COMMUNICATIONS ALLIANCE LTD

INDUSTRY GUIDELINE

MOBILE NUMBER PORTABILITY-
OPERATIONS MANUAL

G579:2024

G579:2024 Mobile Number Portability – Operations Manual

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INTRODUCTORY STATEMENT

In October 1999 the Australian Competition and Consumer Commission (ACCC) directed the Australian Communications Authority (ACA) to amend the *Telecommunications Numbering Plan 1997* to provide for Mobile Number Portability (MNP). This mandate specified that all Carriage Service Providers (CSPs) must allow Customers to retain their Mobile Service Number (MSN) when Porting to another CSP.

In response to this mandate, Communications Alliance developed an Industry Code to provide for a standard approach for industry participants to follow when involved in MNP.

This document is based on industry obligations under the **Mobile Number Portability** Industry Code (C570)).

2009 Revision

In 2009, the Mobile Number Portability Code was revised. At that time all associated MNP documents were republished as Communications Alliance documents to reflect the change of organisational name from ACIF. Where relevant any references to other documents have also been updated.

This Guideline was revised to reflect the following changes:

- amended requirements for the handling of Unauthorised or Invalid Ports and Port Reversals;

- amended time frames for the provision or exchange of the Customer Authorisation (CA) or Reversal Authorisation;

- amended requirements for the recovery of a MSN where an unauthorised or invalid Port or Port Reversal has occurred; and

- addition of a standard network outage notification format to be used in the event of an unplanned network outage.

2015 Revision

In 2015 a minor revision was conducted to remove certain requirements which were duplicated in other industry documents:

- Section on *Customer Authorisation Requirements* deleted with the intent being captured in a new *Customer Authorisation* Industry Guideline (G651:2015); and

- section on *Reversal Authorisation Requirements* deleted as the same provisions are set out in detail in the *Mobile Number Portability* Code (C570:2009 Incorporating Amendment No.1/2015).

2024 Revision

In 2024 the Mobile Number Portability Code was revised. Where relevant definitions and references have been updated to ensure consistency.

References to the CA validity period have been updated to reflect the change to CA validity period from 30 calendar days to 60 calendar days.

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1 GENERAL

1.1 Scope

The scope of this document is to set out the operational arrangements for the implementation of MNP processes between Mobile Carriers (MCs), CSPs, Portability Service Suppliers (PSSs) and Network Providers (NPs) in the implementation of MNP which support the requirements of the C570 Mobile Number Portability Industry Code (the Code). In the event of any inconsistency between this document and the Code, the Code will prevail. MNP enables Customers to change their Mobile Carrier Network and/or their CSP and retain the same Mobile Service Number (MSN).

The Code specifies the operational arrangements for the passing of information between involved parties to support the routing of calls and Short Messaging Service (SMS) messages. MCs, PSSs and NPs must route all calls and SMS messages to the Ported MSN either:

- directly to the Gaining Mobile Carrier (GMC) using an external or internal database; or

- directly to the GMC via a contract transit Mobile Carrier (MC); or

- indirectly to the GMC via the Donor Mobile Carrier (DMC).

This Industry Guideline sets the minimum industry standard and does not constrain industry participants from agreeing to different arrangements provided those arrangements do not impact on the ability of other industry participants to comply with the Code.

1.2 Target Audience

The target audience for this document includes, but is not limited to, MCs, CSPs, PSSs and NPs who are involved in operating and maintaining MNP.

1.3 Procedures

The Operations Manual provides inter-operator operational arrangements for the following:

- CA Inspections and Disputes

- Contacts lists

- Disputed Rejects

- Escalations

- Handling of delayed and or /missing transactions

- Hours of Operation

- Measures

- Outages (Planned and Unplanned)

- Ported Number Register and PSS Database reconciliation

- Service Level Agreements

1.4 MNP Processes

The processes to support MNP are outlined in the Code. This document should be read in conjunction with the Code.

2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

MNP Code Definitions

Please note that Section references within these definitions apply to Mobile Number Portability Industry Code (C570, and not this Mobile Number Portability Operations Manual.

2.1 Acronyms

For the purposes of the Guideline, the following acronyms apply:

ACMA

Australian Communications and Media Authority

ACCC

Australian Competition and Consumer Commission

AMSNR

Allocated Mobile Service Number Register

BGBN

Broadcast Give Back Notification

BGBC

Broadcast Give Back Completion

BPCN

Broadcast Port Cutover Notification

BTTN

Broadcast Technology Transfer Notification

CA

Customer Authorisation

CDMA

Code Division Multiple Access

CSP

Carriage Service Provider

DMC

Donor Mobile Carrier

GBN

Give Back Notification

GBN (RCSP →RMC)

Give Back Notification (RCSP →RMC)

GBN Confirmation Advice (DMC-RMC)

Give Back Notification Confirmation Advice (DMC-RMC)

GBN Confirmation Advice (RMC-RCSP)

Give Back Notification Confirmation Advice (RMC-RCSP)

GBN Rejection Advice (DMC RMC)

Give Back Notification Rejection Advice (DMC RMC)

GBN Rejection Advice (RMC RCSP)

Give Back Notification Rejection Advice (RMC-RCSP)

GCSP

Gaining CSP

GMC

Gaining Mobile Carrier

GMT

Greenwich Mean Time

GSM

Global System for Mobiles

LCSP

Losing CSP

LMC

Losing Mobile Carrier

MAG

MNP Administration Group

MC

Mobile Carrier

MIN

Mobile Identification Number

MNP

Mobile Number Portability

MSN

Mobile Service Number

NP

Network Provider

NPs

Network Providers

OASD

Originating Access Service Deliverer

ORP

Operations Reference Panel

PCN

Port Cutover Notification

PCN Confirmation

Port Cutover Notification Confirmation

PCN Rejection

Port Cutover Notification Rejection

PEN

Port Expiry Notification

PMSNR

Ported Mobile Service Number Register

PMTS

Ported Mobile Telecommunications Service

PN

Port Notification

PN Confirmation

Port Notification Confirmation

PN Rejection

Port Notification Rejection

PSD

Prime Service Deliverer

PSS

Portability Service Suppliers

PWN Confirmation

Port Withdrawal Notification Confirmation

PWN Rejection

Port Withdrawal Notification Rejection

RCSP

Recipient CSP

RMC

Recipient Mobile Carrier

TrSD

Transit Service Deliverer

2.2 Definitions

For the purposes of the Guideline, the following definitions apply:

Act

means the *Telecommunications Act 1997*.

