

**COMMUNICATIONS  
ALLIANCE LTD**



INDUSTRY CODE

C657:2015

INBOUND NUMBER PORTABILITY

## **C657:2015 Inbound Number Portability Industry Code**

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## **INTRODUCTORY STATEMENT**

The portability of Freephone (18/1800) and Local Rate Numbers (13/1345/1300) is referred to as Inbound Number Portability (INP). The Inbound Number Portability (INP) Industry Code (C657:2015) is designed to describe the minimum operational procedures between Carriers/Carriage Service Providers (jointly CSPs) and other industry participants for the implementation of INP.

### **Background**

The telecommunications industry set up Industry Number Management Services Ltd (INMS) as a not-for-profit company to supply the solution (System) which enables Suppliers to meet their INP obligations.

Subscription to the services of INMS is open to all Suppliers.

Suppliers who subscribe to the INMS can access the System via the internet (Web Browser), or via a dedicated connection (XML Interface).

In the absence of an industry Code, subscribers to the INMS were required to comply with business rules developed by the INMS. The requirements of the Numbering Plan take precedence over these business rules.

### **Current regulatory arrangements**

The *Telecommunications Numbering Plan 2015* (the Numbering Plan) sets out the rules about INP for declared portable services.

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

This Code has been developed to specify the procedural arrangements required for INP between CSPs. The Code provides for an automated solution to facilitate the movement of numbers between CSPs and for access to porting information to supply information to enable CSPs and Carriers to fulfil their routing obligations under the Numbering Plan.

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

### **Why current regulatory arrangements are inadequate**

Regulatory obligations set out the higher level obligations but do not specify how the obligation is to be met. The Code fills this gap by clearly identifying the operational requirements to support the regulatory obligation.

### **What the Code will accomplish**

To provide an effective industry solution for INP Suppliers are required to co-operate to carry out a range of tasks, including:

- gaining the Customer's authorisation to Port the number(s);
- validating the Customer's right to Port the number(s);

- the action required to enact the Port in all Networks; 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 operational procedures for efficient and effective 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 will be achieved**

The Code sets out:

- operational arrangements which will enable a Customer to directly connect to another CSP's network and retain the same number;
- competitively neutral and non-discriminatory processes for the implementation and operation of Freephone and Local Rate Number by which CSPs may exchange information with each other in accordance with the requirements of Part 13 of the *Telecommunications Act 1997 (Act)* and the *Privacy Act 1988*;
- criteria against which the compliance of Suppliers with the Code may be measured; and
- procedures to enable a Customer to retain their Telephone Number when transferring from one CSP to another.

Registration of the Code by the ACMA will ensure 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 will benefit Customers, who can be reasonably sure, when choosing a telecommunications provider, that each CSP will have a process to enable INP with all other CSPs.

### **Anticipated benefits to consumers**

Porting was introduced to facilitate Customers' choice of provider.

The Code supports industry agreed service levels which establish the minimum level of performance by Suppliers. Notwithstanding the minimum performance metric level, industry is committed to continuous improvement on systems availability and processes that will ensure that INP performance continues to improve on these levels over time.

Apart from offering a standard approach to INP, the Code provides:

- (a) that the implementation of INP will be conducted efficiently and effectively;
- (b) for a standardised approach to INP that will minimise confusion and complexity to consumers choosing to Port; and
- (c) that INP will introduce as few costs as possible.

It is unlikely that these benefits would accrue to Customers in an optimum way without the benefit of the standard processes outlined in the Code, as multiple Bilateral Agreements between Suppliers would be costly, and vary in the way that service is delivered to Customers.

## **Anticipated benefits to industry**

The industry will benefit from the introduction of a standardised process for INP and providing routing information to relevant parties including Carriers and Portability Service Suppliers. There are currently a number of Mobile Carriers, and additional Mobile CSPs and non Mobile Carriers involved in call routing. Through the introduction of the Code a common solution is in place that require only one set of inter-carrier Porting arrangements rather than the multiple implementations which would otherwise be required. In addition, the Code specifically recognises the role of Porting Service Suppliers (PSS) who may assist industry participants in their implementation of INP.

