

**COMMUNICATIONS  
ALLIANCE LTD**



INDUSTRY CODE

MOBILE NUMBER PORTABILITY

C570:2009

Incorporating Amendment No.1/2015

## **C570:2009 Mobile Number Portability Industry Code**

### **Incorporating Amendment No.1/2015**

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## EXPLANATORY STATEMENT

This is the Explanatory Statement for the **Mobile Number Portability** Industry Code (C540:2009 Incorporating Amendment No.1/2015) (the Code).

This Explanatory Statement outlines the purpose of the Code and the factors that have been taken into account in its development.

The Code came into full force and effect on 20 May 2010. The 2015 amendments to the Code take effect from the date of registration.

### Background

On 1 July 1997, a new regulatory structure was introduced for telecommunications in Australia through the *Telecommunications Act 1997* (Cth) (the Act) and related Acts. Under the Act, the ACCC has statutory powers to direct the ACA (now the ACMA) in regard to the portability of allocated numbers (number portability). The ACCC issued Directions to the ACA (now the ACMA) pursuant to these statutory powers in September 1997. On 1 October 1999, the ACCC issued further Directions particularly in respect of Mobile Number Portability (MNP). Under the October 1999 Directions:

- “number portability would become mandatory for numbers issued to Customers in connection with Public Mobile Telephone Services”; and
- it was determined that the technology selected by industry must provide a long term solution to the need for number portability for mobile telephone services, as opposed to an interim solution. Further, MNP must operate across all mobile technologies, including, but not limited to GSM and CDMA technologies, but excluding Analogue AMPS.

### Previous Regulatory Arrangements

On 22 December 1997, the ACA (now the ACMA) issued the *Telecommunications Numbering Plan 1997* (the Numbering Plan). Chapter 11 of the Numbering Plan sets out the rules about number portability for the “declared portable services” as required in the ACCC Directions.

The October 1999 Directions required the ACA (now the ACMA) to specify an implementation date from which each CSP must provide MNP. The ACA (now the ACMA) fixed an implementation date of 25 September 2001 for the provision of MNP.

Participants in the industry held meetings convened by ACIF to identify and initiate industry tasks required for the introduction of MNP. These meetings resulted in the *A Framework for the Introduction of Mobile Number Portability in Australia* (ACIF G556:2000) It was also agreed that there was a need for an agreement in industry on the technical solutions required to provide MNP and the operational procedures required to support a Port.

*Mobile Number Portability – Network Plan for Voice, Data, Fax Services* (G561:2009) outlines the network trunking arrangements that Carriers may use in order to route calls to Ported Numbers. These solutions include donor routing and intelligent network based solutions. The Code was initially developed by the ACIF OCRP/WC19: Mobile Number Portability Working Committee in consultation with relevant parties in order to set out procedures for the Porting of Mobile Service Numbers (MSNs) in a multi-CSP environment.

These operational procedures must function in an efficient and effective manner regardless of the underlying variety of technical solutions adopted by CSPs.

### **Rationale for the first publication of the Code**

The first publication of the Code was developed to specify the procedural arrangements required to Port an MSN between CSPs, where there is a change in MC network. The Code provides for automated interfaces between MCs and CSPs to support MNP in the distribution of routing information. Elements of the Code could be used by Carriers and CSPs in other customer transfer scenarios, allowing Carriers and CSPs (including long distance CSPs) to fulfil their routing obligations under the Numbering Plan.

The regulatory requirements for MNP necessitate procedures for a Port to be implemented as soon as practicable whilst minimising the costs to industry and consumers. The Code enabled the development of industry IT specifications for Carriers to interface with each other in the exchange of Porting transactions and information.

In the absence of a Code and the complementary IT specifications and MNP Operations Manual, the implementation arrangements would have created an array of potentially conflicting bilateral arrangements each with their own system costs. These outcomes are designed to benefit consumers and to facilitate implementation of procedures between Carriers and CSPs.

### **Current Regulatory Arrangements**

Regulatory obligations are unable to keep up with day to day development and changes that arise from customer feedback, new technology and legislative considerations. The MNP Administration Group aims to ensure that the Australian MNP solution remains world's best practice and to this end regularly reviews and modifies the MNP Code as required from time to time.

### **What the Code Accomplishes**

To provide an effective industry solution for MNP requires C/CSPs to co-operate to carry out a range of tasks, including:

- gaining the Customer's authorisation to Port the MSN(s);
- validating the Customer's right to Port the number(s);
- the Gaining CSP responsibilities to co-ordinate porting activities to provision the service, including providing information to the Losing CSP;
- activity required by the Losing CSP to validate the Port and prepare the MSN for Porting;
- the action required to enact the Port in all Networks;
- allow for the use of MNP data by Financial Institutions for the purposes of Fraud Prevention or to assist in fraud investigations where a Rights Of Use Holder has been denied access to their service, or where there has been fraudulent porting activity; and
- the processes required to ensure continuity of service to the Customer in the event of faults or difficulties during Porting.

The Code sets out these inter-C/CSP operational procedures for efficient and effective MNP processes and sets minimum acceptable practices (including Standard Hours of Operation, activation targets and timeframes) that do not unnecessarily limit industry's ability to improve on the minimum level.

## **How the Objectives are Achieved**

The Code sets out:

- inter-C/CSP operational arrangements which enable a Customer to directly connect to another CSP's network and retain the same MSN;
- competitively neutral and non-discriminatory processes for the implementation and operation of MNP by which CSPs can exchange information with each other in accordance with the requirements of Part 13 of the *Telecommunications Act 1997* (Cth) and the *Privacy Act 1988* (Cth);
- criteria against which the compliance of CSPs with the Code are measured; and
- procedures between CSPs to enable a Customer to retain their Telephone Number when transferring from one C/CSP to another, even though the relevant number range will still be allocated to the Donor C/CSP.

Registration of the Code by the ACMA ensures that all telecommunications providers who fall within the established sections of the industry (as set out in section 110 of the Act) are bound by the Code, whether or not the providers have chosen to adopt it voluntarily through the Communications Alliance process. This uniformity benefits Customers, who can be reasonably sure, when choosing a telecommunications provider, that each CSP have a process to enable Porting of Mobile Numbers with all other CSPs.

## **Anticipated Benefits to Consumers**

MNP has been introduced to facilitate Customers' choice of provider.

At the time of publication of the Code, this MNP solution represents world's best practice in relation to the speed in which Customers can Port their MSNs.

The Code supports industry agreed service levels. These service levels require 90% of Ports to be completed in three hours and 99% completed within 2 days. These service levels establish the minimum level of performance by MNP participants and allow for variations in performance that may occur as a result of the entrance of a new party involved in MNP. Notwithstanding the minimum performance metric level, industry is committed to continuous improvement on systems availability and processes that will ensure that Porting performance continues to improve on these levels over time.

Apart from offering a fast approach to portability, the Code provides:

- (a) that CSPs will fully inform Customers about their rights, costs and obligations should they elect to Port;
- (b) the LCSP will not hinder Customers choosing to Port by ensuring that relevant Port validation (for example, account or reference detail) information is available to Customers;
- (c) that the implementation of the Port will be conducted efficiently and effectively;

- (d) for a standardised approach to Porting that will minimise confusion and complexity to consumers choosing to Port; and
- (e) that Porting will introduce as few costs as possible.

It is unlikely that these benefits would accrue to Customers in an optimum way if MNP was introduced without the benefit of a Code, as multiple Bilateral Agreements between Carriers would be costly, and vary in the way that service is delivered to Customers. Although consumer protection issues are more properly contained in Communications Alliance Consumer Codes, this Code provides procedures that incorporate some consumer protection measures.

### **Anticipated Benefits to Industry**

There are currently a number of MCs, and additional Mobile CSPs and non MCs involved in call routing. Through the introduction of the Code, MCs are required to put in place only one set of inter-carrier Porting arrangements rather than the multiple implementations which would otherwise be required. The savings of a common implementation have not been fully quantified but are estimated to be in the realm of \$A50 million to \$A200 million.

In addition, the Code specifically recognises the role of Porting Service Suppliers who may assist industry participants in their implementation of MNP.

### **Anticipated Cost to Industry**

The Code envisages automated interfaces between MCs and CSPs to support MNP. To support implementation these parties put in place appropriate changes to their internal operating systems and networks to support MNP. Any new entrants are required to support these arrangements. *MNP IT Specification (Parts 1, 2 and 3) Industry Guideline (G573:2009)* forms the industry agreed basis on which Carriers who operate under MNP can develop these interfaces and exchange information.

### **Other Public Interest Benefits or Considerations**

The development of the first publication of the Code and subsequent revisions have required ongoing review of matters that arise from customer feedback, new technological and legislative considerations that aim to ensure that the Australian MNP solution remains world's best practice.

### **Matters previously considered**

#### **1 Costs and Obligations to the LCSP**

The matter of whether the Porting process provides sufficient opportunity for the Customer to be adequately informed about the costs and obligations which arise from a decision to Port was discussed at length. The Code incorporates a process that relies upon the GCSP advising the Customer that they may have costs and obligations arising from a decision to Port and that the GCSP must have the Customer's acknowledgment that they have been advised of such costs and obligations. This process provides a degree of Customer protection without creating processes that unnecessarily delay the Port.

## **2 Standard Hours of Operation**

Much consideration has been given to MNP Standard Hours of Operation. MNP Standard Hours of Operation do not reflect current retail hours available to a Customer during which a non-Ported service could be provided and customers cannot Port on Sunday. Industry considered the extension of the Standard Hours of Operation, however it was deemed unwarranted due to the current volume of Customers requests for Porting outside of Standard Hours of Operation.

The industry will continue to review the Standard Hours of Operation to ensure that these hours do not become an impediment to Porting.

## **3 Unnecessary Transactions**

The Code entails a three stage process that first validates the ability to Port, then prepares a service for Porting and finally implements the Port. Consideration was given to a one stage process of Porting that could, if required, be preceded by an interrogation checking the validity of the Port.

