

**COMMUNICATIONS
ALLIANCE LTD**



DRAFT INDUSTRY GUIDELINE

DR G602.1:2016

LOCAL NUMBER PORTABILITY

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

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1 INTRODUCTION

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

A Carrier and CSP must provide LNP in accordance with the requirements set out in the *Local Number Portability Industry Code (C540:2016)* (the Code) and any relevant legislation or subordinate legislative instruments as issued from time to time by ACMA or the ACCC.

1.1 Background

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

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

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

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

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

1.2 Scope

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

1.3 Objectives

To meet the Code's requirements, this Guideline details the IT and operational procedures between Carriers and CSPs for LNP as follows:

- (a) Context Diagrams;

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

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

1.4 2016 Revision

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

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

1.5 Guideline Review

The Guideline will be reviewed every 5 years subsequently, or earlier in the event of significant developments that impact on the Code or Guideline, or a chapter within the Code or Guideline.

2 GENERAL

2.1 Customer Authorisation

Porting can only be authorised by the Customer (or a person authorised in writing by the Customer) using a CA (Customer Authorisation) which includes, but is not limited to, paper based, electronic, Internet pages or voice authorisations recorded on audio media). In this context it is important to note that the Customer is the person to whom a Telephone Number is issued by a CSP or who has the right to Port that Telephone Number. This may not necessarily be the person who has a direct contractual relationship with the Losing Carrier (e.g. in a reseller scenario).

2.2 Porting Processes

Processes and procedures are described in the Code and include the Porting of Telephone Numbers associated with both simple services (i.e. single line PSTN services) and complex services associated with Portable Telephone Numbers. For the purposes of the Code there are three processes:

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

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

- (a) the switch technology used by each Carrier; the nature of and varying delivery methods for particular kinds of complex service (e.g. indial, hunt group, VPN);
- (b) the size of the customer installation;
- (c) the need to coordinate the Porting process with other Customer requirements; and
- (d) Cat. D (a process using an automated method within a standard timeframe for services usually Ported using the Cat. A process and which are on ULLS Call Diversion).

2.3 Retarget and Withdrawal of Ports

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

2.4 Reversal or Emergency Return

A Reversal or Emergency Return may be initiated in the event that problems are encountered after Porting has been commenced.

The need for a Reversal or Emergency Return may arise for a variety of reasons. For example, fault conditions in the Gaining Carrier or CSP's network or faults with the call redirection arrangements implemented in the Donor Carrier's network.

2.5 Give Back and Quarantining of Telephone Numbers

Upon disconnection of a service the Telephone Number will be Given Back to the Donor Carrier and placed into Quarantine.

2.6 Transaction Validation Processes

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

2.7 Third Party Porting

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

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

2.8 Ported Local Number Registers and Call Routing

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

2.9 Bilateral Agreements

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

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

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

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

3 ACRONYMS AND DEFINITIONS

Please note that section references within these definitions apply to the *Local Number Portability Industry Code Incorporating Variation No.2/2016 (C540:2013)*, and not this Guideline.

3.1 Acronyms

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

| | |
|-----------------------|--|
| ACI | Australian Communications Industry Forum Limited |
| ACMA | Australian Communications and Media Authority |
| AP | Access Provider |
| AS | Access Seeker |
| ASD | Access Service Deliverer |
| CA | Customer Authorisation |
| Cat. A Process | Category A Process |
| Cat. C Process | Category C Process |
| Cat. D Process | Category D Process |
| CCA | Complex Cutover Advice |
| CSP | Carriage Service Provider |
| CNA | Complex Notification Advice |
| ECA | Electronic Cutover Advice |
| OASD | Originating Access Service Deliverer |
| LNP | Local Number Portability |
| PABX | Public Automatic Branch Exchange |
| PNO | Porting Notification Order |
| PNV | Pre-port Number Validation |
| PSS | Portability Service Supplier |
| SNA | Simple Notification Advice |
| TCCA | Transfer Complex Cutover Advice |
| TCNA | Transfer Complex Notification Advice |
| TECA | Transfer Electronic Cutover Advice |
| TrSD | Transit Service Deliverer |
| TSNA | Transfer Simple Notification Advice |
| ULLS | Unconditioned Local Loop Service |

3.2 Definitions

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

Access Line

means the line connecting a Customer's premises to a local exchange which is owned or operated by a Carrier to which a Telephone Number is directly connected.

Act

means the *Telecommunications Act 1997*.

Access Provider

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

Access Seeker

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

Access Service Deliverer

means the Carrier to whose network an Access Line is directly connected.

Bilateral Agreement

means any agreement between two parties.

Business Day

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

Carriage Service

has the same meaning as in the Act.

Carriage Service Provider

has the meaning given by section 87 of the Act.

Carrier

has the meaning given by section 7 of the Act.

Category A Process

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

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

Category C Process

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

Category D Process

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

Commencement Time

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

Completion Advice

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

Complex Cutover Advice

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

Complex Notification Advice

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

Complex Telephone Service

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

Confirmation Advice

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

Customer

means a person to whom a Telephone Number is Issued.

Customer Access Module

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

Customer Authorisation

means an authorisation by the Customer or their agent to Port Telephone Numbers, containing the minimum mandatory requirements specified in the guide under Clause 4.1.2.

Cutover Date

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

Cutover Time

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

Disconnection

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

Donor Carrier or Donor CSP

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

Donor Transit Routing

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

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

Electronic Cutover Advice

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

Emergency Retarget

means the change of a Cutover Date and Commencement Time on the day of the proposed Cutover as per Clauses 4.4.56 to 4.4.63.

Emergency Retarget Authorisation

means the authorised agreement between the Gaining CSP's project manager and the Losing Carrier's project manager to implement an Emergency Retarget if required.

Emergency Return

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

Emergency Return Authorisation

means the prior agreement authorised by the Customer and agreed between the Gaining CSP's project manager and the Losing Carrier's project manager to implement an Emergency Return if required.