## **Anticipated cost to industry**

The Code envisages automated interfaces to support INP. To support implementation Suppliers will need appropriate arrangements with their internal operating systems and networks to support INP. Many Suppliers already have these in place and in this case minimal change will be necessary.

## **Other public interest benefits or considerations**

The development of this Code will be subject to ongoing review of matters that arise from customer feedback, new technological and legislative considerations that aim to ensure that the solution meets best practice. During the development of this Code, it was noted that residential and small business Customers represent a minor segment of the customers for Freephone and Local Rate services.

Suppliers must abide by the Numbering Plan, the Code, other relevant Codes and the INMS business rules and the XML Interface Specification. The Numbering Plan, the Code and other relevant Codes take precedence over the INMS business rules and the XML Interface Specification to the extent of any inconsistency.

Craig Purdon  
Chair

**WC67 Inbound Number Portability Working Committee**

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# 1 GENERAL

## 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 and Government regulatory agencies.
- 1.1.3 The Code should be read in the context of other relevant codes, guidelines and documents including but not limited to:
- (a) C628:2015 Telecommunications Consumer Protections (TCP) Code(Incorporating Variation No.1/2016);
  - (b) Communications Alliance guideline: G511:1998 1800/13/1300 Number Portability – Network Plan; and
  - (c) G651:2015 Customer Authorisation Guideline.
- 1.1.4 The Code should be read in conjunction with related legislation, including:
- (a) the Act;
  - (b) the *Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth)*;
  - (c) the *Competition and Consumer Act 2010 (Cth)*;
  - (d) the *Privacy Act 1988 (Cth)*;and
  - (e) *The Telecommunications Numbering Plan 2015*.
- 1.1.5 The Code should also be read in conjunction with the Business Rules for the Management of Portable Freephone and Local Rate Numbers, and the Industry Number Management Services Ltd (INMS) XML Interface Specification document.
- 1.1.6 If there is a conflict between the requirements of the Code and any requirements imposed on a Supplier by statute, the Supplier will not be in breach of the Code by complying with the requirements of the statute.
- 1.1.7 Compliance with this Code does not guarantee compliance with any legislation. The Code is not a substitute for legal advice.
- 1.1.8 Statements in boxed text are a guide to interpretation only and not binding as Code rules.

## 1.2 Registration by the ACMA

The Code is to be submitted to the Australian Communications and Media Authority for registration under Section 117 of the Act.

## 1.3 Scope

1.3.1 The Code was prepared in accordance with Part 6 of the Act and applies to:

- (a) Carriers;
- (b) Carriage Service Providers (CSP); and
- (c) Portability Service Suppliers (PSS).

These are collectively referred to as Suppliers.

1.3.2 The Code deals with the following telecommunications activities as defined in Section 109 of the Act:

- (a) carrying on business as a Carrier; or
- (b) carrying on business activities as a Carriage Service Provider; or
- (c) supplying goods or service(s) for use in connection with the supply of a Listed Carriage Service.

1.3.3 The Code sets out inter-Carrier/CSP and other industry participants' operational procedures for the implementation of Inbound Number Portability (INP) processes.

1.3.4 Where a PSS is acting on behalf of another Carrier or CSP, normal Porting transaction arrangements apply in accordance with the Code.

1.3.5 If there is an inconsistency between this document and the Numbering Plan, then the Numbering Plan will prevail.

1.3.6 The Code sets minimum acceptable practices (including Standard Hours of Operation, performance targets and timeframes) which do not unnecessarily limit industry's ability to improve on the minimum level. The Code does not prevent 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 interface with parties to those arrangements in accordance with minimum acceptable practices.

NOTE: Any such Bilateral Agreements should comply with the *Competition and Consumer Act 2010 (Cth)*, including the anti-competitive conduct and competition notices provision of Part XIB.



## **1.4 Objectives**

1.4.1 The objectives of the Code are to:

- (a) put in place operational arrangements which enable a Customer to retain and use the same Freephone and Local Rate Number when changing CSP where that CSP uses another Carrier network;
- (b) set out competitively neutral processes by which Carriers and CSPs may exchange information with each other in accordance with the requirements of Part 13 of the Act and the *Privacy Act 1988*; and
- (c) set out criteria against which the compliance of Carriers and CSPs with the Code may be measured.