The process in the Code was supported on the basis of ensuring that the correct MSN was Ported and provided an assurance to the GCSP that the Customer did not Port elsewhere whilst arrangements were being made to Port the Customer to them. The process also limits the number of times the LCSP needs to be interrogated. It is this stage of the process that is the most time consuming.

## **4 Validation**

Concern has been expressed that the validation processes in the Code provide the opportunity for LCSPs to delay Ports or that they place unnecessary obligations on Customers that will frustrate their attempt to Port.

The validation procedures in the Code were designed to provide protection to Customers from incorrect Ports that would result in loss of service while at the same time promoting the ability to Port. These validation procedures have proved to be successful in providing protection from incorrect Ports.

Industry is working co-operatively to minimise the effect of the need for validation on the Porting process and to reduce error rates associated with rejected validation data. For example, Industry through ACIF maintains a table of the required formats for account and date of birth details, which is continually being updated and is available to CSPs to assist in the Porting process.

## **5 Reversals**

Reversals are used where it has been identified that a Customer has had their MSN Ported in error.

Procedures are in place to ensure protection to the Customer that CSPs only initiate authorised Ports and Reversals.

It was found that the current practice was not onerous and provided additional consumer protection. However, improvements have been made to the Reversal process to provide an ability to have a Reversal initiated by a LCSP after receiving agreement from the GCSP where there is a need to meet Customer expectations.

## **How the Code Builds on and Enhances the Current Regulatory arrangements**

### **2002 Revision**

The Working Committee met in 2002 through to mid-2003 to review the third publication of ACIF C570:2002 Mobile Number Portability Industry Code and identified a need for a number of changes including:

- the addition of a compliance measure for overall Porting time and revised response time for individual transactions;
- modified Porting times for Easter Monday, Queen's Birthday and Boxing Day to be treated the same as a Saturday;
- revised wording for a PEN to better clarify when a Port Expiry Notice is sent;
- improvements to the Reversal process to provide an ability to have a Reversal initiated by a LCSP after receiving agreement from the GCSP where there is a need to meet Customer expectations;
- the addition of a definition for Reversal Authority;
- further clarity on the requirement to Give Back a Ported number within six days of the quarantine period finishing;
- the ability to put in place bilateral arrangements between CSPs to permit the use of MIN/SIM as an alternative validation item in lieu of the reference, account number or date of birth;
- handling of Porting MSNs associated with Related Services; and
- some other minor rewording to better clarify particular requirements.

### **2005 Revision**

There was a limited revision of the *Mobile Number Portability Industry Code* (ACIF C570:2002) in 2005 to modify clauses affected by changes to fair trading legislation in New South Wales and Victoria. These legislative changes allowed Customers to rescind or cancel contracts during cooling off periods where the contracts were made as a result of offers unsolicited by the Customer. Clause 6.5.5 of the Code was amended to explain that if a Customer rescinds or cancels their contract where this is allowed under State or Territory fair trading legislation, the CSP must advise the Customer to contact their preferred CSP to organise a port.

### **2009 Revision**

There was a limited revision in 2009 to:

- enable use of MNP data for Fraud Prevention or to assist in fraud investigations where a Rights Of Use Holder has been denied access to their service, or where there has been fraudulent porting activity;
- introduce a Port Recovery process to better enable recovery of Ported MSNs involving multiple CSPs to the correct Customer; and



- remove references to CDMA technology and make the Code more technology neutral.

Alexander R. Osborne

Chairman

**WC22: Mobile Number Portability Working Committee**

## **2015 Amendment**

In 2015 the following amendments were made:

- deletion of clause stipulating that a CSP who receives any type of information as described in the Code may use or disclose this information only in accordance with Part 13 of the Act and the Privacy Act 1988 as it is replicated in clause 3.2.2;
- removal of the condition that a CA is deemed to be invalid if the Customer validly rescinds or cancels a contract within the cooling off period in accordance with the applicable fair trading legislation, as this is inconsistent with the Australian Consumer Law;
- removal of the section on GCSP Customer Information Obligations, with the intent being captured in the *Customer Authorisation Industry Guideline (G651:2015)*;
- removal of the section on Requirements for Customer Authorisations, with the intent being captured in the *Customer Authorisation Industry Guideline (G651:2015)*;
- removal of requirement to provide Reversal documentation 'in writing';
- removal of clauses on CA Retention, CA Completion, and completion of a CA by an agent; and
- removal of the Code Administration and Compliance Scheme and obligations on Communications Alliance to handle industry complaints under the Code Administration and Compliance Scheme.

Specific details of the amendments are set out in Appendix A of the Code.

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# 1 INTRODUCTION AND REGISTRATION WITH THE ACMA

## 1.1 Introduction

- 1.1.1 Section 112 of the *Telecommunications Act 1997* (the Act) sets out the intention of the Commonwealth Parliament that bodies and associations representing sections of the telecommunications industry develop industry codes relating to the telecommunications activities of participants in those sections of the industry.
- 1.1.2 The development of the Code has been facilitated by Communications Alliance through a Working Committee comprised of representatives from the telecommunications industry.
- 1.1.3 The Code should be read in the context of other relevant Codes and Guidelines, including:
- (a) the *Telecommunications Consumer Protections Code* (C628:2015);
  - (b) the *Mobile Number Portability Operations Manual Industry Guideline* (G579:2009);
  - (c) the *Mobile Number Portability IT Specifications (Parts 1, 2 and 3) Industry Guideline* (G573:2009); and
  - (d) the *Customer Authorisation Industry Guideline* (G651:2015).
- 1.1.4 The Code should be read in conjunction with related legislation, including:
- (a) the *Telecommunications Act 1997* (Cth);
  - (b) the *Telecommunications Numbering Plan 2015* (Cth);
  - (c) the *Privacy Act 1988* (Cth).
- 1.1.5 If there is a conflict between the requirements of the Code and any requirements imposed on a Supplier by statute, a Supplier will not be in breach of the Code by complying with the requirements of the statute.
- 1.1.6 Compliance with this Code does not guarantee compliance with any legislation. The Code is not a substitute for legal advice.
- 1.1.7 Statements in boxed text are a guide to interpretation only and not binding as Code rules.

## 1.2 Registration with the ACMA

- 1.1.1 The 2015 amendments to the Code are to be registered with the Australian Communications and Media Authority (ACMA) pursuant to section 117 of the Act.

- 1.1.2 This Code came into full force and effect on 20 May 2010. The 2015 amendments to the Code take effect from the date of registration.

### 1.3 Scope

- 1.3.1 The Code sets out the operational procedures for the implementation of MNP processes, in situations where there is a change in the MC Network.

*NOTE: MCs are expected to make their own arrangements to facilitate seamless and prompt intra-MC Porting of MSNs between CSPs.*

While such procedures are beyond the scope of the Code, MCs and CSPs must ensure that intra-MC Porting processes do not prevent the successful operation of the Code, and that those processes are consistent with the principles set out herein.

- 1.3.2 The Code is applicable to the following sections of the telecommunications industry under section 110 of the Act. These are collectively referred to as 'Suppliers':

- (a) Carriers; and
- (b) CSPs.

*NOTE: Carriage Service Providers include Internet Service Providers.*

- 1.3.3 The Code deals with Carriers and CSPs in relation to the telecommunications activities of Suppliers, as defined in section 109 of the Act, including the following:

- (a) carrying on business as a Carrier; or
- (b) carrying on business as a Carriage Service Provider.

- 1.3.4 A MC or CSP must provide MNP in accordance with the requirements set out in the Code and all relevant legislation or subordinate legislative instruments.

- 1.3.5 If there is an inconsistency between this document and any legislation or the Numbering Plan, then that legislation or the Numbering Plan will prevail.

- 1.3.6 The Code sets minimum acceptable practices (including timeframes to Port and to ensure end-to-end connectivity and call completion) which do not unnecessarily limit industry's ability to improve on the minimum level. This Code does not constrain two or more individual industry participants agreeing to different arrangements provided that those arrangements do not impact on the ability of other industry participants to interwork with parties to those arrangements in accordance with minimum acceptable practices.

*NOTE: Any such bilateral arrangements also will need to comply with the Competition and Consumer Act 2010, including the anti-competitive conduct and competition notices provision of Part XIB, and be developed in accordance with section 462 of the Act.*

- 1.3.7 The timeframes in the Code will be the default minimum industry standard unless improved by bilateral arrangements.
- 1.3.8 CSPs and the Carriers on whose network they are providing services, may agree to utilise different procedures for those transactions that take place between them to those detailed in the Code. However, the inter-Carrier transactions as provided in the Code must be supported.

## **1.4 Objectives**

The objectives of the Code are to:

- (a) set out procedures between CSPs to enable a Customer to retain their MSN when transferring from one CSP to another or changing MC Networks, even though the relevant number range will still be allocated to the Donor CSP;
- (b) set out competitively neutral and non-discriminatory processes for the implementation and operation of MNP;
- (c) set out competitively neutral processes by which CSPs may exchange information with each other in accordance with applicable privacy regulation;
- (d) set out criteria against which the compliance of CSPs with the Code may be assessed; and provide a robust process that can support MNP.

## **1.5 Code review**

The Code will be reviewed after 5 years of the Code being registered by the ACMA and every 5 years subsequently, or earlier in the event of significant developments that impact on the Code or a chapter within the Code.

## **1.6 Powers of the Telecommunications Industry Ombudsman to handle complaints under the Code**

Under section 114 of the *Telecommunications Act 1997* (Cth) and, subject to consent by the Telecommunications Industry Ombudsman, the Code confers on the Telecommunications Industry Ombudsman the functions and powers of:

- (a) receiving;
- (b) investigating;
- (c) facilitating the resolution of;
- (d) making determinations in relation to;
- (e) giving directions in relation to; and
- (f) reporting on

complaints made by the end users of carriage services about matters arising under or in relation to the Code, including compliance with the Code by those industry participants to whom the Code applies.