Allocated Mobile Service Number Register

means a file that contains the complete set of MSN ranges of allocatee CSP numbers where that Mobile Carrier is contracted to the CSP (including itself) to supply Network for carriage of service on those MSNs. This file specifies the Donor default range.

Broadcast Give Back Completion

(refer to Section 2.3 of **the Code.**)

Broadcast Give Back Notification

(refer to Section 2.3 of **the Code**)

Broadcast Port Cutover Completion Advice

(refer to Section 2.3 of **the Code**

Broadcast Port Cutover Notification

(refer to Section 2.3 of **the Code**)

Broadcast Technology Transfer Completion Advice

(refer to Section 2.3 of **the Code**

Broadcast Technology Transfer Notification

(refer to Section 2.3 of **the Code**

Broadcast Technology Transfer Notification Request ID

(refer to Section 2.3 of **the Code**

Business Day

means any day from Monday to Saturday (inclusive) other than a National Public Holiday.

Cancelled

is when the contract for the use of an MSN which has been Issued to a Customer has been terminated.

Carrier

has the same meaning as in the Act.

Carriage Service Provider

has the same meaning as in the Act.

Confirmation Advice

means a response (which is in the form of an electronic transaction) from the receiver of an electronic transaction confirming that the initial transaction has been validated.

CSP ID

means an identification code allocated to a CSP.

> NOTE: CSP IDs are maintained on the Communications Alliance website on the Eligible Party Identification Code List.

Customer

means a person to whom an MSN is Issued.

Customer Authorisation

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

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

Disconnected

means that the service to which the MSN is associated has been Cancelled.

Donor CSP

means the CSP to which an MSN has been allocated or transferred under the Numbering Plan.

Donor Mobile Carrier

means the Mobile Carrier to which a block of MSNs allocated or transferred to a Donor CSP is assigned for call routing purposes.

Gaining CSP

means the CSP to which an MSN has been or is to be Ported.

Gaining Mobile Carrier

means the Mobile Carrier whose Network will be used by the GCSP for the termination of calls to the MSN which has been or is to be Ported.

Give Back

means the return of a Ported MSN from a Recipient CSP to the Donor CSP in accordance with Section 5 of the Code.

Give Back Notification

(refer to Section 2.3 of ***the Code***

Give Back Notification Confirmation Advice (DMC→RMC)

(refer to Section 2.3 of ***the Code***

Give Back Notification Confirmation Advice (RMC→RCSP)

(refer to Section 2.3 of ***the Code***

Give Back Notification(RCSP-RMC)

(refer to Section 2.3 of ***the Code***

Give Back Notification Rejection Advice (DMC→RMC)

(refer to Section 2.3 of ***the Code***

Give Back Notification Rejection Advice (RMC→RCSP)

(refer to Section 2.3 of ***the Code***

Give Back Request ID

(refer to Section 2.3 of ***the Code***

Issued

means an MSN is considered to be Issued at the time that a CSP or their delegate and the customer agree to the provision of a specific MSN for the customer's use in association with a PMTS.

Losing CSP

means the CSP from which an MSN has been or is to be Ported.

Losing Mobile Carrier

means the MC whose Network is currently used by the LCSP for the termination of calls to an MSN which has been or is to be Ported.

Mobile Carriage Service Provider

means a party who provides a Public Mobile Telecommunications Service to a Customer. Mobile CSPs have a contractual, including billing, relationship with the Customer and, directly or indirectly, with a MC.

Mobile Carrier

means a Carrier that operates a Mobile Network.

Mobile Identification Number

means the number associated with a CDMA handset to identify the working service.

Mobile Network

means the facilities operated by a Carrier for the purposes of providing Public Mobile Telecommunications Services.

Mobile Number Portability

means the Porting of MSN(s), from a LCSP to a GCSP, or from one MC Network to another MC Network.

Mobile Service Number

means a number that has been allocated under the Numbering Plan to a CSP for the provision of a Public Mobile Telecommunications Service.

National Public Holiday

means New Year's Day, Australia Day, Good Friday, Easter Day (ie Easter Sunday), ANZAC Day and Christmas Day unless otherwise agreed by all MCs.

> NOTE
>
> *1. Not all national public holidays in Australia are non-porting days. MNP will not operate on those specific days that are listed above. There are some national public holidays, for example, Boxing Day and King's Birthday where Porting must be available during the Standard Hours of Operation.*

> 2. *National Public Holidays for MNP are maintained on the Communications Alliance website on the MNP National Public Holidays List.*

Network

means a Carrier's or CSP's system, or series of systems, that carries, or is capable of carrying communications by means of guided or unguided electromagnetic energy.

Network Provider

means an OASD, a TrSD or a PSD.

Numbering Plan

means the *Telecommunications Numbering Plan 2015*.

Originating Access Service Deliverer

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

Port

means the movement of MSNs between CSPs, or MC Networks, using MNP processes. The words Porting and Ported have corresponding meanings.

Port Cutover Notification

(refer to Section 2.3 of the Code

Port Cutover Notification Confirmation

(refer to Section 2.3 of **the Code**

Port Cutover Notification Rejection

(refer to Section 2.3 of **the Code**

Port Expiry Notification

(refer to Section 2.3 of **the Code**

Port Notification

(refer to Section 2.3 of **the Code**

Port Notification Confirmation

(refer to Section 2.3 of **the Code**

Port Notification Rejection

(refer to Section 2.3 of **the Code**

Port Recovery

means the process used to rectify an unauthorised Port where the MSN has been Ported more than once within the previous 180 calendar day period and more than the last Port was unauthorised

Port Request ID

(refer to Section 2.3 of **the Code**

Port Withdrawal Notification

(refer to Section 2.3 of **the Code**

Port Withdrawal Notification Confirmation

(refer to Section 2.3 of **the Code**

Port Withdrawal Notification Rejection

(refer to Section 2.3 of **the Code**

Portability Service Supplier

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

Ported Mobile Service Number Register

means a file that contains a list of MSNs where the data conditions described in the Allocated Mobile Service Number Register have changed as a result of Porting activity. That is, MSNs will be in the Ported Mobile Service Number Register if they no longer default to the Donor MCs Network.