## **1.5 Code review**

1.5.1 The Code will be reviewed 2 years after the Code being registered by ACMA and every 5 years subsequently, or earlier in the event of significant developments that affect the Code or a chapter within the Code.

## **1.6 Complaint Handling under the Code**

This Code does not diminish or extinguish any rights of Customers or any obligations of CSPs under the Telecommunications Industry Ombudsman Scheme, the TCP Code or the Australian Consumer Law.

## 2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

### 2.1 Acronyms

For the purposes of the Code:

**ACMA**

means the Australian Communications and Media Authority

**ASD**

means Access Service Deliverer

**CA**

means Customer Authorisation

**CPSD**

means Contracted Prime Service Deliverer

**CSP**

means Carriage Service Provider

**INMS**

means Industry Number Management Services Ltd

**INP**

means Inbound Number Portability

**LASD**

means Listed Access Service Deliverer

**OASD**

means Originating Access Service Deliverer

**PSD**

means Prime Service Deliverer

**PSS**

means Portability Service Supplier.

### 2.2 Definitions

For the purposes of the Code:

**Access Service Deliverer**

means the Carrier to whose network an access line is directly connected.

**Act**

means the *Telecommunications Act 1997 (Cth)*.

**Active**

means a Number that has been configured in the Prime Service Deliverer (PSD)/Contracted Prime Service Deliverer's(CPSD) network to allow routing of calls as specified by a Customer.

**Bilateral Agreement**

means any agreement between two parties.

**Business Day**

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

**Business Rules**

means the current version of the Business Rules.

NOTE: Refer to [www.inms.com.au](http://www.inms.com.au).

**Carriage Service**

has the same meaning as in the Act.

**Carriage Service Provider**

has the meaning given by Section 87 of the Act.

**Carrier**

has the meaning given by Section 7 of the Act.

**Contracted Prime Service Deliverer**

means the entity contracted by a PSD to provide the necessary network and service functionality for a Number (and possibly other ancillary services such as billing, service assurance and interconnect reconciliation payment).

**Customer**

means the end acquirer of the Freephone or Local Rate service in respect of a Number.

**Customer Authorisation**

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

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

**Freephone Number**

has the same meaning as the term used in the Numbering Plan.

**Freephone Service**

has the same meaning as the term used in the Numbering Plan.

**Gaining Carrier**

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

**Gaining CSP**

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

**Inbound Number Portability**

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

**Invalid Port**

means a request for a Port which:

- (a) resulted from a processing error;
- (b) was made without the authorisation of the Customer; or
- (c) is the result of a Customer rescinding or cancelling a Port request within the cooling off period in accordance with the applicable fair trading legislation.

**Issued (number)**

has the same meaning as the term used in the Numbering Plan. Issue has a corresponding meaning.

**Listed Access Service Deliverer**

LASDs are Suppliers that require information from the System in order to appropriately route calls to Number(s).

**Local Rate Number**

has the same meaning as the term used in the Numbering Plan.

**Local Rate Service**

has the same meaning as the term used in the Numbering Plan.

***Losing Carrier***

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

***Losing CSP***

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

***National Public Holiday***

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

***Network Provider***

means an OASD, PSD or a PSS.

***Number***

means either a Freephone or a Local Rate Number.

***Numbering Plan***

means the *Telecommunications Numbering Plan 2015*.

***Originating Access Service Deliverer***

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

***Pending Disconnection***

means the Freephone or Local Rate Service associated with the Number has an active Customer or CSP initiated disconnection order in place.

***Port***

means the movement of Numbers between Carriers and CSPs using INP processes. The words Porting and Ported have corresponding meanings.

***Port in Progress***

means a Number moving from the Port Pending state to the Port in Progress state in the System after it receives advice from the Gaining Carrier to proceed with the Port. It is held in this state until the Losing Carrier completes the Port. It then reverts to Active with the Gaining Carrier.

***Port Number Reply***

means the response to the Port Number Request either accepting or rejecting the request.