## 2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

### 2.1 Acronyms

For the purposes of the Code

**ACMA**

Australian Communications and Media Authority

**ACCC**

Australian Competition and Consumer Commission

**AMSNR**

Allocated Mobile Service Number Register

**BGBC**

Broadcast Give Back Completion

**BGBN**

Broadcast Give Back Notification

**BPCN**

Broadcast Port Cutover Notification

**BTTN**

Broadcast Technology Transfer Notification

**CA**

Customer Authorisation

**C/CSP**

Carrier/Carriage Service Provider

**Communications Alliance**

Communications Alliance Limited

**CSP**

Carriage Service Provider

**DMC**

Donor Mobile Carrier

**GBN**

Give Back Notification

**GBN Confirmation Advice**

Give Back Notification Confirmation Advice

**GBN Rejection Advice**

Give Back Notification Rejection Advice

**GCSP**

Gaining CSP

**GMC**



Gaining Mobile Carrier

**GMT**

Greenwich Mean Time

**GSM**

Global System for Mobiles

**LCSP**

Losing CSP

**LMC**

Losing Mobile Carrier

**MC**

Mobile Carrier

**MNP**

Mobile Number Portability

**MSN**

Mobile Service Number

**NP**

Network Provider

**NPs**

Network Providers

**OASD**

Originating Access Service Deliverer

**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**

Public 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**

Port Withdrawal Notification

**PWN Confirmation**

Port Withdrawal Notification Confirmation

**PWN Rejection**

Port Withdrawal Notification Rejection

**RCSP**

Recipient CSP

**RMC**

Recipient Mobile Carrier

**SIM**

Subscriber Identity Module

**TrSD**

Transit Service Deliverer

**UMTS**

Universal Mobile Telecommunications Service

**2.2 Definitions**

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

**Act**

means the *Telecommunications Act 1997*(Cth).

***Allocated Mobile Service Number Register***

means a file that contains the complete set of MSN ranges of numbers allocated to a CSP 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).

**Broadcast Give Back Notification**

(refer to Section 2.3).

**Broadcast Port Cutover Completion Advice**

(refer to Section 2.3).

**Broadcast Port Cutover Notification**

(refer to Section 2.3).

**Broadcast Technology Transfer Completion Advice**

(refer to Section 2.3).

**Broadcast Technology Transfer Notification**

(refer to Section 2.3).

**Broadcast Technology Transfer Notification Request ID**

(refer to Section 2.3).

**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**

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 (G651:2015).*

**Digital Mobile Numbers**

has the same meaning as the Numbering Plan

**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.

**Financial Institutions**

has the same meaning as in the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth).

**Fraud Prevention**

means the prevention of Porting of a MSN which is not authorised by the Rights Of Use Holder of that MSN, or of any fraudulent or unlawful activity associated with or otherwise involving Porting of that MSN.

**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.

**Give Back Notification**

(refer to Section 2.3).

**Give Back Notification Confirmation Advice (DMC →RMC)**

(refer to Section 2.3).

**Give Back Notification Confirmation Advice (RMC →RCSP)**

(refer to Section 2.3).

**Give Back Notification(RCSP-RMC)**

(refer to Section 2.3).

**Give Back Notification Rejection Advice (DMC →RMC)**

(refer to Section 2.3).

**Give Back Notification Rejection Advice (RMC →RCSP)**

(refer to Section 2.3).

**Give Back Request ID**

(refer to Section 2.3).

**Issued**

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

**MNP Operations Manual**

means a document published by the Communications Alliance, and which will outline the processes and escalation procedures between industry participants involved in Porting.

**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 Mobile Carrier.

**Mobile Carrier**

means a Carrier that operates a Mobile Network.

**Mobile Network**

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

**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 (i.e. Easter Sunday), ANZAC Day and Christmas Day unless otherwise agreed by all MCs.

NOTES

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 Queen'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).

**Port Cutover Notification Confirmation**

(refer to Section 2.3).

**Port Cutover Notification Rejection**

(refer to Section 2.3).

**Port Expiry Notification**

(refer to Section 2.3).

**Port Notification**

(refer to Section 2.3).

**Port Notification Confirmation**

(refer to Section 2.3).

**Port Notification Rejection**

(refer to Section 2.3).

**Port Recovery**

means the process used to rectify an unauthorised Port where the MSN has been Ported more than once within the previous six month period and more than the last Port was unauthorised.

**Port Request ID**

(refer to Section 2.3).

**Port Withdrawal Notification**

(refer to Section 2.3).

**Port Withdrawal Notification Confirmation**

(refer to Section 2.3).

**Port Withdrawal Notification Rejection**

(refer to Section 2.3).

**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.

**Receipt Advice**

(refer to Section 2.3).

**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.

**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.

**Related Services**

means a service which is associated with the primary MSN, but uses another number which has been Issued to the Customer. For example fax and data services.



**Reversal**

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

**Reversal Authorisation**

means an authorisation by the Customer or their agent to reverse a Port. The minimum requirements are specified in clauses 4.17.6 or 4.17.7.

**Rights of Use Holder**

has the meaning given by Rights of Use of Numbers Industry Code (ACIF C566:2005).

**Standard Hours of Operation**

on a Business Day means 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, Queen's Birthday and Boxing Day unless otherwise agreed between CSPs, MCs, and NPs on a bilateral basis.

**Standard Telephone Service**

has the meaning given by Section 6 of the *Telecommunications (Consumer Protection and Service 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.

**Subscriber Identity Module**

means the logical entity that is used to carry information about the Customer and the associated service(s).

**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 Port Transaction Definitions**

### ***Broadcast Give Back Completion***

means an electronic advice sent from all parties who receive a Broadcast Give Back Notification to the DMC to advise that they have implemented a return of the MSN to the DMC in their network and operating systems.

### ***Broadcast Give Back Notification***

means an electronic advice sent from the DMC to the NPs or PSSs, to advise them to implement a return of the MSN to the DMC in their network and operating systems.

### ***Broadcast Port Cutover Completion Advice***

means an electronic advice sent from the recipient to the GMC to confirm that the recipient has received and processed a BPCN in accordance with Section 4 to initiate a Port.

### ***Broadcast Port Cutover Notification***

means an electronic notification sent from the GMC to other NPs or PSSs to advise them to implement a Port.

### ***Broadcast Technology Transfer Completion Advice***

means an electronic advice sent from the recipient to the MC to confirm that the recipient has received and processed a BTTN in accordance with Section 4 to initiate a technology transfer.

### ***Broadcast Technology Transfer Notification***

means an electronic notification sent from a MC to other MCs, NPs and PSSs to advise them that there has been a change in technology for an MSN and to update their Networks and/or databases to implement the technology transfer.

### ***Broadcast Technology Transfer Notification Request ID***

means a unique identifier generated by an MC, which is used in all BTTN transactions associated with a particular technology transfer of an MSN.

### ***Give Back Notification***

means an electronic advice sent from the RCSP to the Donor CSP via the RMC and DMC to notify that the MSN is to be returned to the Donor CSP.

### ***Give Back Notification (RCSP →RMC)***

means an electronic advice sent by the RCSP to the RMC to notify that the MSN is to be returned to the Donor CSP.

### ***Give Back Notification Confirmation Advice (RMC → RCSP)***

means an electronic confirmation sent by the RMC to the RCSP in response to a GBN indicating that the Give Back has been accepted in accordance with the validation criteria described in Section 5.

**Give Back Notification Confirmation Advice (DMC → RMC)**

means an electronic confirmation sent by the DMC to the RMC in response to a GBN indicating that the Give Back has been accepted in accordance with the validation criteria described in Section 5.

**Give Back Notification Rejection Advice (RMC → RCSP)**

means an electronic rejection sent by the RMC to the RCSP in response to a GBN indicating that the Give Back has been rejected in accordance with the validation criteria described in Section 5.

**Give Back Notification Rejection Advice (DMC → RMC)**

means an electronic rejection sent by the DMC to the RMC in response to a GBN indicating that the Give Back has been rejected in accordance with the validation criteria described in Section 5.

**Give Back Request ID**

means a unique identifier generated by the RCSP, which is used in all Give Back transactions associated with a particular Give Back of an MSN to the DMC.

**Port Cutover Completion Advice (GMC→GCSP)**

means an electronic advice sent from the GMC to the GCSP to confirm that they have sent a BPCN in accordance with Section 4 to initiate a Port.

**Port Cutover Completion Advice (LMC→LCSP)**

means an electronic advice sent from the LMC to the LCSP to confirm that they have received and processed a BPCN in accordance with Section 4 to initiate a Port.

**Port Cutover Notification**

means an electronic notification that is submitted by the GCSP to initiate a Port. A PCN is sent to the GMC then the LMC for validation in accordance with the validation criteria described in Section 4. The PCN can also be sent to the LCSP for further validation, as described in Section 4.

**Port Cutover Notification Confirmation**

means an electronic confirmation sent to the GMC by the LMC indicating that the PCN has been accepted in accordance with the validation criteria described in Section 4.

**Port Cutover Notification Rejection**

means an electronic rejection which is generated either from the LMC or LCSP which is sent to the GMC by the LMC indicating that a PCN has been rejected in accordance with the validation criteria described in Section 4.

**Port Expiry Notification**

means an electronic notification sent from the LMC to the GMC and LCSP that an accepted PN has expired in accordance with Section 4. The GMC also sends the PEN to the GCSP on receipt of this advice from the LMC.

**Port Notification**

means an electronic notification that is submitted by the GCSP to initiate the validation of a Port request. A PN is sent to the GMC then the LMC and then to the LCSP for validation in accordance the validation criteria outlined in Section 4.

**Port Notification Confirmation**

means an electronic confirmation sent to the GCSP by the LCSP via the LMC and GMC in response to a PN indicating that the PN has been accepted in accordance with the validation criteria described in Section 4.

**Port Notification Rejection**

means an electronic rejection sent to the GCSP by the party who rejected the PN in accordance with the validation criteria outlined in Section 4.

**Port Request ID**

means a unique identifier generated by the GCSP which is used in all subsequent Porting transactions associated with a particular Port of an MSN.