Emergency Return Request Period

means the period of time to restore service to Telephone Numbers associated with Ports using the Cat. C Process in accordance with Clause 4.4.66.

Expiry Notification

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

Final Cutover Notification Interface

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

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

Gaining Access Seeker

means the Carrier/Carriage Service Provider identified on a CA that will provide the Customer with services over the ULLS immediately after the Effective Date of Transfer. For the avoidance of doubt, the Gaining AS may also be the Access Provider.

NOTE: In the case of Cat. D a Gaining Access Seeker may be the same as the Gaining Carrier.

Gaining Carrier

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

Gaining CSP

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

Give Back

means the return of a Ported Telephone Number from a Gaining Carrier to the Donor Carrier in accordance with Clauses 7.6.1 to 7.6.2. Given Back has a corresponding meaning.

Give Back Notification

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

Implementation Schedule

means an agreement between the Gaining CSP's project manager and the Losing Carrier's project manager which includes the relevant activities for the Port specified in Clause 4.4.53 of the Code.

Issued (number)

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

Local Number Portability

means the Porting of Telephone Number(s) associated with the provision of a Local Service, from a Losing Carrier network to a Gaining Carrier

network (but not any service or features associated with the Telephone Number(s)).

Local Service

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

Local Time

means the time zone applicable to the geographic area to which the Telephone Number being Ported is assigned.

Losing Access Seeker

means the Carrier/Carriage Service Provider that provided the Customer with services over the ULLS immediately before the Effective Date of Transfer.

Losing Carrier

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

Losing CSP

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

National Public Holiday

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

Network Provider

means an OASD, PSD, PSS or a TrSD.

Numbering Plan

means the *Telecommunications Numbering Plan 2015*.

Originating Access Service Deliverer

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

Pending Disconnection

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

Port

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

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 LNP. For example, Port administration services, Ported Telephone Number reference databases and network services for call routing.

Ported Local Number Register

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

Ported Telephone Number

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

Porting Notification Advice

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

Porting Notification Order

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

- (a) Complex Cutover Advices;
- (b) Complex Notification Advices;
- (c) Confirmation Advices;
- (d) Expiry Notifications;
- (e) Give Back Notifications;
- (f) Port pending advices;
- (g) Port pending cancellations;
- (h) Receipt Advices;
- (i) Reject Advices;
- (j) Retargets;
- (k) Simple Notification Advices;
- (l) Transfer Simple Notification Advices;
- (m) Transfer Complex Notification Advices;
- (n) Transfer Complex Cutover Advices; and
- (o) Withdrawals.

Porting Request

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

Pre-Port Number Validation

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

Provisioning Centre (of a Carrier or CSP)

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

Quarantine

means the status of a Telephone Number which has been Ported and Given Back to the Donor Carrier and which is held by the Donor Carrier and is not Issued to any Customer except in accordance with Clause 6.1.11.

Receipt Advice

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

Receipt Time

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

Reject Advice

means an advice from the Losing Carrier, or the Donor Carrier in the case of Third Party Ports, to the Gaining Carrier which specifies that a Porting Request in a Porting Notification Advice (SNA or CNA), Withdrawal, Retarget, Give Back, TCCA, TECA, ECA or CCA has been rejected. A Reject of a Porting Notification Advice sends it to a terminal status and any resubmitted Porting Request will be treated as if it were being submitted for the first time.

Retarget

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

Reversal

means the reinstatement of a Customer's service with the Losing CSP during the Reversal Period in accordance with Clauses 4.2.38 to 4.2.40 for Telephone Numbers Ported using the Cat. A Process or Clauses 4.5.36 to 4.5.39 for Telephone Numbers Ported using the Cat. D Process. Reversals are not permitted for the Cat. C Process. Reverse has a corresponding meaning.

Reversal Period

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

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

Service Account Number

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

Simple Notification Advice

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

Simple Telephone Service

means a Local Service which has a one to one relationship between the Telephone Number and the relevant access line.

Standard Hours of Operation

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

Standard Porting

means the Porting process where the Port is between two Carriers, one of which is the Donor Carrier.

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.

Telephone Number

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

Third Party Porting

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

Transfer

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

Transfer Complex Cutover Advice

means an advice contained within a Porting Notification Order from the Gaining Carrier to the Donor Carrier.

Transfer Complex Notification Advice

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

Transfer Electronic Cutover Advice

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

Transfer Reversal

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

Transfer Simple Notification Advice

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

Transit Service Deliverer

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

ULLS Call Diversion

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

Unconditioned Local Loop Service

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

Withdrawal

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

3.3 Interpretations

In the Guideline 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.

4 GENERAL PRINCIPLES

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

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

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

5 OPERATIONAL TIME AND SYSTEM AVAILABILITY

5.1 Assumptions

- 5.1.1 All time values in transactions are specified in Local Time (i.e. Sydney, Perth etc).
- 5.1.2 To support different time zones CCAs and TCCAs and their associated Retarget transactions include a time zone field. This time zone is specified as the time difference from GMT. The valid values are:
 - (a) 0800 for Perth/WA;
 - (b) 0930 for Darwin/NT and Adelaide/SA;
 - (c) 1000 for Brisbane/QLD, Sydney/NSW, Canberra/ACT, Melbourne/VIC and Hobart/TAS;
 - (d) 0900 for Perth/WA during Daylight Saving;
 - (e) 1030 for Adelaide/SA during Daylight Saving; and
 - (f) 1100 for Sydney/NSW, Canberra/ACT, Melbourne/VIC and Hobart/TAS during Daylight Saving.
- 5.1.3 It is the responsibility of the Gaining Carrier to ensure the time zone GMT value is correct.
- 5.1.4 It is the responsibility of the Losing Carrier and the Donor Carrier to apply any necessary conversion due to time zone differences.
- 5.1.5 The agreed operational times are specified in Sydney Local Time i.e. Start of day processing for the daily file will be 7.00am Sydney Local Time.
- 5.1.6 The agreed operational window for Hot Batch notification and responses and Port completions is specified in Sydney Local Time.
- 5.1.7 Only those PNO files received before the start of the Business Day will be processed as having been received on that Business Day and will have a Receipt Date of that Business Day. PNO files received after the start of the Business Day will be processed as if they were received on the following Business Day and will have a Receipt Date of the next Business Day.
- 5.1.8 The receipt time for all files is the date/time stamp when the file is received by the Carrier.
- 5.1.9 Clock synchronisation will be specified as part of the Bilateral Agreement between Carriers.
- 5.1.10 The Receipt Date of the PNO file will be known as Day 0 and is determined based on the receipt time of the PNO file. PNO files received before 7:00 am on a Business Day will have a Receipt Date of that Business day. PNO files received after 7:00 am on a Business Day will have a Receipt Date of the next Business day.