***Port Number Request***

means a request for a Port contained in a CA and is a message sent by Gaining Carrier to notify the System to request a Port. Port Request has the corresponding meaning.

**Port Pending**

means the state of a Port after receiving notification from the Losing Carrier of a validated request. The System will change the state of the Number in the System from Active to Port Pending.

**Port Proceed**

means a message sent by Gaining Carrier, after they have finished provisioning the Freephone or Local Rate Service, to notify the System to proceed with Port.

**Portability Service Supplier**

means a Carrier or CSP or their agent or a contractor who provides supporting services to Carriers and/or Carriage Service Providers in the provision and operation of INP, including Port administration services, and network services for call routing.

**Port Reversal**

means the reinstatement of a Customer's Freephone or Local Rate Service with the Losing CSP in accordance with Clauses 4.2.11 to 4.2.13 for Numbers Ported.

**Port Reversal Form**

means the form used to facilitate a Port Reversal.

NOTE: Refer to Appendix B for example format.
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**Prime Service Deliverer**

means the Carriage Service Provider which contracts to provide a Freephone or Local Rate Service. The PSD recorded in the System in respect of a particular Number will be taken to be the PSD for that Number unless and until the PSD is changed on the System.

**Reseller**

means the billing service provider of the Customer for the use of the Freephone or Local Rate Service where the service provider is not the ASD of the Freephone or Local Rate Service.

**Reserved**

means the longer term reservation of a Number for a Customer.

**Service Account Number**

means the Customer's account number on their bill from the CSP or Reseller who is billing them.

**Standard Hours of Operation**

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

**Standard Time**

means:

- (a) Eastern Standard Time (GMT plus 10 hours); or
- (b) Eastern Daylight Saving Time (GMT plus 11 hours) when in effect in New South Wales.

**Supplier**

means a CSP, Carrier or PSS.

**Suspended**

means the temporary disconnection of a Freephone or Local Rate Service by the PSD.

**System**

means the INP system solution.

Note: This is currently provided by INMS.
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**Withheld**

means the temporary reservation of a Number for a short period of time. The purpose of this state is to allow for a potential Customer to consider the use of a small quantity of Number(s).

**2.3 Interpretations**

In the Code, unless the contrary appears:

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

- (i) if a period of time is specified and dates from a given day or the day of an act or event, it is to be calculated exclusive of that day; and
- (j) a reference to a day is to be interpreted as the period of time commencing at midnight and ending 24 hours later.

### **3 GENERAL**

#### **3.1 Non-discrimination**

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

#### **3.2 Privacy and Use of Information**

- 3.2.1 A Supplier who receives INP information from the System must use this information only in accordance with Part 13 of the Act and the *Privacy Act 1988*.
- 3.2.2 Where there is any inconsistency between the Code and Part 13 of the Act or the *Privacy Act 1988*, Part 13 or the *Privacy Act 1988* prevails.
- 3.2.3 Information provided for the purposes of INP must only be used in accordance with the following:
  - (a) Port transactions are provided between CSPs and their Carriers for the purposes of INP and must only be used for Porting, the routing of calls or in association with the delivery of carriage services, for customer and network fault management and complaint handling, but must not be used for any other purposes. Any other purposes includes marketing purposes.
  - (b) INP Data is provided for the purposes of INP and must only be used by Network Providers for activities associated with complaint handling, the routing of communications and for customer and network fault management or to assist in the identification of ASDs to minimise the number of rejects, but must not be used for any other purposes. Any other purposes includes marketing purposes.

#### **3.3 General Requirements**

- 3.3.1 A Port transaction is required when there is a change of the PSD for a given Number. The PSD for each Number is recorded in the System.
- 3.3.2 Only Active and Suspended Numbers can be Ported. Porting of Reserved or Withheld numbers is not allowed.
- 3.3.3 A Port does not include a change of Customer, Reseller or a change of the CPSD.



- 3.3.4 The System is not used for a change of Customer; or a change of Reseller as these are not recorded on the System and therefore there is no need to notify the System of these changes.

The following parties are involved when a Port is carried out on the System:

**Losing Carrier** – The Losing Carrier is the party who is recorded on the System as holding the allocated Number when a Customer or Reseller requests the Porting of that Number to another Supplier. The Losing Carrier is the party losing the Customer and the Number.