**Port Withdrawal Notification**

means an electronic notification initiated by the GCSP to cancel a confirmed and active PN prior to a PCN or PEN. A PWN is sent via the GMC and the LMC to the LCSP and is validated in accordance with the validation criteria described in Section 4.

**Port Withdrawal Notification Confirmation**

means an electronic confirmation sent to the GCSP from the LCSP via the GMC and LMC indicating that the PWN has been validated in accordance the validation criteria outlined in Section 4.

**Port Withdrawal Notification Rejection**

means an electronic rejection sent to the GCSP from the LCSP via the GMC and LMC indicating that a PWN has been rejected in accordance the validation criteria outlined in Section 4.

**Receipt Advice**

means an electronic advice sent by a party who has received a Port transaction to the party from whom they received the transaction to confirm delivery of the transaction.

## **2.4 Interpretations**

In the Code unless the contrary appears:

- (a) 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;
- (b) words in the singular include the plural and vice versa;
- (c) words importing persons include a body whether corporate, politic or otherwise;
- (d) a reference to a person includes a reference to the person's executor, administrator, successor, officer, employee, volunteer, agent and/or subcontractor (including, but not limited to, persons taking by novation) and assigns;
- (e) 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
- (f) a reference to a day is to be interpreted as the period of time commencing at midnight and ending 24 hours later. In the Code, unless the contrary appears.

### 3 GENERAL RULES

#### 3.1 Non-Discrimination

- 3.1.1 In implementing the Code, each MC or CSP must act in a competitively neutral and non-discriminatory manner.

#### 3.2 Privacy and Use of Information

- 3.2.1 Except as otherwise permitted or compelled by law, information provided for the purposes of MNP must only be used or disclosed in accordance with the following:

- (a) Electronic Port transactions are provided between CSPs, MCs, NPs and PSSs for the purposes of MNP, and must only be used or disclosed for Porting purposes including;
- (i) complaint handling;
  - (ii) Customer and Network fault management;
  - (iii) facilitating the delivery of Carriage Services to and from Digital Mobile Numbers; and
  - (iv) Fraud Prevention, or to assist in fraud investigations;

but must not be used or disclosed for any other purposes. Unauthorised 'other purposes' include use or disclosure for marketing purposes.

- (b) The contents of the MNP Ported Number Registers (Allocated Mobile Service Number Register and the Ported Mobile Service Number Register) are provided by DMCs for the purposes of MNP, and must only be used or disclosed by CSP's, MCs, NPs and PSSs for Porting purposes including;
- (i) complaint handling;
  - (ii) Customer and Network fault management;
  - (iii) facilitating the delivery of Carriage Services to and from Digital Mobile Numbers; and
  - (iv) Fraud Prevention, or to assist in fraud investigations;

but must not be used or disclosed for any other purposes. Unauthorised 'other purposes' include use or disclosure for marketing purposes.

- (c) The information referred to in clauses (a) and (b) may be used by, or disclosed by CSPs, MCs, NPs or PSSs to Financial Institutions for the purpose of Fraud Prevention activities, or to assist in fraud investigations.

- 3.2.2 Where there is any inconsistency between the Code and Part 13 of the Act or the *Privacy Act 1988* (Cth), Part 13 of the Act or the *Privacy Act 1988* (Cth) will prevail.

### **3.3 CSP Obligations in Providing Customer Information and Customer Contact Principles**

- 3.3.1 CSPs must ensure that their Customers are able to obtain information about the effect of Porting their MSN and any costs and obligations relating to the termination of the Customer's service(s) and/or contract. This must be available upon Customer request within a reasonable period of time that is consistent with that CSP's current customer service levels. When advising a Customer of costs, a CSP must advise a Customer that there may be further call or usage costs that have not yet been applied to their account.

*NOTE: This information may be provided via priority telephone service, a web page, regularly updated hardcopy information (usually via the Customer's bill) or other appropriate means.*

- 3.3.2 The LCSP must not hinder, delay or prevent the Port:
- (a) on the basis of costs owed or obligations of the Customer to the LCSP;
  - (b) in order to provide information to the Customer such as costs and obligations relating to the termination of the Customer's existing service; or
  - (c) by not providing the information upon Customer request required to ensure that a PN will be confirmed under the validation specified in clause 4.7.1 (f).
- 3.3.3 Until the GCSP has sent the PCN, the Customer has no obligation to proceed with the Port.

*NOTE: This does not change the Customer's contractual obligations to the GCSP and the LCSP.*

### **3.4 Other Restrictions**

- 3.4.1 A Ported MSN that is in Quarantine must not be Issued by the RCSP to another customer other than a customer who is associated with the former Customer except in the circumstances outlined in Section 7.

### **3.5 General Requirements**

- 3.5.1 The Code describes an automated process between MCs, and between MCs and industry participants who route mobile calls. Parties who have obligations under the Code must use their best endeavours to ensure the availability and performance of their systems are such that they can meet their requirements under the Code.
- 3.5.2 MCs, Mobile CSPs and all industry participants involved in the routing of calls to MSNs must implement sufficient processes to enable MNP in accordance with the Code.
- 3.5.3 The LCSP must action the first PN that has successfully passed through the agreed validations of the LCSP's Porting system.

Any subsequent PN or Transfer request on the same MSN received during the period the first PN or Transfer is in progress, must be rejected.

- 3.5.4 CSPs must ensure that their systems for Porting out must be at least as available as the systems for Porting in. Where a participant's systems experience an unplanned outage, the participant is not required to provide a manual alternative other than those specified, if any, in the MNP Operations Manual.
- 3.5.5 The industry has developed an MNP Operations Manual to assist in managing issues arising under the Code. The MNP Operations Manual includes:
  - (a) escalation paths in the organisations for the reporting of faults relating to MNP;
  - (b) procedures to be followed in relation to planned and unplanned outages; and
  - (c) service levels.

### **3.6 Performance Levels**

- 3.6.1 The receiver of any transaction specified in the Code must provide to the sender of that message a Receipt Advice within one minute of receipt of the original transaction from the sender.
- 3.6.2 Subject to clause 3.6.3, the LMC must meet the end to end performance level of completing 90% of Ports within 3 Standard Hours of Operation and 99% of Ports within 2 Business Days.
- 3.6.3 The end to end performance levels described in clause 3.6.2 must be calculated:
  - (a) on the basis of a percentage calculation using all Ports completed over the three consecutive months ending March, June, September and December of each calendar year;
  - (b) using the time taken to complete individual Ports, where the time is calculated using the sum of:
    - (i) the time elapsed between when the PN is initiated and when the PN confirmation is received; and
    - (ii) the time elapsed between when the PCN is initiated and when the last Broadcast Port Cutover Completion Advice or Broadcast Technology Transfer Completion Advice is received by the GMC from all involved parties, with the exception of agreed parties;
    - (iii) using the elapsed time that occurs during the Standard Hours of Operation; and
    - (iv) Ports not completed at end of Standard Hours of Operation on the last day of the quarter should be excluded.



- 3.6.4 It should be noted that although these performance levels are expressed in terms of LMC performance, transactions undertaken by the GMC, LMC and other MCs influence that performance. In particular, Porting times and performance may be significantly influenced by the time taken by:
- (a) the GMC to initiate a BPCN from the time the PCN Confirmation is received;
  - (b) the recipient of a BPCN to respond with a Broadcast Port Cutover Completion Advice; and
  - (c) the recipient of a BTTN to respond with a Broadcast Technology Transfer Completion Advice.
- 3.6.5 Individual transaction times expressed in the Code must be met in 95% of cases measured on a quarterly basis.

### **3.7 Bilateral Arrangements**

- 3.7.1 CSPs that are required to provide MNP may enter into bilateral agreements. Any bilateral agreement must be consistent with the Code.

*NOTE: There are potentially three or more different kinds of bilateral agreements:*

- (a) MCs or their authorised agent may enter into bilateral agreements with all other MCs or their authorised agents who provide MNP;*
- (b) MCs or their authorised agents may enter into bilateral agreements with any Mobile CSP or their authorised agents with whom they have a direct or indirect relationship for the provision of Public Mobile Telecommunications Services on their network; and*
- (c) MCs or their authorised agents may enter into bilateral agreements with any PSDs or their authorised agents.*

- 3.7.2 CSPs may agree on a bilateral basis to use the option for any other numeric validation criteria readily accessible to the Customer for PNs in clause 4.4.3 in lieu of an Account Number or Date of Birth. However, any bilateral agreement must be consistent with the Code.
- 3.7.3 A CSP is not required under any circumstances other than by voluntary agreement to enter into arrangements to support other numeric validation criteria.
- 3.7.4 A bilateral agreement as described in clause 3.7.2 must not result in changes to the MNP transactions as described in the *Mobile Number Portability IT Specification, Part 1: Transaction Analysis (G573.1:2004)* at the time of publication of the Code. Any numeric validation data must comply with the *Mobile Number Portability IT Specification, Part 1: Transaction Analysis Industry Guideline (G573.1:2003)*.

## 4 PORTING PROCESS

### 4.1 Transaction Rules and Support Processes

4.1.1 A recipient of a Port transaction must acknowledge the receipt of that transaction with a Receipt Advice. Receipt Advices must be sent to the party sending the transaction within one minute of receipt of a Port transaction. The Receipt Advice must contain the Port Request ID, Give Back Request ID, or Broadcast Technology Transfer Notification Request ID as applicable. Receipt Advices must not be receipted.

4.1.2 To enable full auditing of transactions, the sending party must clearly identify itself by way of the CSP ID Code in all transactions defined under these MNP processes. All transactions must be time and date stamped.

*NOTE: This capability may be inherent in the IT solution.*

4.1.3 During the Standard Hours of Operation, the maximum transaction times as described in this Section apply. Transactions received outside Standard Hours of Operation must be completed within the maximum transaction time from the re-commencement of Standard Hours of Operation. 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 the Standard Hours of Operation of the next Business Day.