- 5.1.11 The Receipt Date is used as the basis for determining all date based time periods.
- 5.1.12 The Port Expiry will take effect at the end of Standard Hours of Operation on that Business Day.
- 5.1.13 The following tables identify the calculation of Business Days and calendar days.

5.2 Business Days

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

5.3 Calendar Days

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

5.4 Cat. A

| PNO Received | Mon | Tue | Wed | | Mon | Tue | Wed |
|----------------|-------------------|---------------------------|--|--|--|--|------------------------------|
| | 30/6 | 1/7 | 2/7 | | 28/7 | 29/7 | 30/7 |
| At 6:45 am Mon | Day 0 | Day 1 | Day2 | Day 3 to Day 27 | Day 28 | Day 29 | Day 30 |
| SNA | SNA received | SNA Confirmation received | | | | | |
| ECA | | | ECAs can be received during Standard Hours of Operation for this day | ECAs can be received during Standard Hours of Operation for these days | ECAs can be received during Standard Hours of Operation for these days | ECAs can be received during Standard Hours of Operation for this day | ECAs rejected |
| Retarget | | | Retargets can be received | Retargets can be received | Last day for a Retarget to be received | Retargets rejected | |
| Expiry | 30 days to Expiry | 29 days to Expiry | 28 days to Expiry | 27 to 3 days to Expiry | 2 days to Expiry | Expiry at end of Standard Hours of Operation today | Expiry notification received |

5.5 Cat. C

| | At 6:45am Mon | Calendar Days | Business Days | CNA | CCA | CCA Retarget | Expiry |
|-----|---------------|---------------|---------------|-----------------------------|-----|--------------|--------------------|
| Mon | 1/5 | Day 0 | Day 0 | CNA received | | | 120 days to Expiry |
| Tue | 2/5 | Day 1 | Day 1 | CNA Receipt advice received | | | 119 days to Expiry |
| Wed | 3/5 | Day 2 | Day 2 | | | | 118 days to Expiry |
| Thu | 4/5 | Day 3 | Day 3 | | | | 117days to Expiry |
| Fri | 5/5 | Day 4 | Day 4 | | | | 116 days to Expiry |

| | At 6:45am Mon | Calendar Days | Business Days | CNA | CCA | CCA Retarget | Expiry |
|-----|------------------|-------------------------------|------------------|-------------------------------------|---|--|-----------------------|
| Sat | 6/5 | Day 5 | | | | | 115 days to Expiry |
| Sun | 7/5 | Day 6 | | | | | 114 days to Expiry |
| Mon | 8/5 | Day 7 | Day 5 | CNA Confirm ation received | | | 113 days to Expiry |
| Mon | 12/6 | Day 42 Queen's Birthday | P/Hol | | | | 78 days to Expiry |
| Mon | 14/8 | Day 105 | Day 74 | | | | 15 days to Expiry |
| Tue | 15/8 | Day 106 | Day 75 | | | | 14 days to Expiry |
| Wed | 16/8 | Day 107 | Day 76 | | | | 13 days to Expiry |
| Thu | 17/8 | Day 108 | Day 77 | | | | 12 days to Expiry |
| Fri | 18/8 | Day 109 | Day 78 | | | | 11 days to Expiry |
| Sat | 19/8 | Day 110 | | | | | 10 days to Expiry |
| Sun | 20/8 | Day 111 | | | | | 9 days to Expiry |
| Mon | 21/8 | Day 112 | Day 79 | | Last day for the receipt of a CCA (if Cutover Date is before Business Hours on 28/8) | Last day for the receipt of a CCA Retarget (if existing Cutover Date is before Business Hours on 28/8) | 8 days to Expiry |
| Tue | 22/8 | Day 113 | Day 80 | | Receive CCA Receipt advice | Receive CCA Retarget Receipt advice | 7 days to Expiry |
| Wed | 23/8 | Day 114 | Day 81 | | | | 6 days to Expiry |
| Thu | 24/8 | Day 115 | Day 82 | | Receive CCA | Receive CCA | 5 days to |

| | At 6:45am Mon | Calendar Days | Business Days | CNA | CCA | CCA Retarget | Expiry |
|-----|--------------------------|--------------------------|--------------------------|------------|--------------------------------|---|--|
| | | | | | Confirmati on/ Rejection | Retarget Confirmatio n/ Rejection | Expiry |
| Fri | 25/8 | Day 116 | Day 83 | | | | 4 days to Expiry |
| Sat | 26/8 | Day 117 | | | | | 3 days to Expiry |
| Sun | 27/8 | Day 118 | | | | | 2 days to Expiry |
| Mon | 28/8 | Day 119 | Day 84 | | | | Expiry at midnight today |
| Tue | 29/8 | Day 120 | Day 85 | | | | Expiry notificati on received |
| Wed | 30/8 | Day 121 | Day 86 | | | | |

6 PORTING PROCESS

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

In the table below:

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

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

7 FILE DETAILS

7.1 Unique Reference Number

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

7.2 Reject

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

7.3 PNO File

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

7.4 Hot Batch File

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

| Attribute Name | Format | Comment |
|--------------------|--------------|---|
| Number | | increments up to 9999 when the numbering restarts at 0001. Files are processed in order as they are received (i.e. can be out of sequence order). |
| File Creation Date | CCYYMMD D | Standard date field |

7.5 Header

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

7.6 File Trailer

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

7.7 File Miscellaneous

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

8 TECHNICAL NETWORK ARCHITECTURE

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

8.1 Core Network Components

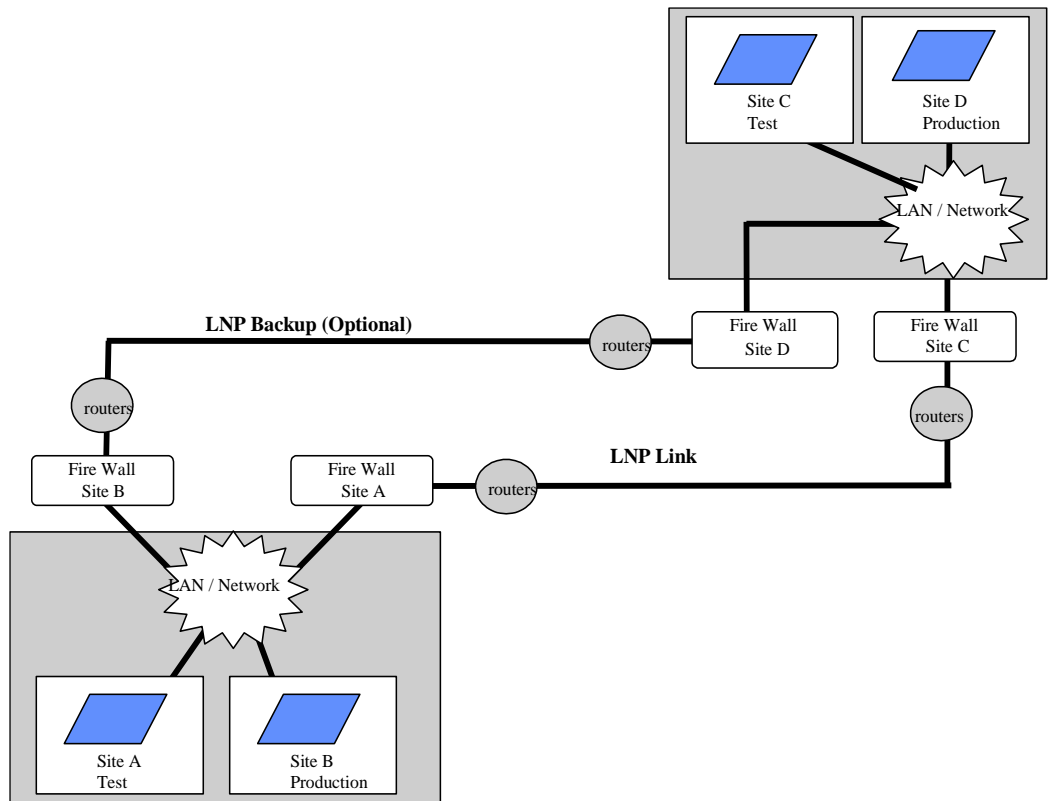
The following is a high level description of the core components required to be agreed to establish connectivity between the Carriers and CSPs.

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

8.2 Network Structure

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

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



9 OPERATIONAL PROCESSES

9.1 Late Receipt of Notifications - PNO Process

- 9.1.1 In the instance where a response on any Port notification is not provided within the agreed time frames, the Gaining Carrier must advise the Losing Carrier as soon as possible after detection of the problem by email or other method, as agreed. If a problem is detected by the Losing Carrier or Gaining Carrier that may impact on a Port, the party identifying the problem will notify the other party by phone. The Losing Carrier or Gaining Carrier must respond to this call within two hours after receipt, where possible.
- 9.1.2 The responding party's notification must detail the current status of the problem and whether each Porting notification is accepted, rejected or unprocessed. Response codes, if rejected, must be included in the response and advices will be forwarded by the PNO File.

9.2 Late Receipt of Notifications - FCN Process

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

9.3 Gaining Carrier ECA Escalations

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

9.4 Delay in Provision of PNO or FCN Files

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

9.5 Porting Delays and Unplanned Outages

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

9.6 Manual Final Cutovers

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

9.7 Invalid Transactions (Not Expected)

9.7.1 In the case that either the Gaining or Losing Carrier receives a transaction which is not expected, (e.g. a confirmation is received where a notification hadn't been generated) that party will either:

- (a) provide a reject transaction (where it is appropriate to provide an electronic response); or
- (b) advise the party, from which they have received the transaction, by e-mail, that this event has occurred.

9.7.2 The notifying party will include all relevant details when raising this problem including Telephone Number, batch reference number (where applicable), date of receipt and an indication of whether it was received in a PNO File or via the Final Cutover Notification Interface.

9.7.3 The party to whom this problem is raised will investigate why this transaction was sent and respond by e-mail within one Business Day of the receipt of the inquiry.

9.8 Disputed Rejects

9.8.1 If a Customer disputes a reject with the Gaining Carrier or CSP, the Gaining Carrier or CSP's operational contact may forward a disputed reject request to the nominated Losing Carrier or CSP's representative detailing the Telephone Number and a short explanation of the actual dispute. Each dispute will be allocated a 4-digit sequence number for referencing purposes. The Losing Carrier or CSP will investigate the disputed reject and provide a response by e-mail within four Business hours for simple Porting Requests and two Business Days for complex Porting Requests.

- 9.8.2 If the Gaining Carrier disputes an ECA reject with the Losing Carrier, the Gaining Carrier's operational representative should contact the nominated Losing Carrier's representative by phone detailing the Telephone Number and a short explanation of the actual dispute. The Losing Carrier will investigate the disputed ECA reject and provide a verbal response within one hour of the dispute being lodged.
- 9.8.3 Each party will be responsible for updating their own system to reflect the advice provided by the Losing Carrier.