**Gaining Carrier** – The Gaining Carrier is the party to which a Customer, Reseller or the Customer's agent (authorised in writing) requests that a Number be Ported. To simplify, the Gaining Carrier is the party gaining the Customer and the Number.

**LASD subscribers** – LASD subscribers are those Suppliers who need call routing information from the System to enable them to route calls appropriately. Before a Port transaction can be completed, each LASD subscriber receives a message from the System notifying them of the need to update their switches. LASD subscribers must respond to these messages otherwise the Port transaction cannot be completed.

- 3.3.5 All Carriers and CSPs must ensure that there are sufficient transmission, switching and processing capabilities in place to support Porting activity. However, if a Losing CSP, or Gaining CSP or their Carriers identify that their ability to provide INP becomes restricted due to constraints which could not be reasonably foreseen on transmission, switching or processing capacity (including system outages), the identifying Carrier or CSP must notify other relevant INP participants and set out what measures are or have been taken to mitigate the problem and give an estimated time for the rectification of the problem.
- 3.3.6 All communication traffic (e.g. call, fax and sms traffic) to Numbers should be routed using the interconnect model of routing as specified in the Communications Alliance guideline: G511:1998 1800/13/1300 Number Portability - Network Plan.
- 3.3.7 After implementation of the Port by the Losing Carrier, all calls to that Number shall be routed to the Gaining Carrier's network. Bearing in mind the routing requirements of the Numbering Plan, the Gaining Carrier and CSP shall terminate these calls to provide "any-to-any connectivity" and in such a way that the caller does not mistake call termination as a fault.
- 3.3.8 Once the Porting Number Request has been confirmed by the Losing Carrier, the Losing Carrier must not initiate any activity associated with the Number, including Customer or CSP initiated changes that impact on the Port process.
- 3.3.9 The Porting implementation process shall be considered to be successfully completed when the Losing Carrier, the Gaining

Carrier and LASD subscribers have implemented Porting in accordance with the Code and the System.

- 3.3.10 CSPs are required to implement an equivalent process to support Portability for and between their Resellers.

### **3.4 Service Metrics**

- 3.4.1 Time for a Losing Carrier to respond to a Port request is 100% within two Business Days. (E.g. If a Port request is received at 8am Monday, the Losing Carrier must respond by 8am Wednesday). If a Port request is received after 4:00pm on a Business Day, or on a non-Business Day, the request is deemed to have been received at 8:00am on the following Business Day.
- 3.4.2 Time for a Losing Carrier to respond to Port complete message is 95% in 2 Hours & 99.9% in 16 Hours. Port complete messages received after 5:00pm on a Business Day, or on a non-Business Day, are considered to have been received at 8:00am on the next Business Day.
- 3.4.3 Time for a LASD subscriber to implement LASD advice is 95% in 1 Hour & 99.9% in 8 Hours.

Where a LASD receives advice to change the routing information for a Number and they are also the CPSD for that Number, they are not required to act on the LASD advice and may advise the System that network conditioning is completed, provided that they have arrangements in place with the Losing Carrier for the Number which will enable them to respond to the Losing Carrier complete Port message within the response time.

NOTE: Steps may be taken to enforce the porting response times, including rejecting all port requests from a Supplier while they have an outstanding port request or port complete message to which it has not responded within the required timeframes.

### **3.5 Resources**

- 3.5.1 Suppliers must provide sufficient staff to manage operational procedures during Standard Hours of Operation.

### **3.6 Carrier Contact List**

- 3.6.1 All Carriers who participate in INP must ensure that they have supplied and keep up to date the information specified in Appendix A.

NOTE: Communications Alliance will maintain an industry list with the contact information for INP and will periodically engage with those nominated representatives to ensure that the list is accurate. Resellers should contact their Carrier or PSD in the event of a porting escalation.