*NOTE: This does not mean that the transaction cannot be completed within the same Business Day.*

4.1.4 If any transaction is rejected at any point in the Porting process, a Reject Advice must be sent to the relevant parties. The Reject Advice must include the following information:

- (a) Port Request ID;
- (b) reject code; and
- (c) rejecting party's CSP ID Code.

A party who is transiting a Reject Advice must verify that the Port Request ID is valid and recorded in their systems. A party who is transiting a Reject or Confirmation Advice must use manual escalation processes when rejecting these transactions, where necessary.

4.1.5 In circumstances where Related Services MSN(s) are disconnected by the Porting of another MSN, the LMC may be approached to reactivate the MSNs on request by GCSP.

*NOTE: The process for GCSP to request a reactivation is contained within the MNP Operations Manual.*

- 4.1.6 Where the number of reactivations by each LMC, as described in clause 4.1.5, rises above 50 Ports for that GMC in a calendar month, then the LMC must review its systems and processes such that the Related Service(s) can still be Ported on the same Business Day even if the service(s) have been disconnected.

*NOTE: The Carrier may take steps such that Port transactions for Related Services MSNs are accepted after they have been disconnected.*

- 4.1.7 From the time when the threshold of 50 reactivations is exceeded as per clause 4.1.6, the LMC should use best endeavours to implement changes to its procedures and systems within three calendar months. If implementation within three months of the threshold being breached is not possible due to pre-scheduled major releases or systems freezes (for example over the Christmas period) then the LMC must implement changes to its procedures and systems within six calendar months of the threshold being exceeded.

## **4.2 Completion and Submission of Customer Authorisation**

- 4.2.1 To initiate a Port, the GCSP must obtain a CA.

*NOTE: Minimum content requirements for CA's are detailed in the Customer Authorisation Industry Guideline (G651:2015).*

- 4.2.2 If a Customer requests a Port via any CSP other than the GCSP, that CSP must promptly advise the Customer to contact the GCSP directly.
- 4.2.3 One CA can be used to authorise a Port for more than one MSN. Where a Customer wishes to Port more than one MSN, the GCSP must Port each MSN with a separate PN. An LCSP must Port only the MSN included in the PN.

## **4.3 CA Verification by GCSP**

- 4.3.1 Upon receiving a CA, the GCSP must verify that:
- (a) the CA meets the requirements of the *Customer Authorisation Industry Guideline (G651:2015)*;
  - (b) the party providing the CA is the Customer or the Customer's agent; and
  - (c) each MSN requested by the Customer for Porting is Issued to the Customer.
- 4.3.2 If the CA cannot be verified as required by clause 4.3.1, the GCSP must not send the PN.
- 4.3.3 If the CA is verified as required by clause 4.3.1, the GCSP may send the PN to the GMC.

## **4.4 Submission of Port Notification by GCSP to GMC**

- 4.4.1 The GCSP must not forward the PN to the GMC when the CA is more than 30 calendar days old or future dated.

- 4.4.2 Subject to clauses 3.7.2 to 3.7.4, the GCSP must provide the following information in each submitted PN:
- (a) Port Request ID;
  - (b) MSN;
  - (c) validation criteria being:
    - (i) account number (for post-paid service) or reference detail (for pre-paid service); or
    - (ii) date of birth;
  - (d) CSP ID;
  - (e) CA authorisation date; and
  - (f) a transaction type (for example, a code which identifies if it is a PN or a Reversal).

*NOTE: Each CSP maintains its own reference detail (which may be alphanumeric) scheme for its own pre-paid service Customers.*

- 4.4.3 Subject to clauses 3.7.2 to 3.7.4, CSPs may agree on a bilateral basis to use other numeric validation criteria as an alternative to clause 4.4.2(c). However, any bilateral agreement must be consistent with the Code.
- 4.4.4 Where the alternative in clause 4.4.3 is used:
- (a) the GCSP must obtain a completed CA from the Customer where other numeric validation criteria are included in place of the account number, reference detail or date of birth as specified in clause 5.1 of the *Customer Authorisation Industry Guideline (G651:2015)*;
  - (b) the GCSP may forward other numeric validation criteria instead of an account number, reference detail or date of birth as described in clause 4.4.2(c) of the Code to the LCSP;
  - (c) the LCSP must not hinder, delay or prevent the Port by not providing the required validation criteria upon Customer request; and
  - (d) the LCSP must perform the same validations as described in clause 4.7.1 of the Code, however there must be an additional step to those required under clause 4.7.1(f) such that:
    - (i) if the PN includes other numeric validation criteria which identically match that information held in the LCSP's system for that MSN; and
    - (ii) all other validations under clauses 4.7.1(a) to (e) are confirmed;
    - (iii) then the LCSP must provide a successful validation in accordance with clause 4.7.2 of the Code.

#### **4.5 Port Notification – Validation by GMC**

- 4.5.1 On receiving the PN, from the GCSP, the GMC must:
- (a) identify that the number to be Ported is an MSN;
  - (b) identify the LMC; and
  - (c) identify that the LMC is not the GMC.
- 4.5.2 On successful validation of the PN in accordance with clause 4.5.1, the GMC must send the PN to the LMC within five minutes of receipt of the PN.
- 4.5.3 If validation of the PN is unsuccessful in accordance with clause 4.5.1, the GMC must send a PN Rejection to the GCSP within five minutes.

*NOTE: If the validation of the PN is unsuccessful because of clause 4.5.1(c), then the MC transfer processes will apply.*

#### **4.6 Port Notification – Validation by LMC**

- 4.6.1 On receiving the PN from the GMC, the LMC must:
- (a) confirm that it is the LMC; and
  - (b) identify the LCSP who currently manages the MSN.
- 4.6.2 On successful validation of the PN in accordance with clause 4.6.1, the LMC must send the PN to the LCSP within five minutes of receipt of the PN.
- 4.6.3 On unsuccessful validation of the PN in accordance with clause 4.6.1, the LMC must send a PN Rejection to the GMC within five minutes of receipt of the PN.
- 4.6.4 The GMC must transit the PN Rejection to the GCSP within one minute of receipt of the PN Rejection.

#### **4.7 Port Notification – Validation by LCSP**

- 4.7.1 Subject to clauses 3.7.2 to 3.7.4, on receiving a PN from the LMC, the LCSP must perform the following validation checks:
- (a) confirm that the MSN is held by the LCSP;
  - (b) confirm that the MSN is Issued by the LCSP;
  - (c) confirm that an accepted PN or Transfer request is not already in the LCSP's systems;

*NOTE: The LMC and the LCSP may agree that this validation will be performed by the LMC prior to sending to the LCSP.*

- (d) confirm that not more than 30 calendar days have elapsed since the CA authorisation date;
- (e) confirm that the CA authorisation date is not future dated; and
- (f) confirm that the PN includes a reference detail, account number or date of birth; and

- (i) if the PN includes a reference detail or account number, confirm that that number matches that recorded in the LCSP's systems for that MSN; or
- (ii) if the PN includes a date of birth and there is a date of birth for the Customer recorded in the LCSP's systems, that that date of birth matches that recorded in the LCSP's systems for that MSN; and
- (iii) where the match in clause 4.7.1 (f) (ii) is successful, the PN must be regarded as successfully validated if the service is a pre-paid service, and may be regarded as successfully validated if the service is a post-paid service.

*NOTE: If a CSP uses or proposes to use the validation check in clauses 4.7.1 (f) (ii) and 4.7.1 (f) (iii) when it is the LCSP, and the CSP acquires a Customer's date of birth as part of the Customer verification check, then the CSP should record the date of birth in its systems wherever practicable.*

*CSPs should use reasonable efforts to obtain the Customer's date of birth.*

- 4.7.2 Where validation of the PN by the LCSP in accordance with clause 4.7.1 is successful:
  - (a) the LCSP must send a PN Confirmation to the LMC within 15 minutes of receipt of the PN;
  - (b) the LMC must transit the PN Confirmation to the GMC within one minute of receipt of the PN Confirmation; and
  - (c) the GMC must transit the PN Confirmation to the GCSP within one minute of receipt of the PN Confirmation.
- 4.7.3 Where validation of the PN by the LCSP in accordance with clause 4.7.1 is unsuccessful:
  - (a) the LCSP must send a PN Rejection to the LMC within 15 minutes of receipt of the PN;
  - (b) the LMC must transit the PN Rejection to the GMC within one minute of receipt of the PN Rejection; and
  - (c) the GMC must transit the PN Rejection to the GCSP within one minute of receipt of the PN Rejection.
- 4.7.4 Where a GCSP receives a PN Rejection and wishes to submit a new PN, they must investigate the cause of rejection for that PN. A new PN may be submitted only after taking steps to ensure that it will not be rejected for the same reason.
- 4.7.5 Upon receiving a PN Rejection, all involved parties must record the PN as rejected and update their systems.

## **4.8 Port Cutover Notification**

- 4.8.1 A validated PN may be followed by a PCN or PWN within 30 days of the Customer's authorisation. If neither of these transactions are received, a PN will expire.

- 4.8.2 Once the GCSP is ready to proceed with the Port the GCSP must provide a PCN to the GMC.
- 4.8.3 The PCN must include the Port Request ID.

#### **4.9 Port Cutover Notification Validation by the GMC**

- 4.9.1 On receiving a PCN from the GCSP, the GMC must check that a confirmed and active PN for that Port Request ID exists in its systems.
- 4.9.2 On successful validation of the PCN by the GMC in accordance with clause 4.9.1, the GMC must send a PCN to the LMC within one minute of receipt of the PCN.
- 4.9.3 If validation of the PCN is unsuccessful, in accordance with clause 4.9.1, the GMC must send a PCN Rejection to the GCSP within one minute of receipt of the PCN.

#### **4.10 Port Cutover Notification Validation by the LMC**

- 4.10.1 On receiving the PCN from the GMC, the LMC must:
  - (a) validate that a confirmed and active PN for that Port Request ID exists in its systems; and
  - (b) confirm that the MSN is still connected to the Network of the LMC.
- 4.10.2 On successful validation of the PCN by the LMC in accordance with clause 4.10.1, the LMC must send a PCN Confirmation to the GMC within five minutes of receipt of the PCN. The GMC must transit the PCN Confirmation to the GCSP within one minute of receipt of the PCN Confirmation.