9.9 Batch Numbering

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

9.10 Batch Reference Number (BRN)

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

9.11 BRN Operational Requirements

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

9.12 Group Batch Reference Number (GBRN)

- 9.12.1 The GBRN is issued by the Gaining CSP where the Gaining CSP wishes to group different batches using Cat. C Processes for

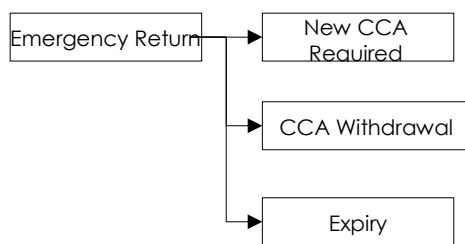
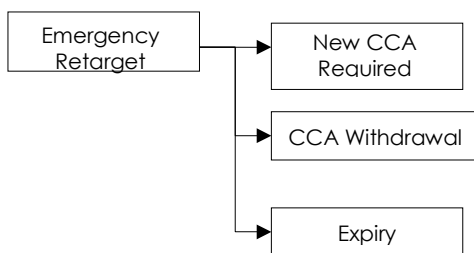
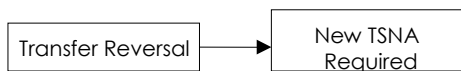
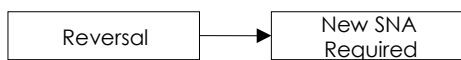
their own internal uses. The only business transactions that allow GBRNs to be included in a PNO file are CNAs and will not be available in any other transactions including cutover advices, Confirmations, Rejections, Retargets, Withdrawals, Transfer Notifications, Give Backs and Completions.

