the entry of the action indicator of "F".
Day Y + 1 day	If Port rejected	Reject completed	090069999999001	Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the C The Healing of Harms identifier the same. Provide Donor Transit Routing to the specified Carrier's network for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F".
Day Y	If Port withdrawn	Withdrawal completed	090069999999001F	Updates PLNR within two Business days of the Port withdrawal by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier's network for a period of five Business days from the date the PLNR was updated with the entry of the action indicator of "F".	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network with five Business days of the PLNR being updated with the entry of the action indicator of "F".
Day Y + 1 day	If Port withdrawn	Withdrawal completed	090069999999001	Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier's network for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".	Network Providers route all calls from the Donor C network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F".
Day Y	If Port expired	SNA/CNA	09006999999900	Updates PLNR within two Business days of the Port expiry	Network Providers route all calls from the Donor

		Expiry completed	1F	by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier's network for a period of five Business days from the date the PLNR was updated with the entry of the action indicator of "F".	Carrier's network to the specified Carrier's network with five Business days of the PLNR being updated with the entry of the action indicator of "F".
Day Y + 1 day	If Port expired	SNA/CNA Expiry completed	09006999999900 1	Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier's network for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F".
Day X	Port successfully Completed and Reversal or Emergency Return requested.	Cat. A Process Only. For Cat. C Process, there is no change to the PLNR as the PLNR is only updated after the Port has been completed, withdrawn or expired.	09006999999900 1F	Updates PLNR within two Business Days of the Port Reversal or Emergency Return by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier's network for a period of five Business days from the date the PLNR was updated with the entry of the action indicator of "F".	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network with five Business days of the PLNR being updated with the entry of the action indicator of "F".
Day X + 1 day	Port successfully Completed and Reversal or Emergency Return requested.	Cat. A Process Only. For Cat. C Process, there is no change to the PLNR as the PLNR is only updated after the Port has been completed, withdrawn or expired.	09006999999900 1	Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier's network for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F".
Day X	Port successfully Completed and Reversal Period or		09006999999900 2C	Updates PLNR within two Business Days of the Port being completed by replacing the action indicator of "E" with "C", and replacing the specified Carrier identifier with the Donor Carrier's identifier. Donor Transit Routing no longer applies.	Network Providers route all calls from the specified Carrier's network to the Donor C/CSP's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "C".

	Emergency Return Request Period ended.				
PLNR update + 1 day & onwards until there is a change in the Porting status	If Port completed		no entry	Updates PLNR entry the next day following the entry of the action indicator of "C" by removing the total entry from the PLNR. Donor Transit Routing no longer applies.	Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "C".

Third Party					
Day	Port Request	Porting Activity	Donor PLNR entry Example only	Donor	Network Providers
Day 0	3rd party Port initiated	TSNA/TCNA received	090069999999003	No action required as a PLNR entry already exists.	N/A
Day Z	If 3rd party Port rejected	TSNA/TCNA rejected	090069999999003	No action required on the PLNR entry.	N/A
Day Z	3rd party Port request confirmed	TSNA/TCNA confirmed	090069999999003D	Update PLNR entry on the same day that the confirmation is sent with the action indicator of "D", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier.	Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network by the start of business on the day following the day that the PLNR is updated by the entry of the action indicator of "D".
Day Z + 1 day	3rd party Port request confirmed and until Port is successfully completed	TSNA/TCNA confirmed	090069999999003E	Update PLNR entry by replacing the action indicator of "D" with "E", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier.	Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network by the start of business on the day following the day that the PLNR is updated by the entry of the action indicator of "D".
Day Y	If 3rd party Port withdrawn	Withdrawal completed	090069999999003F	Updates PLNR within two Business Days of the Port being withdrawn by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F".
Day Y + 1 day	If 3rd party Port withdrawn	Withdrawal completed	090069999999003	Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F".