### **3.7 Bilateral Agreements**

- 3.7.1 Parties to the Code may agree terms and conditions in their Bilateral Agreements for the provision of all appropriate and relevant service information that is required to facilitate and support the process for the implementation of a Customer's Port request in an efficient and expeditious manner.
- 3.7.2 The Act and the Numbering Plan require Carriers and CSPs who hold Portable Numbers to provide INP. The Act recognises that the terms and conditions on which INP is to be provided are to be agreed between the Carriers and CSPs (referred to in the Code as Bilateral Agreements).
- 3.7.3 The Code sets minimum acceptable practices, which do not unnecessarily limit industry's ability to improve on the minimum level. The Code does not constrain two or more individual industry participants agreeing to different arrangements provided that those arrangements meet the minimum acceptable practices defined in the Code.
- 3.7.4 Parties to the Code recognise that two or more individual participants may enter into Bilateral Agreements in relation to matters covered by the Code provided that those arrangements do not impact on the ability of other industry participants to interface with parties to those arrangements in accordance with minimum acceptable practices.

NOTE: Any such Bilateral Agreements should comply with the Competition and Consumer Act 2010 (Cth), including the anti-competitive conduct and competition notices provision of Part XIB.
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### **3.8 Porting Delays**

Carriers and CSPs must advise other impacted Carriers or CSPs as soon as practicable and in any event no later than two Business Days after becoming aware of any delays, whether system, exchange or validation, that prevents processing of Porting Requests within the agreed time frames. Other delays such as network failures or major outages should be managed as per service assurance agreements between the parties.

## 4 PORTING PROCESS

### 4.1 General Process Requirements

#### Application of the Porting Process

- 4.1.1 The Porting processes described in this Section apply to the Gaining or Losing Carriers and CSPs.

#### Customer to Complete and Submit Customer Authorisation (CA)

- 4.1.2 Before commencing the Porting process, the Gaining CSP must obtain the Customer's consent and, where relevant provide the Customer with information as required in the Telecommunications Consumer Protections (TCP) Code C628:2015 (Incorporating Variation No.1/2016).
- 4.1.3 To initiate a Port, the Gaining CSP must obtain a CA.

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

- 4.1.4 If a Customer makes a Porting request via any CSP other than the Gaining CSP, that CSP must promptly advise the Customer to contact the Gaining CSP.

#### Guide to Requirements for Customer Authorisation

Refer to G651:2015 Customer Authorisation Guideline.

Consent is required via a CA from the Customer, covering each Telephone Number to be Ported.

A CA includes, but is not limited to, paper based, electronic, internet pages or voice authorisations recorded on audio media. The Gaining CSP must ensure that the CA contains the following minimum information:

- Customer's details including title, name or business name and address and (where applicable) authorised representative;
- acknowledgment that the Customer requesting the porting is the Rights Of Use Holder of the Numbers set out in the CA, or is authorised to request Porting in respect of the Numbers set out in the CA;
- name of the Gaining CSP;
- name of the Losing CSP;
- list of Numbers(s) to be Ported and associated Service Account Number(s);
- authorisation date;
- Customer's authorisation for the Port to take place; and

- an acknowledgment by the Customer that they have been advised by the Gaining CSP that:
  - by Porting the Number, some services which are associated with that Telephone Number in the Losing Carrier or CSP's network may be altered or terminated;
  - by Porting the Number, there may be costs and obligations incurred, including but not limited to, termination fees and porting fees; and
  - during the Port, there may be a period where calls are not received.

If there is insufficient space to include all telephone numbers and Service Account Numbers the Customer may attach a schedule detailing this additional information. Each additional page must be numbered sequentially (e.g. 1 of 20 etc.).

#### **CA Validation by Gaining CSP**

- 4.1.5 Upon obtaining a CA from a Customer, the Gaining CSP must perform validation checks:
- (a) obtaining and recording the Service Account Number for the Customer;
  - (b) confirming that the date of the CA is not more than 90 calendar days old.
- 4.1.6 If a CA cannot be validated as required by Clause 4.1.5 the Gaining CSP must not process the Porting Number Request.

#### **CA Validation Enquiries**

- 4.1.7 Enquiries may be raised by a CSP in relation to claims of unauthorised Porting.