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

10 CUSTOMER COMPLAINTS MANAGEMENT

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

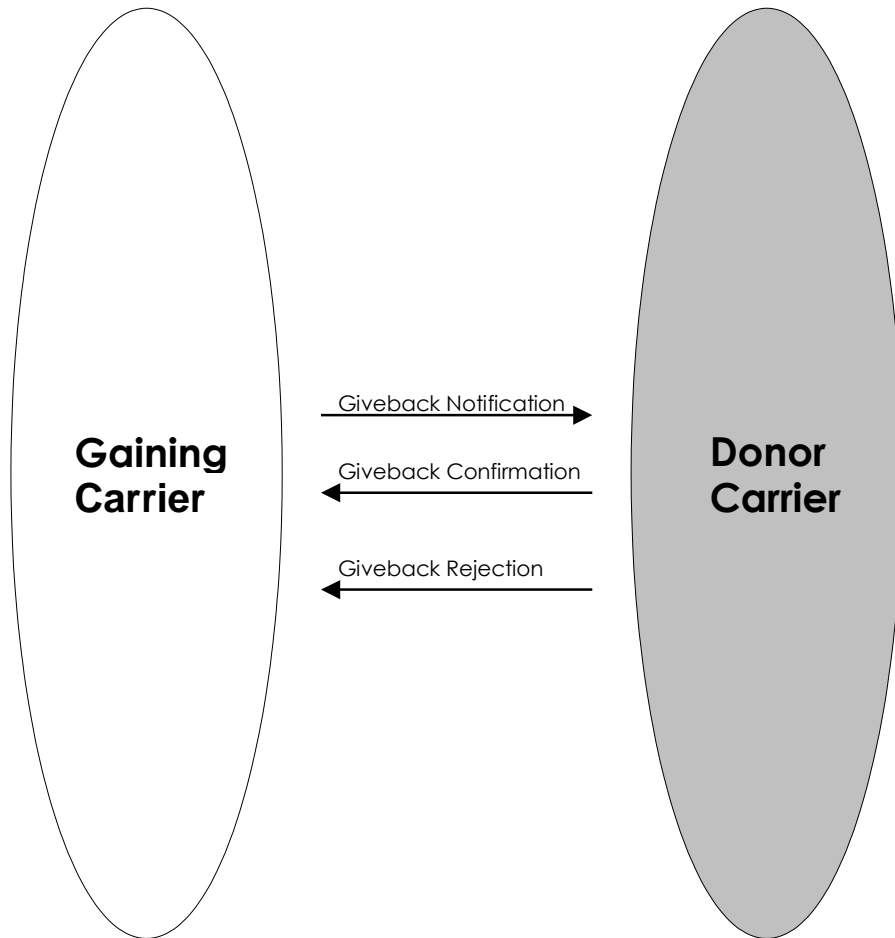
11 EMERGENCY PROCESSING



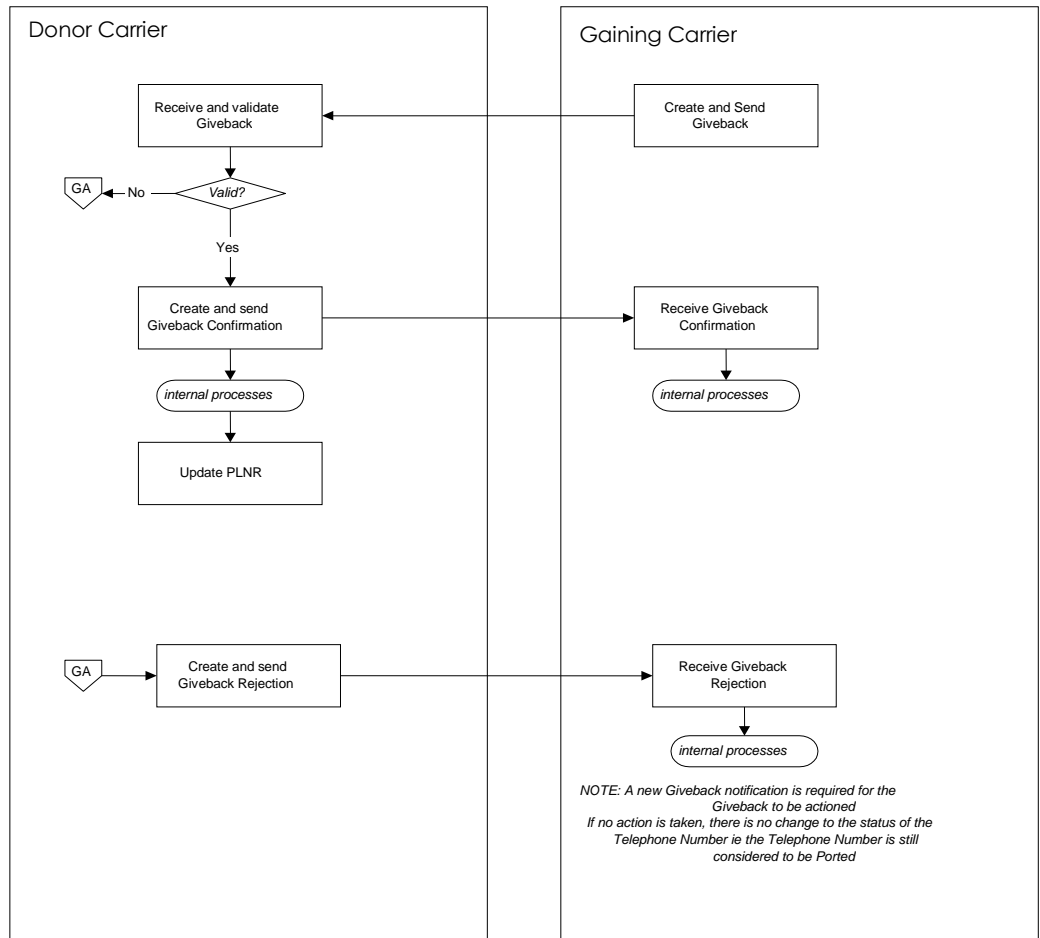
12 GIVEBACK

12.1 Giveback - Context Diagram

The following diagram identifies the agreed transactions that are to be supported for the Giveback Process. A solid line " ← " indicates that the transaction is automated while a broken line " ←..... " indicates that the transaction is manually handled via agreed operational procedures.



12.2 Giveback - Process Flow Diagrams



12.3 Giveback - Process Events and Validations

| GIVEBACK | | | | | |
|---|--|---------|---|--|--|
| Legend for Carriers: G is for Gaining Carrier D is for Donor Carrier | | | Legend for File: D is for Daily PNO H is for Hot Batch | | |
| REF | Event | Carrier | File | Description | Rules |
| 1 | Create and send a Giveback Notification | G | D | Utilised to notify the Donor C/CSP of the Giveback of a Telephone Number i.e. disconnection of number/service. | |
| | Outcomes and Actions | | | Giveback Notification included in daily PNO file for forwarding to Donor Carrier | |
| 2 | Receive and validate Giveback Notification | D | D | | Donor Carrier shall validate and reject if: (a) incorrect record format (response code of 020) (b) the Telephone Number given back has not been ported to the Carrier sending the Giveback Notification (response code of 069) (c) the Telephone Number is not owned by the Donor Carrier (response code of 069) (d) the Telephone Number is not Ported (response code of 038) (e) the disconnection date is not less than receipt date (response code of |

| GIVEBACK | | | | | |
|---|---|----------------|---|---|---|
| Legend for Carriers: G is for Gaining Carrier D is for Donor Carrier | | | Legend for File: D is for Daily PNO H is for Hot Batch | | |
| REF | Event | Carrier | File | Description | Rules |
| | | | | | 062) (f) all mandatory fields are not populated (response code of 018) |
| | Outcomes and Actions | | | | |
| 3 | Send Giveback Confirmation/Rejection | D | D | Utilised to notify the response of a Giveback Notification. | Donor Carrier sends Giveback Confirmation/Rejection within one Business Day of receipt of the Giveback Notification |
| | Outcomes and Actions | | | Confirmation Update the Ported Local Number Register. | |
| 4 | Receive Giveback Confirmation/Rejection | G | D | | |
| | Outcomes and Actions | | | Rejection Internal operational process | |
| 5 | Update Ported Local Number Register | D | N/A | | The update of the PLNR will replace the existing indicator with a new indicator of "C". The next update of the PLNR will remove the entry from the PLNR. |
| | Outcomes and Actions | | | Ported Local Number Register updated | |

12.4 Giveback - Porting Timeframes

| | Confirmation/Reject | Receipt Advice | Limit (for confirmations) | Completion | Expiry | Comments |
|----------|---------------------|----------------|---------------------------|------------|--------|---|
| Giveback | N/A | N/A | One | N/A | N/A | Giveback advice to be provided within two Business Days of the cancellation of the service associated with that Telephone Number. |

12.5 Giveback - Record Description

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

12.6 Giveback Confirmation

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

12.7 Giveback Rejection

| Attribute Name | Data Type | Start | Finish | Value | Mandatory | Description |
|-------------------|-----------|-------|--------|-------|-----------|---|
| Record Version | NUM(2) | 1 | 2 | 01 | Y | |
| Record Type | NUM(3) | 3 | 5 | 060 | Y | |
| Record Identifier | CHAR(3) | 6 | 8 | RSP | Y | |
| Telephone Number | NUM(10) | 9 | 18 | | Y | Full National Number e.g. 0396342223 |

| Attribute Name | Data Type | Start | Finish | Value | Mandatory | Description |
|-----------------------|------------------|--------------|---------------|--------------|------------------|--------------------------------------|
| Reference | CHAR(9) | 19 | 27 | | N | Default is spaces |
| Response Code | NUM(3) | 28 | 30 | | Y | Must be a valid Code from Section 13 |
| Filler | CHAR(220) | 31 | 250 | | | |

13 GIVEBACK - RESPONSE CODES

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

14 PORTED LOCAL NUMBER REGISTER

14.1 Ported Local Number Register Purpose

- 14.1.1 A Ported Local Number Register is maintained by each Donor Carrier. It is available for all other Carriers to read to enable calls to be directed to the correct Carrier.
- 14.1.2 All services which are Ported away from the Donor Carrier are to have an entry on the PLNR, which is used by other Carriers to determine the correct routing of calls to Ported Telephone Numbers.
- 14.1.3 Each Donor Carrier is responsible for maintaining their own Ported Local Number Register in accordance with the rules for populating the Ported Local Number Register.
- 14.1.4 Every Carrier is responsible for reading the Ported Local Number Register of every other Carrier.