Day Y	If 3rd party Port expired	TSNA/TCNA Expiry completed	09006999999900 3F	Updates PLNR within two Business Days of the Port expiring by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business days of the PLNR being updated with the entry of the action indicator of "F".
Day Y + 1 day	If 3rd party Port expired	TSNA/TCNA Expiry completed	09006999999900 3	Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F".
Day X	3rd party Port successfully completed and Transfer Reversal or Emergency Return requested.	Cat. A Process Only. For Cat. C Process, there is no change to the PLNR as the PLNR is only updated after the Port has been completed, withdrawn or expired.	09006999999900 3F	Updates PLNR within two Business Days of the Transfer Reversal or Emergency Return being completed by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business days of the PLNR being updated with the entry of the action indicator of "F".
Day X + 1 day	3rd party Port successfully completed and Transfer Reversal or Emergency Return requested.	Cat. A Process Only. For Cat. C Process, there is no change to the PLNR as the PLNR is only updated after the Port has been completed, withdrawn or expired.	09006999999900 3	Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".	Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F".
Day X	3rd party Port successfully completed and	TECA/TCCA received and completed	09006999999900 1B	Updates PLNR within two Business Days of the Port being successfully completed by replacing the action indicator of "E" with "B",	Network Providers route all calls from the Donor Carrier's network to the Gaining Carrier's network within five Business Days of the PLNR

	Transfer Reversal Period or Emergency Return Request Period ended.			and replacing the specified Carrier identifier with the Gaining Carrier's identifier. Provide Donor Transit Routing to the Gaining Carrier for a period of five Business Days from the date the PLNR was updated	being updated with the entry of the action indicator of "B".
PLNR update + 1 days & onwards	until another Porting change	-	09006999999900 1	Updates PLNR entry the next day following the entry of the action indicator of "B" by removing the action indicator of "B", leaving the Carrier identifier the same. Provide Donor Transit Routing to the Gaining Carrier's network for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "B".	Network Providers route all calls from the Donor Carrier's network to the Gaining Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "B".

Giveback					
Day	Port Request	Porting Activity	Donor PLNR entry Example only	Donor	Network Providers
Day 0 to Day X	Giveback initiated	Giveback received and until Giveback completed	09006999999900 1	No action required as a PLNR entry already exists.	N/A
Day Y + 1 day	If Giveback rejected	Reject completed	09006999999900 1	No action required on the PLNR entry.	N/A
Day X + 1 day	Giveback completed		09006999999900 2C	Updates PLNR within two Business Days of Giveback with the action indicator of "C", and replacing the specified Carrier identifier with the Donor Carrier's identifier. Donor Transit Routing no longer applies.	Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "C".
PLNR update + 1 days & onwards			no entry	Updates PLNR entry the next day following the entry of the action indicator of "C" by removing the total entry from the PLNR. Donor Transit Routing no longer applies.	Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "C".

14.3 Ported Local Number Register – Record Description

Header						
Attribute Name	Data Type	Start	Finish	Value	Mandatory	Comment
Record Type	NUM(3)	1	3	001	Y	
Date	DATE(8)	4	11		Y	Format CCYYMMDD This must be the date on which the 03:00 deadline applies and the PLNR must be available for downloading.
Carrier Creator	NUM(3)	12	14		Y	An industry standard code for each carrier should be used.
Filler	CHAR(3)	15	17			

File Trailer						
Attribute Name	Data Type	Start	Finish	Value	Mandatory	Description
Record Type	NUM(3)	1	3	999	Y	
Detail Record Count	NUM(10)	4	13		Y	Value is to equal the number of records of record type 002-998
Filler	CHAR(4)	14	17			

PLNR Entry						
Attribute Name	Data Type	Start	Finish	Value	Mandatory	Description
Record Type	NUM(3)	1	3	090	Y	
Telephone Number	NUM(10)	4	13		Y	Full National Number e.g. 0396342223
Gaining Carrier	NUM (3)	14	16		Y	The three digit numeric Identification Code as per Eligible Party Identification Code List as allocated under G600 Allocation of Eligible Party Identification Codes Industry Guideline.
Action Indicator	CHAR(1)	17	17	See below	Y	Describes the current status of the Ported Number for the purpose of call direction.

15 RESPONSE CODE REFERENCE TABLE

Response Code	Description	LNP Further Explanation
000	Confirmation	
001	Service Number Not Found	Invalid Service / not present on ASD systems
002	Not used	Service is on Network Based Call Diversion i.e. no access line (No longer valid as of 2022 revision)
003	Inactive Service	Service has been Temporarily Disconnected Customer request
004	Disconnected Service	Service is Disconnected or Pending Disconnection
005	Complex Service – e.g. ISDN, Line Hunt etc.	
006	ULLS Call Diversion does not exist on requested Telephone Number	
007	ULLS Number/Telephone Number mismatch	
008	Outstanding porting request	Subsequent request rejected
009	Porting Already Completed	Porting request received from the current Recipient Carrier
010	Telephone Number Ported to Another ASD	Already Ported
011	ASD Owned Telephone Number	ASD Test Line, etc
012	Outstanding Cust requested Pending Order	Customer requested Pending Order