#### **CA Enquiries, Disputes and Complaints**

- 4.1.8 If a Customer raises a dispute regarding an authorisation the Losing CSP may request a copy of the CA from the Gaining CSP to resolve the Customer's complaint.
- 4.1.9 The Gaining CSP must provide a copy of the CA within two Business Days of receipt of a request by a CSP, unless a longer period is agreed between the Gaining CSP and the Losing CSP.

#### **Unauthorised Ports**

- 4.1.10 As a result of a Customer dispute regarding the authorisation of a Port, the CA is deemed to be invalid if any of the following criteria are satisfied:
- (a) the Gaining CSP who initiated the Port is unable to provide on request a CA or where appropriate authorisation for the

agent to act on the Customer's behalf within the timeframes specified in Clause 4.1.9;

- (b) the CA relating to that Number is not complete and is missing some of the mandatory information outlined in Guidance to Requirements for Customer Authorisation note after Clause 4.1.4;
- (c) information supplied is indecipherable; or
- (d) the authorisation date of the CA is more than 90 days before receipt of the Port Number Request sent by the Gaining Carrier to the Losing Carrier.

4.1.11 If any of the criteria in Clause 4.1.10 applies, the Losing CSP may, with the agreement of the Customer, request the Port of the Number back to the Losing CSP. In these circumstances the Losing CSP must notify the nominated Gaining CSP's representative in writing.

## **4.2 Port Process**

4.2.1 Porting transactions are done electronically via the System. However, before commencing a Port transaction, the Gaining CSP must obtain a CA to Port.

4.2.2 To initiate a Port the Gaining Carrier must forward the Port Number Request to the Losing Carrier using the System using information extracted from the CA. The Losing Carrier can only use the Porting Number Request information for the purposes of Porting that number and cannot use the information for any other purpose (such as winning back the customer).

4.2.3 The Port Number Request must include:

- (a) service number to be Ported;
- (b) ACN;
- (c) Losing Carrier;
- (d) Gaining Carrier;
- (e) Gaining CSP;
- (f) Service Account Number; and
- (g) CA date

### **Port Number Request Validation**

4.2.4 Upon receipt of a Port Number Request from the Gaining Carrier, the Losing Carrier must validate that the Number associated with the Port Number Request:

- (a) is Issued;

- (b) is associated with the Service Account Number details provided;
- (c) has not already been Ported to another Carrier;
- (d) is not Disconnected or Pending Disconnection at the time the Port Request is received by the Losing Carrier;
- (e) has a CA date that is not more than 90 calendar days old; and
- (f) does not have a current Porting Request pending.

#### **Port Number Reply**

- 4.2.5 After receiving a Port request via the System and assessing the request in accordance with Clause 4.2.4, the Losing Carrier must accept or reject that request within two Business Days. If a request is received after 4:00pm on a Business Day, or on a non-Business Day, the request will be deemed to have been received at 8:00am on the following Business Day.

#### **Cancel Port Request**

- 4.2.6 The Gaining Carrier may withdraw a Port Request via the System by submitting a Cancel Port Request transaction.

#### **Expiry of a Port**

- 4.2.7 If a Port Proceed is not received by the Losing Carrier up to and including 90 calendar days after the CA date the Port Number Request will expire on the next Business Day.

#### **Port Proceed**

- 4.2.8 After receipt of a successful Port Number Reply and after the Gaining Carrier has finished provisioning the Freephone or Local Rate Service, they may notify the System to proceed with the Port by submitting a Port Proceed transaction.

#### **Port Completion Advice**

- 4.2.9 Upon receipt of a Port Proceed transaction from the Gaining Carrier, the Losing Carrier must complete the Port and respond to the Port Proceed within 2 hours in 95% of cases and within 16 hours in 99.9% of cases.
- 4.2.10 Upon receipt of notification by the System to update switches LASD Subscribers must update their switches accordingly and respond to the System within 1 hour in 95% of cases and within 8 hours in 99.9% of cases.

#### **Invalid Ports**

- 4.2.11 In circumstances where the Gaining Carrier or CSP or Losing Carrier or CSP becomes aware of an Invalid Port, that party

should contact either the Gaining CSP or Losing CSP to initiate resolution actions.