14.2 PLNR Site

- 14.2.1 The PLNR must be maintained on the Donor Carrier's website and be password protected.
- 14.2.2 The website address should be in the format [http://plnr.\[orgwebpage\]](http://plnr.[orgwebpage]).
- 14.2.3 Each Donor Carrier must register its PLNR with Communications Alliance by providing the full website address of its PLNR to Communications Alliance.

Note: Communications Alliance will maintain a full list of PLNRs on its website.

14.3 PLNR File Type

- 14.3.1 The PLNR must be stored as an unzipped ASCII text file.
- 14.3.2 The PLNR must be able to be downloaded automatically by the other Carriers.
- 14.3.3 Only the Donor Carrier can update their own PLNR on their website.

14.4 Frequency of Update

The PLNR must be updated only once per day before 3:00 am Monday to Saturday, excluding National Public Holidays.

NOTE: The PLNR must be updated even if there has been no change to the individual Telephone Number entries in the file.

14.5 PLNR File Naming Convention

The PLNR file name will be "PLNR".

14.6 PLNR Action Indicators

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

14.7 PLNR Access

- 14.7.1 The PLNR must be published at a directory-accessible fixed SFTP or HTTP (or as agreed) location. No site navigation should be required to access the PLNR.
- 14.7.2 The password protection mechanism must allow automated access to the protected resource.
- (a) For SFTP, standard username/password authentication suffices.
 - (b) For HTTP, the following mechanisms meet the requirement:
 - (i) Standard HTTP basic or digest authentication as defined in RFC2617.
 - (ii) Form-based authentication – if this mechanism is used, the client must be permitted to pass in the required username and password information as POST data in the request to access the URL.

14.8 Accuracy of Ported Local Number Registers

Bilateral Agreements may include procedures for resolving disputes with regard to the accuracy of a Donor Carrier's Ported Local Number Register.

14.9 Ported Local Number Register Population Rules

14.9.1 Donor as Losing Carrier

| Donor as Losing Carrier | | | | | |
|--------------------------------|--------------------------------------|--------------------------|--------------------------------------|--------------|--------------------------|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day 0 | Port initiated | SNA/CNA received | N/A | N/A | N/A |
| Day 1 to -Day X | Until Port is successfully completed | N/A | N/A | N/A | N/A |
| Day Y | If Port rejected | Reject completed | N/A | N/A | N/A |
| Day Y + 1 day | If Port rejected | Reject completed | N/A | N/A | N/A |
| Day Y | If Port withdrawn | Withdrawal completed | N/A | N/A | N/A |
| Day Y + 1 day | If Port withdrawn | Withdrawal completed | N/A | N/A | N/A |
| Day Y | If Port expired | SNA/CNA Expiry completed | N/A | N/A | N/A |
| Day Y + 1 day | If Port expired | SNA/CNA Expiry completed | N/A | N/A | N/A |

| Donor as Losing Carrier | | | | | |
|--------------------------------|--|---|--------------------------------------|---|---|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day X | Port Completed and Reversal or Emergency Return requested. | Service reinstated on Donor Carrier's network | N/A | N/A | N/A |
| Day X | Port Completed and Reversal Period or Emergency Return Request Period ended. | | 090069999999003A | <p>Updates PLNR within two Business Days of Port completion with a new entry for the Telephone Number identifying the Gaining Carrier and with the action indicator of "A".</p> <p>Provide Donor Transit Routing to the Gaining Carrier for a period of five Business Days from the date the PLNR was updated with the new entry.</p> | <p>Network Providers route all calls from the Donor Carrier's network to the Gaining Carrier's network before the start of business on the day following the update of the PLNR with the new entry.</p> |

| Donor as Losing Carrier | | | | | |
|--------------------------------|------------------------------|-------------------------|--------------------------------------|--|---|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| PLNR update + 1 day & onwards | until another Porting change | - | 090069999999003 | <p>Updates PLNR entry the next day following the entry of the action indicator of "A" by removing the action indicator of "A", leaving the Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "A".</p> | <p>Network Providers route all calls from the Donor Carrier's network to the Gaining Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "A".</p> |

14.9.2 Donor as Gaining Carrier

| Donor as Gaining Carrier | | | | | |
|---------------------------------|---|------------------------------|--------------------------------------|---|---|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day 0 | Port initiated | SNA/CNA sent to Losing C/CSP | 09006999999900 1D | <p>Updates PLNR on the same day that the SNA/CNA is sent by the entry of the action indicator of "D", leaving the specified Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier's network from the date the PLNR was updated with the entry of the action indicator of "D"</p> | Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "D". |
| Day 1 to Day X or Y | until Port is completed, withdrawn or expired | | 09006999999900 1E | <p>Updates PLNR the next day by replacing the action indicator of "D" with "E", leaving the specified Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier's network.</p> | Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "E". |

| Donor as Gaining Carrier | | | | | |
|---------------------------------|---------------------|-------------------------|--------------------------------------|---|--|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day Y | If Port rejected | Reject completed | 090069999999900 1F | <p>Updates PLNR within two Business days of the Port rejection by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier's network for a period of five Business days from the date the PLNR was updated with the entry of the action indicator of "F".</p> | Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network with five Business days of the PLNR being updated with the entry of the action indicator of "F". |
| Day Y + 1 day | If Port rejected | Reject completed | 090069999999900 1 | <p>Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the C The Healing of Harms identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier's network for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".</p> | Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F". |