Previous CSP

means the CSP from which an MSN has been Ported and which now initiates a Reversal on the authorisation from the Customer. The Previous CSP would have been the LCSP in the original Port transaction and will become the GCSP in the Reversal transaction.

Prime Service Deliverer

means in respect of a Standard Telephone Service, the service deliverer selected by the Customer for the carriage of all pre-selectable calls originating from that Standard Telephone Service.

Public Mobile Telecommunications Service

has the meaning given by the Act.

Quarantine

means the status of an MSN that was Issued to a Customer and was Disconnected and is not to be Issued again except under circumstances provided for by Section 5 of the Code.

Receipt Advice

(refer to Section 2.3 of **the Code**

Reject Advice

means a response (which is in the form of an electronic transaction) from the receiver of an electronic transaction confirming that the initial transaction has not passed the required validations.

Recipient CSP

means the CSP holding an MSN which has been Ported.

Recipient MC

means the MC whose network is currently used by the Recipient CSP for the termination of calls to an MSN which has been Ported.

Reversal

means a Port back to the Previous CSP to rectify an unauthorised Port.

Reversal Authorisation

means an authorisation by the Customer or their Authorised Representative to reverse a Port. The minimum requirements are specified in clauses 4.18.8 or 4.18.9 of the Code.

Standard Hours of Operation

means the timeframe for Porting availability and means a Business Day 8 a.m. to 8 p.m. (Standard Time) from Monday to Friday, and 10 a.m. to 6 p.m. (Standard Time) on Saturday, Easter Monday, King's Birthday and Boxing Day unless otherwise agreed between CSPs, MCs, and NPs on a bilateral basis.

Extended Hours of Operation

means the recommended timeframe for Porting availability and means a Business Day 8 am to 11pm (Standard Time) Monday to Saturday, Sunday, Easter Monday, King's Birthday and Boxing Day unless otherwise agreed between CSPs, MCs, and NPs in a Bilateral Agreement.

> *NOTE: Operational processes are applicable during the Standard Hours of Operation. They are not mandatory for Extended Hours of Operation.*

Standard Telephone Service

has the meaning given by Section 6 of the *Telecommunications Consumer Protection & Services Standards Act 1999*.

Standard Time

means:

(a)   Australian Eastern Standard Time (GMT plus 10 hours); or

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

Target Technology Identifier

means a three-digit code identifying the type of network to which the MSN is being Ported (e.g. 001 = GSM).

Transfer

means the move of an MSN from one CSP to another but using the same MC. This move may involve a change of Network.

Transit Service Deliverer

means a CSP that connects or interconnects with other CSPs.

2.3   Interpretations

In this MNP Operations Manual, unless the contrary intention 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.

(i)   if a period of time is specified and dates from a given day or the day of an act or event, it is to be calculated exclusive of that day; and

(j) a reference to a day is to be interpreted as the period of time commencing at midnight and ending 24 hours later.

3   OPERATIONAL AVAILABILITY

3.1   Business Days and Public Holidays

Subject to Section 6 of this Guideline, the operational processes to support MNP are to be available on any Business Day.

Business Days are any day from Monday to Saturday (inclusive) other than a day which is defined as a National Public Holiday or as otherwise agreed on a bilateral basis between CSPs.

National Public Holidays are New Year's Day, Australia Day, Good Friday, Easter Day (i.e. Easter Sunday), ANZAC Day and Christmas Day.

Not all national public holidays in Australia are non-porting days. MNP will not operate on those specific days that are listed above. There are some national public holidays, for example, Boxing Day where Porting must be available during the Standard Hours of Operation.

3.2   Hours of Operation

Standard Hours of Operation are 8 a.m. to 8p.m. (Standard Time) from Monday to Friday, and 10 a.m. to 6 p.m. (Standard Time) on Saturday, Easter Monday, King's Birthday and Boxing Day unless otherwise agreed between CSPs on a bilateral basis. Where Standard Time means:

(a)   Australian Eastern Standard Time (GMT plus 10 hours); or

(b)   if Eastern Daylight Saving Time (GMT plus 11 hours) is in effect and when any eastern seaboard State has introduced Daylight Saving Time, at that time.

During the Standard Hours of Operation, the maximum transaction times as described in Appendix A, "Reference Transaction Description", of this document apply.

Transactions that have been received in less than the maximum transaction time for that transaction before the end of the Standard Hours of Operation must be completed within the maximum transaction time from the start of Standard Hours of Operation of the next Business Day.

Transactions received outside Standard Hours of Operation must be completed within the maximum transaction time from the re-commencement of Standard Hours of Operation.

However, BNs, BTTNs, and BGBNs must only be sent in Standard Hours of Operation and must not be sent within 20 minutes of the end of Standard Hours of Operation.

4   SERVICE LEVEL AGREEMENTS

The LMC must meet the end to end performance level of completing 90% of Ports within three Standard Hours of Support and 99% of Ports within two Business Days.

NOTE: These performance levels are subject to the end to end performance level calculations described in the Code.

The maximum transaction times to support MNP are defined in the Code. These times must be met in 95% of all cases. Appendix A reflects the 95% service levels.

NOTE: Without limiting the obligation to comply with these service levels, service levels may be reported on a monthly basis. Performance exceptions may be raised at any time.

5   HANDLING OF DELAYED AND MISSING TRANSACTIONS

5.1   Notification of delay

In the event that a party (MCs, NPs, PSSs and CSPs) identifies that it is experiencing delays in responding to individual Port transactions in excess of the defined transaction timeframes that will have a material impact on Porting during Standard Hours of Operation, it must:

(a)   notify all involved parties (using the Communications Alliance website contact list) via email. The back up method is fax notification to those parties on the contact list; and

(b)   confirm receipt of notification from each party.

Information to be included in notification:

(a)   Nature of Problem;

(b)   Estimated time of resolution.