- 4.2.12 The Gaining CSP may need to contact the Customer to determine the Customer's intention.
- 4.2.13 Where an Invalid Port needs to be corrected the Port Reversal Form must be completed and signed by both the Gaining Carrier and Losing Carrier and forwarded to INMS only in the event of requiring INMS assistance to resolve a Port dispute. The Port Reversal should take place as soon as possible after the completion of the Port Reversal Form.



## 5 REFERENCES

<b>Publication</b>	<b>Title</b>
<b>Industry Codes</b>	
C513:2015	Customer and Network Fault Management
C566:2005	Rights of Use of Numbers
C628:2015	Telecommunications Consumer Protections (TCP) Code (Incorporating Variation No.1/2016)
<b>Industry Documents</b>	
INMS Ltd Business Rules for the Management of Portable Freephone and Local Rate Numbers	
INMS XML Interface Specification	
<b>Industry Guidelines</b>	
G651:2015	Customer Authorisation Guideline
G511:1998	1800/13/1300 Number Portability – Network Plan
<b>Legislation</b>	
<i>Competition and Consumer Act 2010</i>	
<i>Privacy Act 1988</i>	
<i>Telecommunications Act 1997</i>	
<i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i>	
<i>Telecommunications Numbering Plan 2015</i>	

## APPENDIX

### A INP CARRIER CONTACT MATRIX

Carriers must complete this matrix and provide to Communications Alliance.  
Carriers must maintain and keep the contacts current. Communications Alliance will maintain the INP Carrier contact matrix on their website – [www.commsalliance.com.au](http://www.commsalliance.com.au). The contact list is password protected.

Carrier Name	INP Query Type	Phone	Email	Technical Contact	1 <sup>st</sup> level Escalation	2 <sup>nd</sup> level Escalation
	Admin / Contractual					
	CA Requests					
	Missing / Delayed Transactions					
	Escalations					
	Disputed Rejects					
	Planned / Unplanned Outages					
	Reversals					
	Incidents / Faults LASD Problems					
	Data Extracts					
	Disaster Recovery					
	INMS Technical Rep					

## APPENDIX

### B PORT REVERSAL FORM

Example format:

<b>FREEPHONE &amp; LOCAL RATE SERVICE NUMBER PORT REVERSAL FORM</b>	
The following service number ..... (insert number) has been ported from ..... (insert PSD name) to ..... (insert PSD name) without the proper authorisation from the customer, the customer's authorised representative or CSI.	
The parties agree that the above port should be reversed as soon as possible.	
Both parties agree that the port costs relating to the unauthorised port will be paid by the offending PSD.	
PSD1	PSD2
.....	.....
Print Name	Print Name
.....	.....
Signed	Signed
.....	.....
Telephone	Telephone
.....	.....
Facsimile	Facsimile
.....	.....
Email address	Email address
.....	.....
Date	Date

## **PARTICIPANTS**

The Working Committee that developed the Code consisted of the following organisations and their representatives:

<b>Organisation</b>	<b>Membership</b>	<b>Representative</b>
Australian Communications and Media Authority (ACMA)	Non-voting	Gerry O'Reilly
M2 Group	Voting	Chris Kulpa
Symbio	Voting	Geoff Brann
Optus	Voting	Richard Stern
Optus	Non-voting	Xanthe Corbett-Jones
Paradigm One	Voting	Devendra Gupta
Telstra	Voting	David Fabbian
Telstra	Non-voting	Andrew Westwood
Telstra	Non-voting	Guy Di Paola
VHA	Voting	Alexander R Osborne

Craig Purdon of Communications Alliance provided project management support.

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

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

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

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



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**Level 12  
75 Miller Street  
North Sydney  
NSW 2060 Australia**

**Correspondence  
PO Box 444  
Milsons Point  
NSW 1565**

**T 61 2 9959 9111  
F 61 2 9954 6136  
E [info@commsalliance.com.au](mailto:info@commsalliance.com.au)  
[www.commsalliance.com.au](http://www.commsalliance.com.au)  
ABN 56 078 026 507**

Care should be taken to ensure the material used is from the current version of the Standard or Industry Code and that it is updated whenever the Standard or Code is amended or revised. The number and date of the Standard or Code should therefore be clearly identified. If in doubt please contact Communications Alliance