*NOTE: The LMC must ensure that its customer transfer processes will prohibit a transfer occurring between CSPs connected to its network when there is a confirmed and active PN recorded against the MSN.*

- 4.10.3 If validation of the PCN by the LMC in accordance with clause 4.10.1(a), is unsuccessful the LMC must send a PCN Rejection to the GMC within five minutes of receipt of the PCN. The GMC must transit the PCN Rejection to the GCSP within one minute of receipt of the PCN Rejection.
- 4.10.4 If validation of the PCN by the LMC is unsuccessful in accordance with clause 4.10.1(b), the LMC must forward the PCN to the LCSP within five minutes of receipt of the PCN.

#### **4.11 Port Cutover Notification – Validation by LCSP**

- 4.11.1 On receiving a PCN from the LMC, the LCSP must perform the following validation checks:
  - (a) confirm that the MSN is held by the LCSP;
  - (b) confirm that the MSN is Issued by the LCSP;
  - (c) confirm that a confirmed and active PN for that Port Request ID is in the LCSP's systems; and

- (d) confirm that not more than 30 calendar days have elapsed since the CA authorisation date.
- 4.11.2 On successful validation of the PCN by the LCSP in accordance with clause 4.11.1:
- (a) the LCSP must send a PCN Confirmation to the LMC within 15 minutes of receipt of the PCN;
  - (b) the LMC must transit the PCN Confirmation to the GMC within one minute of receipt of the PCN Confirmation; and
  - (c) the GMC must transit the PCN Confirmation to the GCSP within one minute of receipt of the PCN Confirmation.
- 4.11.3 On unsuccessful validation of the PCN by the LCSP in accordance with clause 4.11.1:
- (a) the LCSP must send a PCN Rejection to the LMC within 15 minutes of receipt of the PCN;
  - (b) the LMC must transit the PCN Rejection to the GMC within one minute of receipt of the PCN Rejection; and
  - (c) the GMC must transit the PCN Rejection to the GCSP within one minute of receipt of the PCN Rejection.
- 4.11.4 When the GCSP receives a PCN Rejection and wishes to submit a new PCN, they must investigate the cause of rejection for that PCN. A new PCN may be submitted only after taking steps to ensure that it will not be rejected for the same reason.
- 4.11.5 Upon receiving a PCN Rejection, all involved parties must record the PCN as rejected. If there is an active PN in an involved party's system, the status does not change until either another PCN, PEN or PWN is subsequently received.

## **4.12 Port Cutover Activity**

- 4.12.1 If the PCN has been accepted by the LMC, the GMC must send a BPCN to all NPs and PSSs. The GMC is not required to send a BPCN to itself. The BPCN must not be sent until the service has been provisioned in the GMC's systems. The BPCN must include:
- (a) Port Request ID;
  - (b) MSN to be Ported;
  - (c) GMC's CSP ID; and
  - (d) Target Technology Indicator.
- 4.12.2 The BPCN must be sent within two business hours of the PCN Confirmation being received from the LMC, notwithstanding this, BPCNs must only be sent in Standard Hours of Operation.
- 4.12.3 NPs referred to in clause 4.12.1 are those providers who have routing responsibilities and who have made arrangements with the GMC in advance to receive the BPCN. Notification alone is not sufficient to give effect to this requirement.
- 4.12.4 After receipt of the BPCN, other NPs (including the LMC) and PSSs who have routing responsibilities must update their



Networks and/or databases to implement the Port and then inform the GMC that the Port has been completed by returning a Broadcast Port Cutover Completion Advice to the GMC within 15 minutes of receiving the BPCN.

- 4.12.5 Upon receipt of the BPCN, the DMC must update its PMSNR in accordance with the timeframes specified in Section 6.
- 4.12.6 Within one minute of the GMC sending the BPCN under clause 4.12.1, the GMC must send to the GCSP a Port Cutover Completion Advice (GMC→GCSP) informing the GCSP that the Port has been completed by the GMC.
- 4.12.7 Within one minute of the LMC sending the Broadcast Port Cutover Completion Advice, under clause 4.12.4, to the GMC, the LMC must send to the LCSP a Port Cutover Completion Advice (LMC→LCSP) informing the LCSP that the Port has been completed by the LMC.

### **4.13 Broadcast Technology Transfer Notification**

- 4.13.1 Where an MSN moves from one form of mobile technology to another, but the MC and CSP remain the same, that MC may advise other MCs by:
  - sending a BTTN; or
  - using the Porting process as outlined in clauses 4.5 to 4.12.

<p><i>NOTE: An example of a change of technology is a Customer changing from GSM to UMTS or vice versa while remaining with the same MC and CSP.</i></p>
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- 4.13.2 Where a MC elects to advise other MCs of a change of technology in accordance with clause 4.13.1, within five minutes of an MSN changing its Network technology the MC effecting the change must send a BTTN to all NPs and PSSs. The BTTN must not be sent until the service has been provisioned in that MC's systems. The BTTN must include:
  - (a) Request ID;
  - (b) MSN;
  - (c) MC's CSP ID; and
  - (d) Target Technology Indicator.
- 4.13.3 BTTNs 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.
- 4.13.4 NPs referred to in clause 4.13.2 are those providers who have routing responsibilities and who have made arrangements with the MC in advance to receive the BTTN. Notification alone is not sufficient to give effect to this requirement.
- 4.13.5 After receipt of the BTTN, other NPs and PSSs who have routing responsibilities must update their Networks and/or databases to implement the technology transfer.

- 4.13.6 Upon receipt of the BTTN, the DMC must update its PMSNR in accordance with the timeframes specified in Section 6.
- 4.13.7 Recipients of BTTNs under clause 4.13.2 must send a receipt to the originating MC informing that MC that the BTTN has been received within one minute of receiving the BTTN.
- 4.13.8 Recipients of BTTNs under clause 4.13.2 must complete any necessary Network update activity and inform the originating MC that the Network update has been completed by returning a Broadcast Technology Transfer Completion Advice to that MC within 15 minutes of receiving the BTTN.

#### **4.14 Port Expiry Notification**

- 4.14.1 If a PCN is not received for a confirmed and active PN by the LMC within 30 calendar days of the CA or Reversal Authorisation date, the LMC must cancel the PN and provide a PEN to the GMC and to the LCSP. The PEN must be provided within a period of 15 minutes before the end of the Business Day or, at the commencement of the next Business Day. The PEN must include the Port Request ID for the PN which has expired. To avoid doubt, the day of authorisation of a CA or Reversal Authorisation is deemed to be day 0.
- 4.14.2 The GMC must cancel the PN and send the PEN to GCSP within one minute of receipt of the PEN.
- 4.14.3 The GCSP and LCSP must cancel the PN within five minutes of receipt of the PEN.

#### **4.15 Failure of the Port Transaction Process**

- 4.15.1 If any party involved in MNP has not received a Port transaction within the timeframes specified in Section 4, then that party may contact the nominated escalation point for the other party from whom they are expecting the transaction. Escalation processes are identified in the *Mobile Number Portability Operations Manual (G579:2015)*.

#### **4.16 Port Withdrawal Notification**

- 4.16.1 Where a Customer cancels a Port request with their GCSP, if the GCSP has a confirmed and active PN in its systems, the GCSP must send a PWN to the GMC within 60 minutes of receipt of the Customer's instruction to cancel the Port request.
- 4.16.2 A PWN may be sent by the GCSP at any time after a PN has been sent and prior to:
  - (a) a PCN being sent by the GCSP; or
  - (b) a PEN being received by the GCSP.
- 4.16.3 A PWN must contain the Port Request ID.
- 4.16.4 On receipt of the PWN the GMC must validate that it has in place a confirmed and active PN for that Port Request ID.

- 4.16.5 If the validation is successful in accordance with clause 4.16.4, the GMC must send the PWN to the LMC within five minutes of receipt of the PWN.
- 4.16.6 If the validation is unsuccessful in accordance with clause 4.16.4, the GMC must send the PWN Rejection to the GCSP within five minutes of receipt of the PWN from the GCSP.
- 4.16.7 On receipt of the PWN, the LMC must validate that it has in place a confirmed and active PN for that Port Request ID.
- 4.16.8 If the validation is successful in accordance with clause 4.16.7, the LMC must send the PWN to the LCSP within five minutes of receipt of the PWN.
- 4.16.9 If the validation is unsuccessful in accordance with clause 4.16.7, the LMC must send the PWN Rejection to the GMC within five minutes of receipt of the PWN. The GMC must then transit the PWN Rejection to the GCSP within one minute of receipt of the PWN Rejection.
- 4.16.10 On receipt of the PWN, the LCSP must validate that it has in place a confirmed and active PN for that Port Request ID.
- 4.16.11 If the validation in accordance with clause 4.16.10 is successful, the LCSP must send the PWN Confirmation to the LMC within 15 minutes of receipt of the PWN. The LMC must transit the PWN Confirmation to the GMC within one minute of the receipt of the PWN Confirmation. The GMC must transit a PWN Confirmation to the GCSP within one minute of receipt of the PWN Confirmation.
- 4.16.12 If the validation in accordance with clause 4.16.10 is unsuccessful, the LCSP must send the PWN Rejection to the LMC within 15 minutes of receipt of the PWN. The LMC must transit the PWN Rejection to the GMC within one minute of receipt of the PWN Rejection. The GMC must transit a PWN Rejection to the GCSP within one minute of receipt of the PWN Rejection.
- 4.16.13 On successful validation of the PWN by the LCSP, the LCSP and all parties involved in that Port must make the PN inactive in their systems.
- 4.16.14 Any further Port request in respect of the MSN that has been the subject of a Withdrawal must be initiated by a new PN as set out in the Code.