Notification of the conclusion of the period of delays must be provided to all parties identified on the Communications Alliance website contact list via email or fax (as a back up) as soon as practicable to all parties.

Missing and delayed transaction enquiries for a particular transaction may be lodged when a Notification of Delay has been provided for the overall operation of respondent or on a particular set of transactions.

In the event of a party (MCs, NPs, PSSs and CSPs) experiencing an Unplanned Outage it must declare an Unplanned Outage as per Section 6.2.

5.2   Enquiry Process

In the event that a Carrier or CSP detects that an MNP transaction has not been received within the maximum timeframes (as specified within the 95% service levels outlined in Appendix A), that Carrier/CSP may contact the Carrier/CSP from whom they are expecting the transaction via a nominated contact number and enquire about the status of this transaction.

Every Carrier and CSP must provide a nominated contact number which will be available at least during Standard Hours of Operation.

Prior to lodging an enquiry about the status of a missing or delayed transaction a Carrier or CSP must:

(a)   confirm whether their systems show that the transaction to which there should be a response has been sent;

(b)   confirm whether a Receipt Advice has been received for this transaction (unless the missing or delayed transaction is a Receipt Advice); and

(c) confirm that the maximum timeframe for the response to this transaction has been exceeded.

It is recommended that a short period of time is allowed between when the maximum timeframe is exceeded and lodging a missing and delayed transaction enquiry is lodged. Nothing however prevents a carrier lodging an enquiry when the maximum timeframe is exceeded. Missing and delayed transaction enquiries for a particular transaction should not be lodged when an outage notification has been provided for the overall operation of a respondent or on a particular set of transactions.

5.3 Required Information

Information to be provided when lodging an enquiry is as follows:

(a) Request ID;

(b) MSN;

(c) The identity and contact details of the party lodging the enquiry;

(d) Transaction type; and

(e) Date and time the transaction was sent.

5.4 Investigation Process

Upon receipt of an enquiry from a Carrier or CSP, the Carrier or CSP who is responsible for the provision of the transaction will investigate this enquiry by confirming whether their systems reflect that the transaction in question has been received, and if it has been received, its status. The Carrier or CSP who has received the enquiry will have 15 minutes to investigate and respond to the enquiry (although preferably it will be done during the same telephone call).

Depending upon the results of the investigation the parties may agree:

(a) that the Carrier or CSP may resend the original transaction or the associated message layer response as appropriate; or

(b) that the original transaction should not be resent; or

(c) that the transaction has already been processed and forwarded to the next Carrier/CSP as per the Code and that the reporting Carrier/CSP should contact another party to follow up on the progress of the transaction; or

(d) any other actions agreed between the parties; and

(e) the expected time for resolution for each of the above, as appropriate.

Where a transaction is to be re-sent, activity to initiate this should take place as soon as possible from the time that it is agreed that a resend is required.

6   OUTAGES

6.1   Planned Outages

Every effort must be made to ensure that planned outages that may affect Porting do not occur during Standard Hours of Operation.

In the event that a party (MCs, NPs, PSSs and CSPs) identifies that they require a planned outage inside the Standard Hours of Operation, that party must advise all involved parties (using the Communications Alliance website contact list) via email six weeks before the planned outage.

If there is any change to the planned outage date or time the change will be advised to all parties via email as soon as possible.

Details of all planned outages will be provided on the Communications Alliance website and updated when there is a change.

Communications Alliance will maintain the planned outage log on their website – www.commsalliance.com.au, with updates on a daily basis or within 24 hours (1 business day) of notification of the outage. The planned outage log is password protected.

6.2   Unplanned Outages

In the event that a party (MCs, NPs, PSSs and CSPs) identifies that it is experiencing an Unplanned Outage during Standard Hours of Operation, it must:

(a)   notify all involved parties (using the Communications Alliance website contact list) via email in the same format as shown in Appendix D. The backup method is fax notification to those parties on the contact list; and

(b)   confirm receipt of notification from each party.

Information to be included in notification:

(a)   Nature of Problem;

(b)   Estimated time of resolution.

Notification of the conclusion of the outage must be provided to all parties identified on the Communications Alliance website contact list via email or fax (as a back up) as soon as practicable to all parties. All parties must send all queued messages as soon as practicable after the receipt of a "node ready" communication control message (heartbeat) from the party that had the outage.

7   DISPUTED REJECTS

7.1   Lodgment of a Disputed Reject Enquiry

In the event that a rejected transaction is disputed, the party disputing the rejection may lodge a disputed reject enquiry with the nominated contact of the rejecting party. A disputed reject enquiry may be lodged by telephone (confirmed by email) to request the rejecting party to investigate the reason for rejection.

7.2   Required Information

Information to be provided when lodging a disputed reject enquiry is as follows:

(a)   Request ID;

(b)   MSN;

(c)   The identity and contact details of the party lodging the enquiry;

(d)   Transaction type;

(e)   Reject Code; and

(f)   Date and time the transaction was sent.

7.3   Investigation Process

Upon receipt of a disputed reject enquiry from a Carrier or CSP, the Carrier or CSP who has provided the reject will investigate this enquiry. The Carrier or CSP who has received the enquiry will have 15 minutes to investigate and respond. The response should be provided wherever possible during the same telephone call.

Depending upon the results of the investigation the Carrier or CSP may agree:

(a)   that the original rejection was incorrect; or

(b)   that the original rejection was correct.

In the event that the original rejection was incorrect the involved Carrier/CSP will agree the procedure as appropriate for the transaction, to enable the Port to proceed as quickly as possible.

8   CA INSPECTIONS AND DISPUTES

8.1   Customer Authorisation and Reversal Authorisation Inspections and Disputes

To resolve a Customer dispute, a CSP may request a copy of the relevant CA/RA from the Gaining CSP who initiated a Port. The request, including appropriate details, must be transmitted, using an agreed method, by the requesting party to the nominated Gaining CSP contact. A sequence number must be used to monitor such requests. A maximum of one request (which may contain more than one CA/RA) is to be made each Business Day by a CSP to the Gaining CSP.

This request should specify the number of CAs/RAs requested.

> NOTE: As a request for a CA/RA is driven by a customer dispute there is no limit to the number of CAs/RAs requested in one day.