013	Not used	
014	Pending Disconnected Service	Service is Pending Disconnection
015	Not used	Exchange Equipment or Software Version (No longer valid as of 2022 revision)
016	Not Used	
017		No longer required
018	All mandatory fields are not populated	Mandatory data not provided
019	Not Used	
020	Transaction Level Rejections	Incorrectly formatted record
021	Not Used	
022	Not Used	
023	Not Used	
024	Not Used	
025	Not Used	
026	Not Used	
027	Not Used	
028	Losing Carrier not the Donor Carrier	Only applicable for Cat-D
029	ULL request not completed	
030	ULLS call diversion greater than 30 days	ULLS call diversion greater than 30 days, has

		expired
031	Not Used	
032	Insufficient notification time frame	Notification or Cutover
033	Not Used	
034	Cutover outside agreed hours	Agreed hrs for ECA Cutover Notification or if a CCA is received outside agreed hours 0700 – 1659.
035	No Porting Request is currently outstanding	Porting Notification is not confirmed or has expired
036	Invalid Cutover Timeslot	
037	Retarget Limit exceeded	Total of two Retargets only
038	Giveback Invalid	e.g. Not currently Ported
039	Not Used	
040	Duplicate Telephone Number in Batch	There is a Telephone Number duplicated in a single Batch
041	Multiple Sites	There are more than one site involved for the Telephone Numbers in a Batch
042	Not Used	
043	Not Used	
044	Not used	
045	Not used	

046	Not Used	
047	Not Used	
048	Not Used	
049	Not Used	
050	Not Used	
051	Telephone Number currently being Ported to another Carrier	
052	Service is currently connected to the ASD's network	
053	Cutover Date is within the Lead Time	
054	Cutover Date is outside Expiry Date	
055	Invalid Status - CNA Retarget or Withdrawal requested after CCA was Confirmed	
056	Invalid Withdrawal Request	
057	Invalid Retarget Request	
058	Not Used	
059	Not Used	
060	Incomplete Number Block or missing Telephone Numbers in Batch	Incomplete range / batch of service numbers in complex porting request
061	Batch Reference Number Missing	Complex porting request received without batch number
062	Giveback Date Invalid	Future dated

063	Incorrect Category	Category listed in notification advice is incorrect
064	Secondary Reject	Porting request is valid for Telephone Number but is associated with a primary reject in the same complex batch
065	Telephone Numbers are not contiguous for a product	Telephone Numbers in the batch are not listed in a contiguous order
066	Not Used	
067	Invalid CA date	CA date is too old
068	Not Used	
069	Donor reject	Incorrect Donor nominated
070	Not Used	
071	Not Used	
072	Not Used	
073	Excluded product	Complex Service cannot be ported
074	Not Used	
075	Not Used	
076	Not Used	
077	Batch Number NOT unique	Batch Number is being used for another active Port for the same Gaining CSP

16 DATA DICTIONARY

Attribute Name	Length	Description / Comment
Account Number	CHAR(25)	The Service Account Number for which the losing carrier uses for the aggregation of services for a customer for the purposes of billing the customer. Note: Service Account Number can be different within a batch request.
Batch Reference Number	NUM(9)	Batch Reference Number is utilised to group Telephone Numbers together when they are associated to Cat C products. The Batch Reference Number is to be unique for a CSP. Unique means the number is not active for another C Port and is not an active Cat A reference number for a given Carrier or CSP. Valid values, 9 digits commencing at an agreed number e.g. any value between 0 and 999999999.
CA Date	DATE(8)	The Date the Customer, or their Agent, authorised the Porting of the Telephone Number. Format CCYYMMDD
Cutover Date	DATE(8)	The actual date from which the Telephone Number is to commence the Porting process ie YYYYMMDD
Commencement Time	NUM(4)	For Cat C the actual local time from which the Telephone Number is to commence the Porting process ie HHMM. This is in 24 hr format e.g. 1.00pm is 1300 hrs
Category Type	CHAR(1)	Used to identify the Category of the Telephone Number to be Ported. It is determined by the Losing Carrier dependent upon the time and process required to undertake activity to Port the Telephone Number. Definition: Cat. A is a Simple service which can be ready for Porting, using an automated process, within two Business Days of receipt of an SNA, value is 'A'. Cat C is a Telephone Number that requires a project manager to manage Porting. Value is 'C'.