#### **4.17 Reversals**

- 4.17.1 If a Customer reports to a CSP that they have lost their service, and if the Customer is found to be or have been a Customer of the CSP, that CSP must identify whether a Port has occurred on the MSN. Where it is confirmed that the MSN has been Ported, it is likely that the CSP approached by the Customer will be the Previous CSP.
- 4.17.2 Where the MSN has been Ported and the Customer denies authorising the Port and wishes to return to their Previous CSP, then the Previous CSP may initiate a Reversal. If a Previous CSP acts to initiate a Reversal they must do so promptly and the

Reversal must be submitted within six months of the BPCN or BTTN date of the unauthorised Port.

- 4.17.3 Prior to initiating a Reversal, 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 authorisation of a Reversal. The Previous CSP may only initiate a Reversal without a Reversal Authorisation from the Customer if:
- (a) the Previous CSP has outlined to the current CSP the reasons why a Reversal is necessary and why the Customer cannot complete the Reversal Authorisation; and
  - (b) the current CSP provides agreement to the Previous CSP that the Reversal should proceed.
- 4.17.4 Subject to successfully completing the steps described in clause 4.17.3(a) and (b) the Reversal Authorisation must be completed by the Previous CSP instead of the Customer in accordance with clause 4.17.7. This Reversal Authorisation completed by the Previous CSP must be accepted as a valid Reversal Authorisation.
- 4.17.5 Reversal Authorisations completed by the Previous CSP shall be subject to the same CA Inspection and Dispute rules described in Section 7.2.
- 4.17.6 The minimum content requirements for a Reversal Authorisation where the Customer is completing the Reversal Authorisation are as follows:
- (a) an acknowledgment by the Customer that they are authorised to request the Porting of the MSN and that they have not authorised the Port of the MSN, or authorised anyone else to do so;
  - (b) Previous Request ID(s);
  - (c) Reversal Authorisation date;
  - (d) list of the MSN(s) to be Reversed;
  - (e) Customer's details, including name and company name;
  - (f) Customer's agents details, including name and authorised representative (where appropriate);
  - (g) the Customer's authorisation; and
  - (h) an acknowledgment by the Customer that they are aware that the Reversal of a Port does not impact on the rights, costs and contractual obligations they may have to the current CSP if the original Port can be demonstrated to have been correctly authorised.
- 4.17.7 The minimum content requirements for a Reversal Authorisation where the Previous CSP is completing the Reversal Authorisation are as follows:

- (a) an acknowledgment by the Previous CSP that they are authorising the Reversal in accordance with clause 4.17.3;
  - (b) Previous Request ID(s);
  - (c) Reversal Authorisation date;
  - (d) list of the MSN(s) to be Reversed;
  - (e) Customer's details, including name and company name;
  - (f) Previous CSP's details, including name of representative;
  - (g) Customer's agents details, including name and authorised representative (where appropriate).
- 4.17.8 Carriers and CSPs must not use the Reversal process in circumstances where the Customer changes their mind and has previously authorised a Port.
- 4.17.9 The Previous CSP must undertake reasonable investigation regarding the circumstances of the Port prior to the Reversal.
- 4.17.10 The Previous CSP must submit a PN indicating that this is a Reversal. This will follow the Port process described in Section 4 with the following exceptions:
- (a) the Reversal Authorisation must be used as the CA and must be subject to all CA Inspection and Dispute rules described in Section 7.2;
  - (b) the transaction must be clearly identifiable as a Reversal; and
  - (c) the initial Port Request ID must be used in place of the account number or reference detail or date of birth.

## **4.18 Port Recovery**

- 4.18.1 Where a MSN has been Ported more than once within the previous six month period and the Customer claims a number of those Ports were unauthorised, the Previous CSP must undertake reasonable investigation regarding the circumstances of the Ports prior to initiating the Port Recovery process described in clause 4.18.2.

*NOTE: Where only the last Port was unauthorised the Reversal process must be used.*

- 4.18.2 Subject to 4.18.1 and where the Previous CSP is satisfied that a number of Unauthorised Ports have occurred, requiring the MSN to be returned to it as one of the CSPs in that sequence of Ports, the Previous CSP may initiate the Port Recovery process, as follows:
- (a) the Previous CSP must outline in writing to the current CSP the reasons why the Port recovery is necessary, and why the Customer cannot supply details to complete a standard CA;
  - (b) the current CSP must, within two days, consider the evidence provided by the Previous CSP and where

considered valid the current CSP must provide written agreement to the Previous CSP that the Port Recovery should proceed, including such Port data (account number or date of birth) as necessary to allow the Port to be initiated by the Previous CSP and be accepted by the current CSP;

- (c) after receiving written agreement from the current CSP, including such Port data (account number or date of birth) as necessary to allow the Port to proceed, the Previous CSP must only recover the MSN subject to the unauthorised Ports by:
  - (i) using the standard Port process to recover the MSN;
  - (ii) informing the Customer of their obligations, as per Section 3.1 of the *Customer Authorisation* Industry Guideline (G651:2015); and
  - (iii) gaining CA, as per Section 2.
- (d) where the current CSP has considered the evidence presented by the Previous CSP and where it considered that evidence to be invalid, or insufficient, the current CSP must, within two days, provide written notice to the Previous CSP that the Port Recovery cannot proceed, including its reasons why the evidence is considered invalid, or insufficient.

4.18.3 The written agreements outlined in clause 4.18.2 (b) and (c) will constitute a valid CA and will be subject to the same CA Inspection and Dispute rules as described in Section 7.2

## 5 NUMBER QUARANTINE AND GIVE BACK

### 5.1 Number Quarantine and Give Back

- 5.1.1 In accordance with section 10.10 of the Numbering Plan, this section of the Code sets out procedures that have substantially the same effect as procedures mentioned in section 10.12 of Part 4 of Chapter 10 of the Numbering Plan as it applies to the issuing and recovery of mobile numbers to other customers.
- 5.1.2 If a Ported or Transferred MSN under the Code ceases to be required for provision of service to the original Customer, or the Customer has asked for, or agrees to, the recovery of an MSN by a CSP it must be held in Quarantine by the RCSP and must not be Issued to any other customer by any CSP for a period:
- (a) at least one year after the MSN is recovered, in circumstances where the recovery of the MSN is requested because of nuisance calls; or
  - (b) at least six months in any other case.

*NOTE: An MSN may no longer be required as a result of a Customer terminating the service using that number, or the Customer being provided with a new number (e.g. as a result of nuisance calls).*

- 5.1.3 The RCSP must not re-Issue the MSN to a customer other than the original Customer except where the following applies:
- (a) the CSP may Issue the MSN after a shorter period if:
    - (i) the MSN was recovered for a reason other than nuisance calls; and
    - (ii) clauses (b) or (c) apply.
  - (b) the CSP may Issue the MSN after a shorter period if:
    - (i) the MSN was Issued for a business that is still operating; and
    - (ii) the ownership of the business has changed.
  - (c) the CSP may Issue the MSN after a shorter period if:
    - (i) the MSN is to be moved from the previous Customer to another customer; and
    - (ii) the new customer is associated with the previous Customer (eg spouse); and
    - (iii) the previous Customer, the new customer and the CSP agree to the Issue; and
    - (iv) the agreement is made by the previous Customer nominating the new customer.

*NOTE: An example of moving an MSN is when a certain company's MSN which is no longer needed by that company (as the company is being sold, going into receivership, etc) then that MSN may be moved intact to a staff member or other person as set out in clause 5.1.3(c).*

- 5.1.4 The MSN must be Given Back to the Donor CSP within six Business Days after the end of the Quarantine period in accordance with clauses 5.1.5 to 5.1.15.
- 5.1.5 The RCSP must send a GBN  $(RCSP \rightarrow RMC)$  to the Recipient MC. The notification will comprise of:
- (a) the Give Back Request ID;
  - (b) the RCSP;
  - (c) the MSN;
  - (d) the date the service associated with the MSN was Cancelled; and
  - (e) a cancellation indicator showing whether the cancellation was the result of a requirement for a change of MSN because of nuisance calls.
- 5.1.6 On receiving the GBN  $(RCSP \rightarrow RMC)$ , the Recipient MC must validate that the MSN:
- (a) is held in its network;
  - (b) is not active on its network; and
  - (c) that the RMC is not the DMC.
- 5.1.7 On successful validation of the GBN  $(RCSP \rightarrow RMC)$  in accordance with clause 5.1.6, the Recipient MC must send a GBN Confirmation Advice  $(RMC \rightarrow RCSP)$  to the RCSP and must send the GBN to the DMC within five minutes of receipt of the GBN  $(RCSP \rightarrow RMC)$ .
- 5.1.8 If validation of the GBN  $(RCSP \rightarrow RMC)$  is unsuccessful in accordance with clause 5.1.6 the RMC must send a GBN Rejection Advice  $(RMC \rightarrow RCSP)$  to the RCSP within five minutes of receipt of GBN  $(RCSP \rightarrow RMC)$ .
- 5.1.9 On receiving the GBN the DMC must validate whether the MSN is allocated to the DMC.
- 5.1.10 On successful validation of the GBN in accordance with clause 5.1.9, the DMC must send a GBN Confirmation Advice  $(DMC \rightarrow RMC)$  to the RMC within five minutes of receipt of the GBN.
- 5.1.11 If validation of the GBN is unsuccessful in accordance with clause 5.1.9, the DMC must send a GBN Rejection Advice  $(DMC \rightarrow RMC)$  to the RMC within five minutes of receipt of the GBN. The RMC may transit a GBN Rejection to the RCSP.
- 5.1.12 On acceptance of a GBN by the DMC, the DMC must:
- (a) send a BGBN to all NPs and PSSs; and
  - (b) update their Network,



within five minutes of receipt of the GBN issued by the RMC. The content of a BGBN will be the same as the content of a BPCN.

- 5.1.13 A BGBN 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.
- 5.1.14 After receipt of the BGBN, all NPs and PSSs who have routing responsibility must update their Networks and/or databases. On completion of the required Network activity associated with this BGBN, the NPs or PSSs must send the BGBC to the DMC within 15 minutes of receipt of the BGBN.
- 5.1.15 Upon sending the BGBN, the DMC must update its PMSNR in accordance with the timeframes specified in Section 6.