8.1.1   Paper CA/RA

The Gaining CSP must supply a copy of the CA/RA by fax, email or any other method agreed between the parties within two Business Days of receipt of a request under Clause 8.2 of this document. In circumstances where greater than 50 CAs or RAs are requested by a CSP from the Gaining CSP on any one Business Day, the parties involved may review the two Business Days delivery time. If no agreement can be reached as to the delivery time the Gaining CSP must use its best endeavours to supply the CAs/RAs as soon as possible, but in any event, within five Business Days from the date of the request.

8.1.2   Electronic CA/RA

In the event that there is an electronic CA/RA the Gaining CSP will supply by fax, email or any other method agreed between the parties a document that contains those details as outlined in section 10.1 and 10.2 that were gathered from the Customer via the CA/RA creation process. This document will be provided by the agreed method within two Business Days and clearly indicate that the Gaining CSP holds an electronic authorisation from the Customer and provide contact details. Should the Customer wish to query the validity of the authorisation, the CSP will direct the Customer to the Gaining CSP.

The Gaining CSP is responsible for satisfying the Customer that they have acted on the Customer's authorisation by the presentation of sufficient information.

If the Port has been requested by the Gaining CSP as the Customer's Authorised Representative, a copy of representative authorisation is also to be supplied by the Gaining CSP along with the CA/RA to the requesting party within two Business Days. If this representative authority is not in writing, the Gaining CSP will provide the relevant information gained from the Customer via the representative authorisation process. This will also include an

indication that this authorisation is held electronically and the party that holds this authorisation and their contact details, so that the Customer might contact that party to verify the authorisation.

In exceptional circumstances where deemed necessary by the Losing CSP, the Gaining CSP must provide the Customer's authorisation to the Losing CSP. This should be in a format that is agreed.

8.2   Invalid Ports and Reversals

8.2.1   Unauthorised Ports

In the event of a Customer dispute about the authorisation of a Port, a Port is considered to be unauthorised if any of the following criteria are satisfied:

(a)   The party that initiated the Port was not the Customer; or

(b)   the CSP who initiated the Port is unable to provide on request a CA and where appropriate authorisation for the agent to act on the Customer's behalf to either the Customer or the LCSP within two Business Days of the request from the LCSP; or

(c)   the CA relating to that MSN is not complete or is missing any of the minimum information requirements described in Section 5 of the *Customer Authorisation* Guideline (G651); or

(d)   the GCSP has not met its obligations under Section 4 of the Code; or

(e)   the Customer has given Reversal Authorisation as set out in Clause 4.17.2 of the Code; or

(f)   the Customer has given Port Recovery authorisation as set out in Clause 4.18.2 (c) (iii) of the Code

In the event that a Port is confirmed as unauthorised and the Customer wishes to return to the Previous CSP, the Previous CSP will undertake a Reversal of the Port.

In the event that a Reversal is unauthorised and the Customer wishes to return to the previous CSP, the previous CSP will make arrangements with the current CSP to reverse the Reversal.

8.2.2   Reversals

Where a MSN has Ported once within the previous six month period without the correct authorisation, the Previous CSP must obtain a Reversal Authorisation from the Customer. However in exceptional circumstances where it is not possible for the Previous CSP to obtain a Reversal Authorisation, the Previous CSP may initiate a Reversal without a Reversal Authorisation from the Customer if:

(a) the Previous CSP has outlined in writing to the current CSP the reason why a Reversal is necessary and why the Customer cannot complete the Reversal Authorisation; and

(b) the current CSP provides written agreement to the Previous CSP that the Reversal should proceed.

If steps (a) and (b) immediately above are satisfied then the Reversal Authorisation must be completed by the Previous CSP instead of the Customer. This Reversal Authorisation completed by the Previous CSP must be accepted as a valid Reversal Authorisation and will be subject to the same CA Inspection and Dispute rules.

8.2.3 Port Recovery

Where a MSN has Ported more than once within the previous six month period without the correct authorisation, The Previous CSP must follow the Port Recovery process outlined in Section 4.18 of the Code.

8.3 Timings

8.3.1 Expiry Notifications

If a PCN is not received for a confirmed and active PN by the LMC within 60 calendar days of the CA authorisation date, the LMC must cancel the PN and provide an Expiry Notification to the GMC and to the LCSP. The Expiry Notification will be provided by the close of that Business Day, and if that day is not a Business Day by the close of the next Business Day. The Expiry Notification will include the Port Request ID for the PN that has expired.

8.3.2 Reversal

A Reversal must be submitted within six months of the BN date of the unauthorised Port.

9   PORTING RELATED SERVICES

9.1   Porting Sequence

To avoid possible disconnection when Porting MSNs associated with a Customer's voice, facsimile and data services, the GCSP should use best endeavours to ensure that the MSN associated with the voice service is Ported in last.

If the voice service is not Ported in last, the MSNs associated with the facsimile and data services may be disconnected. Where disconnection occurs then any subsequent port transactions for the facsimile and data services may be rejected with the appropriate reject code (003 - MSN not issued).

9.2   Restoring fax and data MSNs to a Portable status

If the porting of the voice number first results in the inability to Port the related numbers (as a result of a '003 - MSN not issued' reject advice). The following remedial action can be taken within 30 days after the broadcast cutover of the voice MSN:

(a)   The GCSP may contact the LMC via a nominated telephone number and advise that the MSNs associated with the facsimile and data services have been cancelled as a result of the voice service being ported and request that these Related Services are reactivated for the purposes of Porting.

(b)   On contact by the GCSP, the LMC may take action such that the Related Service(s) are reactivated for the purposes of Porting within two Business Hours. The LMC must not refuse any reasonable request to reactivate the Related Services.

(c)   The GCSP will then after allowing enough time as indicated by the LMC for the MSNs to be put into a portable status, either:

(i)   commence the standard Port process (via a Port Notification and subsequent Port transactions) for those fax/data numbers for which a valid PN is not already in place; or

(ii)   issue a new Port Cutover Notification*.

The same process applies equally for Reversals as for Ports.

> *NOTE: In the event that an active Port Notification is in place for an MSN associated with facsimile or data service when they are disconnected. Once the LMC reinstates these services to a portable status only a Port Cutover Notification is required to complete the Port.