		Cat. D is a Simple service which is porting in conjunction with an unconditioned local loop request on an existing service where the Telephone Number has ULLS Call Diversion active, value is 'D'.
Carrier Creator	NUM(3)	The three digit numeric Identification Code as per Eligible Party Identification Code List as allocated under Allocation of Eligible Party Identification Codes Industry Guideline (G600:2016).
Carrier Receiver	NUM(3)	The three digit numeric Identification Code as per Eligible Party Identification Code List as allocated under Allocation of Eligible Party Identification Codes Industry Guideline (G600:2016)
Creation Date	DATE(8)	Used in the Header to identify the file date. Format CCYMMDD
Customer's Contact First Name	CHAR(20)	The Customer's First (Given) Name in Upper and Lower case.
Customer's Contact Last Name	CHAR(30)	The Customer's Last (Family) Name in Upper and Lower case.
Customer's Contact Phone Number	NUM(10)	The Customer's Contact full Telephone Number (e.g. 0296644891)
Detail Record Count	NUM(7)	Used in the File Trailer, to identify the number of transactions in the file.
Donor Carrier Project Manager's First Name	CHAR(20)	The First Name of the Project Manager handling the Project for the Gaining Carrier in Upper and Lower case.
Donor Carrier Project Manager's Last Name	CHAR(30)	The Last Name of the Project Manager handling the Project for the Donor Carrier in Upper and Lower case.
Donor Carrier Project Manager's Phone Number	NUM(10)	The Full Telephone Number of the Project Manager handling the Project for the Donor Carrier (e.g. 0296644891).
Donor Carrier Project Manager's Mobile Number	CHAR(10)	The Mobile Number of the Project Manager handling the Project for the Donor Carrier.
Exceed SLA Indicator	CHAR(1)	Used to identify those transactions where the Port may not be completed within Activation

		<p>Targets. Spaces indicate Port will be completed within Activation Targets, "Y" indicates it may not.</p> <p>Valid values: 'Y', or spaces.</p>
File Sequence Number	NUM(4)	<p>Used in the Header to uniquely identify the occurrence of a File transmission. This is also used to ensure the daily files are processed in the correct order.</p> <p>Valid values, four digits commencing at an agreed number e.g. 0001. The file sequence number will restart at 0001 when 9999 is reached.</p>
File Type	CHAR(1)	<p>Used in the Header to identify the type. The current valid values are:</p> <p>D – Daily PNO file between Carriers</p> <p>H –Hot Batch file between Carriers</p>
Gaining CSP Project Manager's First Name	CHAR(20)	<p>The First Name of the Project Manager handling the Project for the Gaining Carrier in Upper and Lower case.</p>
Gaining CSP Project Manager's Last Name	CHAR(30)	<p>The Last Name of the Project Manager handling the Project for the Gaining Carrier in Upper and Lower case.</p>
Gaining CSP Project Manager's Phone Number	NUM(10)	<p>The full Telephone Number of the Project Manager handling the Project for the Gaining Carrier (e.g. 0296644891).</p>
Gaining CSP Project Manager's Mobile Number	CHAR(10)	<p>The Mobile Number of the Project Manager handling the Project for the Gaining CSP.</p>
Group Reference Number	NUM(4)	<p>Issued by the Gaining CSP. Used on business transactions where the notification is to advise the Losing Carrier of multiple requests that need to cutover on the same day, but possibly at different times.</p> <p>Must only belong to the one customer and contain at least one Cat. C batch.</p> <p>Format - unique four digit sequence number.</p> <p>The Losing or Donor Carrier will validate:</p> <p>Group Reference Number is not active for another Porting Request sent by the Gaining CSP.</p>

		Group Reference Number is numeric.
Losing Carrier Project Manager's First Name	CHAR(20)	The First Name of the Project Manager handling the Project for the Losing Carrier in Upper and Lower case.
Losing Carrier Project Manager's Last Name	CHAR(30)	The Last Name of the Project Manager handling the Project for the Losing Carrier in Upper and Lower case.
Losing Carrier Project Manager's Phone Number	NUM(10)	The full Telephone Number of the Project Manager handling the Project for the Losing Carrier (e.g. 0296644891).
Losing Carrier Project Manager's Mobile Number	CHAR(10)	The Mobile Number of the Project Manager handling the Project for the Losing Carrier.
Record Identifier	CHAR(3)	Used to identify the record as a Request or a Response. Valid values 'REQ', 'RSP', or 'ACK'.
Record Type	NUM(3)	Used to identify the Record Type ('999' used to indicate end of file in the File Trailer)
Record Version	NUM(2)	Used to identify the version of the Record Type.
Reference	CHAR(9)	Reference is utilised as an operational reference number for Cat A and Cat D Ports. The reference is not unique.
Response Code	NUM(3)	Value "000" identifies that the request has been accepted, a numeric value other than "000" means the request has been rejected. The non "000" value is the reject response code.
Telephone Number	NUM(10)	A Customer Access Number that is declared Portable in the Numbering Plan relating to Local Number Portability (e.g. 0396342223)
Time Zone	NUM(4)	Time zone specified in GMT difference using HHMM format (e.g. EST Sydney = 1000, non-daylight saving for Perth = 0800)
ULL Service Number	NUM(10)	ULL Service Number is utilised as an operational reference for a complete path of communications wire that runs from an exchange or rim to a customer's premises.