## **6 PORTED NUMBER REGISTERS**

### **6.1 Ported Number Registers**

- 6.1.1 Donor C/CSPs must provide information about MSNs in Ported Number Registers as a file on a web site as per Sections 6.2 and 6.3.

### **6.2 Allocated Mobile Service Number Register Updates**

- 6.2.1 A DMC must update its AMSNR weekly after the close of Standard Hours of Operation on a Saturday but before 4am Standard Time on each Sunday. DMCs must include new MSN ranges on the AMSNR prior to the CSP Issuing MSNs from that range.

### **6.3 Ported Mobile Service Number Register Updates**

- 6.3.1 A DMC must update its PMSNR daily after the close of Standard Hours of Operation. The PMSNR must be updated by 4am Standard Time (excluding Mondays).
- 6.3.2 The DMC must update its PMSNR when the following transactions are received or sent by the DMC:
- (a) BTTN; or
  - (b) BGBN; or
  - (c) BPCN (including Reversals).

## 7 CUSTOMER AUTHORISATIONS

### 7.1 CA Validity

- 7.1.1 A CA is valid for 30 days. The date of authorisation is Day 0. Upon expiry of a CA a Customer still wishing to Port must provide a new CA.

### 7.2 Customer Authorisation Inspections and Disputes

- 7.2.1 The LCSP may request relevant completed CAs from the GCSP to resolve Customer complaints.
- 7.2.2 If a request is made by the LCSP, the GCSP must provide a copy of the written CA or the details contained within an electronic CA within two Business Days of the request by the Carrier or CSP, unless a longer period is agreed between the GCSP and LCSP. Procedures for provision of details contained within a CA may be specified in the MNP Operations Manual.
- 7.2.3 If a dispute exists regarding a CA, a LCSP may request the GCSP to retain a CA for a reasonable period, in addition to the period specified in clause Section 7.6 of the *Telecommunications Consumer Protections Code (C628:2015)*, having regard to the nature of the dispute. If a request is made, the GCSP must retain the CA for the period which the LCSP has requested, unless the request is trivial, vexatious or impractical.

### 7.3 Unauthorised Port

- 7.3.1 A Port is considered to be unauthorised where:
- (a) the CSP who initiated the Port is unable to provide on request a CA as specified in Section 5 of the *Customer Authorisation Industry Guideline (G651:2015)* in accordance with the timeframe specified in clause 7.2.2; or
  - (b) appropriate authorisation for the agent to act on the Customer's behalf is not provided as specified in Section 7.8 of the *Telecommunications Consumer Protections Code (C628:2015)* and cannot be provided in accordance with the timeframe in clause 7.2.2; 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 Industry Guideline (G651:2015)*; or
  - (d) the GCSP has not met its obligations under Section 2; or
  - (e) the Customer has given Reversal Authorisation as set out in clause 4.17.3.
  - (f) the Customer has given Port Recovery authorisation as set out in clause 4.18.2 (c) (iii).

- 7.3.2 In the event that a Port is confirmed as unauthorised and the Customer wishes to return to the Previous CSP, the Previous CSP must undertake a:
- (a) Reversal of the Port, where the last Port was unauthorised;  
or
  - (b) Port Recovery where more than the last Port was unauthorised.

## 8 REFERENCES

<b>Publication</b>	<b>Title</b>
<b>Industry Codes</b>	
C628:2015	Telecommunications Consumer Protections
C513:2015	Customer and Network Fault Management
C515:2015	Pre-selection
<b>Industry Guidelines</b>	
G538:1999	Interconnection Model
G561:2009	Mobile Number Portability Network Plan for Voice, Data, Fax Services
G562:2000	Electronic Customer Authorisation
G573.1:2009	Mobile Number Portability IT Specification, Part 1: Transaction Analysis
G573.2:2009	Mobile Number Portability IT Specification, Part 2: Architecture and Messaging Requirements
G573.3:2009	Mobile Number Portability IT Specification, Part 3: Common Network
G574:2009	Mobile Number Portability – Customer Information
G575:2009	Mobile Number Portability Ported Number Register
G579:2009	Mobile Number Portability Operations Manual
G600:2005	Allocation of Eligible Party Identification Codes
G651:2015	Customer Authorisation
<b>Industry Documents</b>	
Mobile Number Portability Contact List	
Mobile Number Portability National Public Holidays List	
<b>Legislation</b>	
<i>Telecommunications Numbering Plan 2015 (Cth)</i>	
<i>Privacy Act 1988 (Cth)</i>	
<i>Telecommunications Act 1997 (Cth)</i>	
<i>Competition and Consumer Act 2010</i>	

## APPENDIX

### A AMENDMENT CONTROL SHEET

**TABLE 1**  
**Details of Amendment No.1/2015**

Clause No.	Clause detail	Notes
1.1.3	Inclusion of references to <i>Telecommunications Consumer Protections Code (C628:2015)</i> and <i>Customer Authorisation Guideline (G651:2015)</i> .	C628:2015 provides over-arching consumer protections rules and G651:2015 sets out principles and rules for Customer Authorisation.
1.1.4	Inclusion of reference to the <i>Privacy Act 1988</i> .	Privacy Act sets out over-arching principles and rules relating to privacy.
Section 2 – Definitions	<p>Previous:</p> <p><b>Customer Authorisation</b></p> <p>means an authorisation by the Customer or their agent to Port an MSN containing the minimum requirements specified in Section 7.</p> <p>means an authorisation by the Customer or their agent to Port a MSN.</p>	Definition amended to reflect that Sections 7.1.1 – 7.1.3 have been removed and that minimum CA requirements are set out in new Customer Authorisation Guideline.
	<p><b>Customer Authorisation</b></p> <p>means an authorisation which is executed by or on behalf of a Customer for the purposes of authorising a Port.</p> <p>NOTE: minimum requirements for a Customer Authorisation are set out in the Customer Authorisation Industry Guideline (G651:2015).</p>	
3.2.1	A CSP who receives any type of information as described in the Code may use or disclose this information only in accordance with Part 13 of the Act and the Privacy Act 1988.	<p>Clause deleted.</p> <p>Intent is covered in clause 3.2.2</p>

3.3.2	The LCSP may inform the Customer of the costs and any other obligations relating to the termination of the Customer's existing service prior to the execution of the Port.	Clause deleted. Intent captured in Authorisation Guideline.
3.3.3	LCSPs must ensure that their Customers are able to obtain correct and suitable information to effect a Port. This includes the timely and accurate provision of the correct account number, reference detail or date of birth which the LCSP requires to provide confirmation of a PN. This information must be available upon Customer request within a reasonable period of time that is consistent with that CSP's current customer service levels.	Clause deleted. Level of prescription not required. Intent captured in 3.3.2
3.3.4(b)	<p>Previous:</p> <p>(b )in order to provide information to the Customer such as costs and obligations in accordance with clause 3.3.2.</p> <p>As amended:</p> <p>(b)in order to provide information to the Customer such as costs and obligations relating to the termination of the Customer's existing service;</p>	Previous Clause 3.3.2 deleted
3.5.5	If a Customer rescinds or cancels their contract within the cooling off period in accordance with the applicable fair trading legislation, the CSP must advise the Customer to contact their preferred CSP to initiate a Port.	<p>Clause deleted.</p> <p>The Australian Consumer Law prohibits any provisioning activity during the cooling off period</p>
4.18	<p>Delete Previous boxed text:</p> <p>the Customer validly rescinds or cancels a contract within the cooling off period in accordance with the applicable fair trading legislation."</p>	<p>Clause deleted.</p> <p>The Australian Consumer Law prohibits any provisioning activity during the cooling off period</p>
4.2	GCSP Customer Information	Section deleted – intent captured in Section 3 of the <i>Customer Authorisation Industry Guideline (G651:2015)</i>

4.2.1	Reference to 'From the Customer or the Customer's agent' removed.	To initiate a Port, the GCSP must obtain a CA.  NOTE: minimum requirements for a Customer Authorisation are set out in the Customer Authorisation Industry Guideline (G651:2015).  Ensures consistency with <i>Telecommunications Consumer Protections Code (C628:2015)</i> .
4.17.3 (previous 4.18.3)	References to 'in writing' and 'written' removed.	Other forms of communication may also be used.
Section 7.1.1 - 7.1.3	Minimum Requirements for Customer Authorisations	Section deleted – intent captured in Section 5 of the <i>Customer Authorisation Industry Guideline (G651:2015)</i>
Section 7.1.5 – 7.1.7	7.1.5 – CA retention 7.1.6 – CA completion 7.1.7 – Completion of CA by agent	7.1.5 deleted – captured in Section 7.6 of the <i>Telecommunications Consumer Protections Code (C628:2015)</i>  7.1.6 deleted - captured in Section 7.6 of the <i>Telecommunications Consumer Protections Code (C628:2015)</i>  7.1.7 deleted – intent captured in Section 4 of <i>Customer Authorisation Industry Guideline (G651:2015)</i>
Section 8	Section 8.1 Code Administration and Compliance Scheme  Section 8.2 Powers of the Telecommunications Ombudsman to handle complaints under the Code  Section 8.3 Power to handle Industry Complaints under the Code	Section 8.1 deleted – CAC Scheme repealed in 2009  Section 8.2 – Moved to Introduction  Section 8.3 deleted - Communications Alliance is not a complaints handling body.
Section 8 – References	Inclusion of <i>Telecommunications Consumer Protections Code (C628:2015)</i> and <i>Customer Authorisation Guideline (G651:2015)</i> as referenced documents.	



## **PARTICIPANTS**

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

<b>Organisation</b>	<b>Representative</b>
ACCC	Grant Young
Optus	Gary Smith
Paradigm.One	Dev Gupta
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This Working Committee was chaired by Alexander R. Osborne. Visu Thangavelu of Communications Alliance provided project management support.

Amendments to the Code were made in 2015 by a Committee comprising representatives of Foxtel, iiNet, Optus, Telstra and VHA.

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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