10 PORTED NUMBER REGISTERS AND DATABASE RECONCILIATION

There are two registers required to enable effective routing of calls and SMS messages following mobile number portability and updates of porting management systems. These are the:

- Allocated Mobile Service Number Register

    A file that contains the complete set of MSN ranges of allocatee CSP MSNs where that MC is contracted to the CSP (including itself) to supply a network for carriage of service on those MSNs. This file specifies the Donor CSP default range.

    The AMSNR must be updated weekly after Standard Hours of Operations on a Saturday and before 4am Standard Time on each Sunday. Update to include new ranges must occur prior to the CSP Issuing MSNs from that new range.

- Ported Mobile Service Number Register

    PMSNR is a file that contains a list of MSNs where the data conditions described in the AMSNR have changed as a result of Porting activity. That is, MSNs will be in the PMSNR if they no longer default to the DMC's network.

    The PMSNR must be updated daily after Standard Hours of Operation and before 4am Standard Time of each day excluding Monday 4am.

    Files are to be produced even if empty (i.e. no numbers are outside the allocated range). Such files would consist of a header and footer record only with all footer counters set to zero.

Each MC will maintain a register of the allocatee CSPs' MSNs where that MC is contracted by the CSP to supply the Network for carriage of service on those MSNs.

The contents of the MNP Ported Number Registers (AMSNR and PMSNR) are provided by DMCs for the purposes of MNP, and can only be used by MCs, NPs and PSSs for the routing of calls, for Customer and network fault management and routing of SMS messages and must not be used for any other purposes. Any other purposes include marketing purposes.

The files must be maintained on the DMC's website with password protection provided by the DMC to ensure the registers are accessed only by authorised parties. Each DMC will need to establish operational procedures for the purposes of issuing passwords and providing contacts to follow-up problems with accessing the file or resolving file accuracy issues.

As MNP Ported Number Registers are vital to ensure the successful routing of calls GMCs must check that the DMC registers contain the correct porting information on a frequent basis.

Where anomalies are identified they will require investigation to identify if they are a result of the DMC not receiving a broadcast transaction, or if the DMC has not updated their PMSNR. Where the DMC had not received the broadcast transactions, the reason should be ascertained and corrective action taken to ensure that it the reason does not continue. Where the DMC has not updated their PMSNR and/or AMSNR they must take action to correct this as soon as practicable.

Parties who wish to access the registers will contact the DMC to make relevant arrangements to access the registers.

Disputes about the accuracy of registers will need to be handled by MCs.

11 ESCALATION PROCESSES

The escalation procedure is to be used as a means of bringing unresolved issues to the attention of Carriers or CSPs at all levels responsible for, or having authority to, expedite corrective action. To that end all MNP participants must ensure that they nominate relevant contact points for the escalation of Porting issues.

In the case that any Porting activity outlined in this MNP Operations Manual is not resolved within the specified time frame or is resolved unsatisfactorily, any MNP participant may escalate this matter to the next escalation point nominated by the other party. Unless otherwise specified, that escalation point will have the amount of time to investigate, resolve and respond as specified for that type of activity.

The escalation procedure is to be initiated when an issue that requires resolution has been reported to an MNP participant for remedial/corrective action, and after a given period, either:

- no response had been provided in relation to the issue raised; or

- the issue raised has not been resolved; or

- an unsatisfactory reason is given for the delay in remedial/corrective action to resolve the issue raised.

Prior to initiating the escalation procedure, the affected MNP participant should conduct preliminary enquiries within their own organisation in an attempt to resolve any issues raised. At this point, the relevant party should identify if the issue is the result of a known problem. Where it is identified that the problem is associated with an existing unresolved problem (and all other conditions have been met) then the affected MNP participant can raise an escalation.

Once the above steps have been undertaken, the relevant party should initiate the escalation procedure as follows:

- Advise the nominated escalation contact point.

- If the issue cannot be resolved at the first level, advise that Carrier's or CSP's second level escalation of the affected parties for resolution.

At each level, the relevant escalation contact points must:

- supply adequate facilities for contact and commit to maintenance of that contact and when necessary provide an alternate point of contact; and

- acknowledge receipt of information provided by the other escalation contact point as soon as possible.

11.1   Escalation Procedure

11.1.1   Initiate escalation within own organisation

The escalation procedure is initiated by advising the first level contact (the nominated contact name) within each party's own organisation of the issue raised which requires resolution.

When a first level escalation is initiated, the initiating party will contact the relevant equivalent level contact via telephone or e-mail to formally advise of the issue raised and provide all relevant information. The contacts will then agree a timeframe for resolution of the issue.

For example:

Party 1   **Party 2**

| Level 3 | | Level 3 |

| Level 2 | | Level 2 |

| Level 1 | ⟺ | Level 1 |

⬆ ⬆
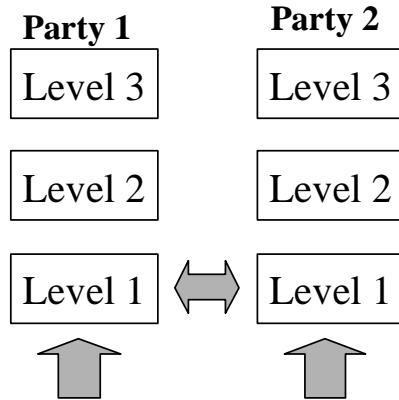
Individuals who are escalation contact points within their organisation are responsible for taking prompt action, as required, to attempt to resolve all issues raised. Where an escalated issue remains unresolved, this issue may be escalated (as required) to the next level if it is not resolved within the appropriate time frame.

Escalation activity should be documented in addition to the original unresolved issue and in accordance with the procedure being escalated.

11.1.2   Second level escalation

When a second level escalation is initiated, the initiating party will contact the relevant equivalent level contact via telephone or e-mail to formally advise of the issue raised and provide all relevant information. The contacts will then agree a timeframe for resolution of the issue.