17 PRE-PORTING NUMBER VALIDATION (PNV)

PNV Request/Response Coversheet

Request / Response:

Reference Number:
Date:
Time:

Previous CNA or PNV ref #:

Customer / Company Name:
CA Signed Date:
Main Customer Number:

Address of Services to be Ported:
Site Address Floor No.:
Site Address Type:
Street No. :
Street Name:
Suburb:
State:
Postcode:

Gaining Carrier:
Contact Name:
Contact Number:
Email Address:

Losing Carrier:
Contact Name:
Contact Number:
Email Address:

PNV Request Received Date:
PNV Request Finalised Date:

Request Rejected
Reject Reason:

17.1 PNV Service Numbers and Response Table

Number / Start of Range	Service Account Number	Response Code	Comment /Reject Code	Different Address (Add or blank)

17.2 PNV Response Codes

Response Code	Reason
P	Prime/Directory Service Number
A	Associated Service Numbers
S	Stand Alone Service Numbers
R	Reserved Number
D	Exchange Based Diversion or prepaid redirection
SS	Secondary Service linked to this Number (e.g. DSL)

17.3 PNV Reject Codes

Reject Code	Reject Reason	Reject Location
01	Invalid Customer Authorisation date	Coversheet
02	Insufficient information supplied	Coversheet
03	Telephone Number appears to belong to a completely different end customer	Per service in response table
04	Telephone Numbers relate to cancelled services or services pending cancellation	Per service in response table
05	Missing / invalid PNV Sequence Number	Per service in response table
06	Telephone Numbers in the PNV request relate to services which are billed by a service provider other than the Losing Carrier.	Per service in response table
07	Telephone Numbers are not found / not present on Losing Carrier's Network	Per service in response table

18 REFERENCES

Publication	Title
Industry Codes	
C540:2022	Local Number Portability
C513:2015	Customer and Network Fault Management
C515:2015	Pre-selection - Single Basket/Multi Service Deliverer
C566:2022	Number Management – Use of Numbers by Customers
C569:2015	Unconditioned Local Loop Service - Ordering, Provisioning and Customer Transfer
C628:2019	Telecommunications Consumer Protections
Industry Guidelines	
ACIF G520:2005	Local Number Portability - Network Plan
G600:2016	Allocation of Eligible Party Identification Codes
G602.2:2016	Local Number Portability IT Specifications & Operations Manual Part 2 - Category A Processing
G602.4:2016	Local Number Portability IT Specifications & Operations Manual Part 2 - Category C Processing
G602.5:2016	Local Number Portability IT Specifications & Operations Manual Part 2 - Category D Processing
G603:2013	Local Number Portability IT Test Strategy
G613.1:2016	Local Number Portability IT Test Plan Part 1
Legislation	
<i>Telecommunications Act 1997 (Cth)</i>	
<i>Telecommunications (Consumer Protection and Services Standards) Act 1999 (Cth)</i>	
<i>Telecommunications Numbering Plan 2015 (Cth)</i>	
<i>Competition and Consumer Act 2010 (Cth)</i>	

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This Working Committee was chaired by Alexander R. Osborne. Craig Purdon of Communications Alliance provided project management support.

Communications Alliance was formed in 1997 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

In pursuing its goals, Communications Alliance offers a forum for the industry to make coherent and constructive contributions to policy development and debate.

Communications Alliance seeks to facilitate open, effective and ethical competition between service providers while ensuring efficient, safe operation of networks, the provision of innovative services and the enhancement of consumer outcomes.

It is committed to the achievement of the policy objective of the *Telecommunications Act 1997* - the greatest practicable use of industry self-regulation without imposing undue financial and administrative burdens on industry.



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