For example:

Party 1   **Party 2**

| Level 3 | | Level 3 |

| Level 2 | ⟺ | Level 2 |

⬆ ⬆

| Level 1 | | Level 1 |
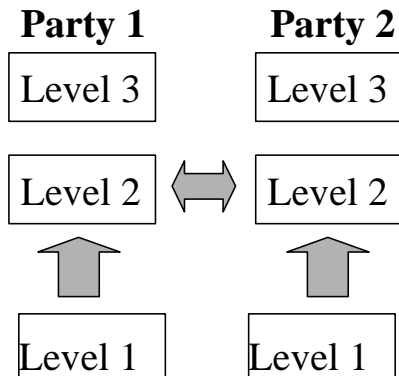
The contact who has raised the issue will provide the other first level contact with regular updates on the progress towards, and including, the resolution of the issue.

Upon the resolution of the issue, appropriate documentation will be provided to the first level contact.

11.1.3   Third level escalation

When a third level escalation is initiated, the initiating party will contact the relevant equivalent level contact via telephone or e-mail to formally advise of the issue raised and provide all relevant information. The contacts will then agree a timeframe for resolution of the issue.

For example:

Party 1		**Party 2**
Level 3	⬌	Level 3
⬆		⬆
Level 2		Level 2
Level 1		Level 1
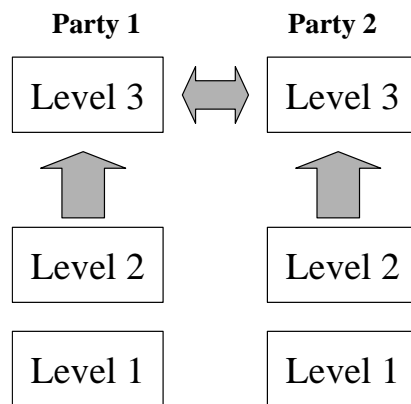
11.2   Further Escalation

The MAG is responsible for identifying and resolving any issues associated with the efficient operation of MNP.

In the case that a Participant fails to meet its performance obligations under the Code another Participant who has failed to get a satisfactory response following the standard escalation processes may request a meeting of the MAG to identify if the problem is endemic across all Participants, and to seek remedial action.

The MAG will determine:

- who is being affected;

- what is being done to resolve the matter; and

- the timeframe required to take corrective action and resolve the problem.

The MAG will also consider activity that Participants can take to assist, or reduce the effect of the problem.

The MAG will continue to meet and review the situation until such time that all Participants are satisfied that the requirements of the Code are being met.

If the Participant who is considered to be failing to meet the requirements of the Code fails to:

- acknowledge the problem;

- undertake remedial work within a reasonable timeframe, as agreed by all Participants; or

- the implemented changes are unsustainable;

the MAG, or affected Participants may take further escalation action. This could include by report to the ORP, Communications Alliance Board or to ACMA.

12 CONTACTS

Each MC, CSP, PSS and NP must provide up to date contact details to Communications Alliance according to the role they are playing in MNP.

Templates specifying the mandatory contact details that must be provided to Communications Alliance are included as Appendix B.

Communications Alliance will maintain the MNP contact list on their website – www.commsalliance.com.au, with updates on a daily basis or within 24 hours (1 business day) of notification of the change. The contact list is password protected.

13 MEASURES

13.1 Service Reviews

Each party may agree to hold a review of MNP activities. The meeting is tasked to implement performance initiatives that will ensure agreed standards of performance are achieved.

13.2 Reconciliation of Porting Statistics

Parties may agree to exchange Porting statistics. These statistics may include, but are not limited to, the following categories:

- Port Notifications sent;

- Port Notifications rejected;

- Completion advices received; and

- Late completion advices received.

These figures should be compared and agreed prior to the review meetings referred to in this MNP Operations Manual.

14 REFERENCES

Publication	Title
Industry Codes	
C570	Mobile Number Portability
Industry Guidelines	
G573.1	Mobile Number Portability IT Specification, Part 1: Transaction Analysis
G573.2	Mobile Number Portability IT Specification, Part 2: Architecture and Messaging Requirements
G573.3	Mobile Number Portability IT Specification, Part 3: Common Network
G575	Mobile Number Portability Ported Number Register
G651	Customer Authorisation
Industry Documents	
Communications Alliance Website – www.commsalliance.com.au	
Mobile Number Portability Contact List	

APPENDIX

A   REFERENCE TRANSACTION DESCRIPTION

Transaction	Direction of Transaction	Response Time per Code (95%)
Port Notification		
Port Notification	GCSP to GMC	5 Minutes
Port Notification	GMC to LMC	5 Minutes
Port Notification	LMC to LCSP	5 Minutes
Port Notification Confirmation	LCSP to LMC	15 Minute
Port Notification Confirmation transit	LMC to GMC	1 Minute
Port Notification Confirmation transit	GMC to GCSP	1 Minute
Port Notification Rejection	GMC to GCSP	5 Minutes
Port Notification Rejection	LMC to GMC	5 Minutes
Port Notification Rejection	LCSP to LMC	15 Minutes
Port Notification Rejection transit	LMC to GMC	1 Minute
Port Notification Rejection transit	GMC to GCSP	1 Minute
Port Cutover Notification		
Port Cutover Notification	GCSP to GMC	5 Minutes
Port Cutover Notification	GMC to LMC	1 Minute
Port Cutover Notification	LMC to LCSP	5 Minutes
Port Cutover Notification Rejection	GMC to GCSP	1 Minute
Port Cutover Notification Rejection	LMC to GMC	5 Minutes
Port Cutover Notification Rejection	LCSP to LMC	15 Minutes
Port Cutover Notification Rejection transit	LMC to GMC	1 Minute
Port Cutover Notification Rejection transit	GMC to GCSP	1 Minute
Port Cutover Notification Confirmation	LMC to GMC	5 Minutes
Port Cutover Notification Confirmation	LCSP to LMC	15 Minutes
Port Cutover Notification Confirmation transit	LMC to GMC	1 Minute
Port Cutover Notification Confirmation transit	GMC to LMC	1 Minute
Port Cutover Notification Confirmation transit	GMC to GCSP	1 Minute
Broadcast Port Cutover Notification	GMC to NPs	2 hours (Note: Within 2 hours of the Port Cutover Confirmation being received from the LMC)
Broadcast Port Cutover Completion Advice	NPs to GMC	15 Minutes from receipt of BN
Port Cutover Completion Advice	GMC to GCSP	1 Minute

Port Cutover Completion Advice	LMC to LCSP	1 Minute
Port Withdrawal Notification		
Port Withdrawal Notification	GCSP to GMC	1 hour (1 hour from receipt of Customer's instruction to cancel Port Request)
Port Withdrawal Notification	GMC to LMC	5 Minutes
Port Withdrawal Notification	LMC to LCSP	5 Minutes
Port Withdrawal Notification Rejection	GMC to GCSP	5 Minutes
Port Withdrawal Notification Rejection	LMC to GMC	5 Minutes
Port Withdrawal Notification Rejection	LCSP to LMC	15 Minutes
Port Withdrawal Notification Rejection transit	LMC to GMC	1 Minute
Port Withdrawal Notification Rejection transit	GMC to GCSP	1 Minute
Port Withdrawal Notification Confirmation	LCSP to LMC	15 Minutes
Port Withdrawal Notification Confirmation transit	LMC to GMC	1 Minute
Port Withdrawal Notification Confirmation transit	GMC to GCSP	1 Minute
Port Expiry Notification		
Port Expiry Notification	LMC to GMC	5 Minutes
Port Expiry Notification	GMC to GCSP	1 Minute
Port Expiry Notification	LMC to LCSP	5 Minutes
Give Back Notification		
Give Back Notification	RCSP to RMC	5 Minutes
Give Back Notification	RMC to DMC	5 Minutes
Give Back Notification Confirmation Advice	RMC to RCSP	5 minutes
Give Back Notification Rejection Advice	RMC to RCSP	5 minutes
Give Back Notification Confirmation Advice	DMC to RMC	5 minutes
Give Back Notification Rejection Advice	DMC to RMC	5 minutes
Broadcast Give Back Notification	DMC to NPs	5 Minutes
Broadcast Give Back Completion Advice	NPs to DMC	15 Minutes

B CONTACT LIST

B1 Contact List for MCs and CSPs

Company Name: ....

Description of Role	Contact Details
CA/RA Requests/Escalations	Ph: Fax: Email: Contact/Position: (*Optional*)
Broadcast Transaction Update Problems	Ph: Fax: Email: Contact/Position: (*Optional*)
Disputed Rejects	Ph: Fax: Email: Contact/Position: (*Optional*)
Missing and Delayed Transactions	Ph: Fax: Email: Contact/Position: (*Optional*)
Planned and Unplanned Outages	Email: Alternate Contacts: Ph: Fax: Contact/Position: (*Optional*)
Ported Number Registers	Ph: Fax: Email: Contact/Position: (*Optional*)
First Level Contact	Ph: Fax: Email: Contact/Position: (*Optional*)
Second Level Contact	Ph: Fax: Email: Contact/Position: (*Optional*)
Third Level Contact	Ph: Fax: Email: Contact/Position: (*Optional*)

B2   Contact List for NPs and PSSs

Company Name: ....

Description of Role	Contact Details
Broadcast Transaction Update Problems	Ph: Fax: Email: Contact/Position: (*Optional*)
Missing and Delayed Transactions	Ph: Fax: Email: Contact/Position: (*Optional*)
Planned and Unplanned Outages	Email: Alternate Contacts: Ph: Fax: Contact/Position: (*Optional*)
First Level Contact	Ph: Fax: Email: Contact/Position: (*Optional*)
Second Level Contact	Ph: Fax: Email: Contact/Position: (*Optional*)
Third Level Contact	Ph: Fax: Email: Contact/Position: (*Optional*)

C REJECT CODES

The following table summarises all of the reject codes and associated reasons where transactions are rejected at any point in the MNP process:

No.	Reject Reason	Code
1.	Not an MSN	001
2.	MSN not Issued	003
3.	Port in progress	008
4.	MSN not allocated to a Mobile Carrier	013
5.	Recipient Mobile Carrier is the Donor Mobile Carrier	014
6.	MSN not held	016
7.	MSN not associated with Account/Reference Number	017
8.	Data attributes do not conform to Data Definitions	020
9.	Request ID not confirmed and active	035
10.	MSN active on Network	038
11.	Request ID not Active	041
12.	Service is currently with the Gaining Mobile Carrier	052
13.	Account/Reference Number or Date of Birth not held	058
14.	Port Message Type out of sequence	059
15.	Invalid CA Authorisation Date	067
16.	MSN not associated with Date of Birth	070
17.	MSN not associated with Previous Request ID	071
18.	Request ID not unique	077
19.	MSN not Ported	078
20.	Incorrect Destination Party	079
21.	Port Reversal is greater than six months	080

D   OUTAGE NOTICE FORMAT

Outage notices should be in the following table format:

MNP Outage Information

Outage Description:	*e.g.*	*Delays all transactions; Outage all transactions; Broadcast Delays*
Outage Status:	*e.g.*	*Open; Ongoing; Resolved*
Date & Time of Outage:		*date & time*
Estimated Recovery Time:		*date & time*
Next Scheduled Update:		*if applicable*
Date & Time of Recovery:		*date & time*
Other Information:		*further specific detail of the outage if relevant*

* Note definitions: Delay = transactions failing to meet Industry SLA, but still flowing through Outage = transactions are not progressing at all, pending resolution of the problem

PARTICIPANTS

The Working Committee responsible for the revisions made to this Guideline consisted of the following organisations and their representatives:

Organisation	Membership	Representative
ACCAN	Non-voting	Samuel Kininmonth
ACMA	Non-voting	Emma Bain
ACMA	Non-voting	Sofie Hendrickse
Aussie Broadband	Voting	Kingsley Nash
Aussie Broadband	Non-voting	Jay Binks
Optus	Voting	Chad Heininger
Optus	Non-voting	Nick Nicolaou
Paradigm One	Voting	Devendra Gupta
Symbio	Non-voting	Geoff Brann
Telstra	Voting	David Fabbian
Telstra	Non-voting	Collin Van Uden
Telstra	Non-voting	Alison O'Leary
TPG Telecom	Voting	Annie Leahy
TPG Telecom	Non-voting	Alexander R. Osborne

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

Communications Alliance was formed in 2006 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.