| Donor as Gaining Carrier | | | | | |
|---------------------------------|---------------------|-------------------------|--------------------------------------|--|--|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day Y | If Port withdrawn | Withdrawal completed | 090069999999900 1F | <p>Updates PLNR within two Business days of the Port withdrawal by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier's network for a period of five Business days from the date the PLNR was updated with the entry of the action indicator of "F".</p> | Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network with five Business days of the PLNR being updated with the entry of the action indicator of "F". |
| Day Y + 1 day | If Port withdrawn | Withdrawal completed | 090069999999900 1 | <p>Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier's network for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".</p> | Network Providers route all calls from the Donor C network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F". |

| Donor as Gaining Carrier | | | | | |
|---------------------------------|---------------------|--------------------------|--------------------------------------|--|--|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day Y | If Port expired | SNA/CNA Expiry completed | 090069999999900 1F | <p>Updates PLNR within two Business days of the Port expiry by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier's network for a period of five Business days from the date the PLNR was updated with the entry of the action indicator of "F".</p> | Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network with five Business days of the PLNR being updated with the entry of the action indicator of "F". |
| Day Y + 1 day | If Port expired | SNA/CNA Expiry completed | 090069999999900 1 | <p>Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier's network for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".</p> | Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F". |

| Donor as Gaining Carrier | | | | | |
|---------------------------------|---|---|--------------------------------------|---|--|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day X | Port successfully Completed and Reversal or Emergency Return requested. | Cat. A Process Only. For Cat. C Process, there is no change to the PLNR as the PLNR is only updated after the Port has been completed, withdrawn or expired. | 09006999999900 1F | Updates PLNR within two Business Days of the Port Reversal or Emergency Return by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier's network for a period of five Business days from the date the PLNR was updated with the entry of the action indicator of "F". | Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network with five Business days of the PLNR being updated with the entry of the action indicator of "F". |
| Day X + 1 day | Port successfully Completed and Reversal or Emergency Return requested. | Cat. A Process Only. For Cat. C Process, there is no change to the PLNR as the PLNR is only updated after the Port has been completed, withdrawn or expired. | 09006999999900 1 | Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier's network for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F". | Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F". |

| Donor as Gaining Carrier | | | | | |
|--|---|-------------------------|--------------------------------------|--|---|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day X | Port successfully Completed and Reversal Period or Emergency Return Request Period ended. | | 0900699999999002C | Updates PLNR within two Business Days of the Port being completed by replacing the action indicator of "E" with "C", and replacing the specified Carrier identifier with the Donor Carrier's identifier. Donor Transit Routing no longer applies. | Network Providers route all calls from the specified Carrier's network to the Donor C/CSP's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "C". |
| PLNR update + 1 days & onwards until there is a change in the Porting status | If Port completed | | no entry | Updates PLNR entry the next day following the entry of the action indicator of "C" by removing the total entry from the PLNR. Donor Transit Routing no longer applies. | Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "C". |

14.9.3 Third Party Port

| Third Party | | | | | |
|--------------------|---|-------------------------|--------------------------------------|---|---|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day 0 | 3rd party Port initiated | TSNA/TCNA received | 0900699999999003 | No action required as a PLNR entry already exists. | N/A |
| Day Z | If 3rd party Port rejected | TSNA/TCNA rejected | 0900699999999003 | No action required on the PLNR entry. | N/A |
| Day Z | 3rd party Port request confirmed | TSNA/TCNA confirmed | 0900699999999003D | Update PLNR entry on the same day that the confirmation is sent with the action indicator of "D", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier. | Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network by the start of business on the day following the day that the PLNR is updated by the entry of the action indicator of "D". |
| Day Z + 1 day | 3rd party Port request confirmed and until Port is successfully completed | TSNA/TCNA confirmed | 0900699999999003E | Update PLNR entry by replacing the action indicator of "D" with "E", leaving the specified Carrier identifier the same. Provide Donor Transit Routing to the specified Carrier. | Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network by the start of business on the day following the day that the PLNR is updated by the entry of the action indicator of "D". |

| Third Party | | | | | |
|--------------------|-----------------------------|-------------------------|--|--|---|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day Y | If 3rd party Port withdrawn | Withdrawal completed | 0900699999999003F | <p>Updates PLNR within two Business Days of the Port being withdrawn by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated</p> | <p>Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F".</p> |
| Day Y + 1 day | If 3rd party Port withdrawn | Withdrawal completed | 0900699999999003 | <p>Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the specified Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".</p> | <p>Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F".</p> |

| Third Party | | | | | |
|--------------------|---------------------------|----------------------------|--------------------------------------|--|---|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day Y | If 3rd party Port expired | TSNA/TCNA Expiry completed | 0900699999999003F | <p>Updates PLNR within two Business Days of the Port expiring by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated</p> | <p>Network Providers route all calls from the Donor Carriers network to the specified Carrier's network within five Business days of the PLNR being updated with the entry of the action indicator of "F".</p> |
| Day Y + 1 day | If 3rd party Port expired | TSNA/TCNA Expiry completed | 0900699999999003 | <p>Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the specified Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".</p> | <p>Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F".</p> |

| Third Party | | | | | |
|--------------------|--|--|--------------------------------------|--|--|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day X | 3rd party Port successfully completed and Transfer Reversal or Emergency Return requested. | <p>Cat. A Process Only.</p> <p>For Cat. C Process, there is no change to the PLNR as the PLNR is only updated after the Port has been completed, withdrawn or expired.</p> | 0900699999999003F | <p>Updates PLNR within two Business Days of the Transfer Reversal or Emergency Return being completed by replacing the action indicator of "E" with "F", leaving the specified Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated</p> | Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business days of the PLNR being updated with the entry of the action indicator of "F". |
| Day X + 1 day | 3rd party Port successfully completed and Transfer Reversal or Emergency Return requested. | <p>Cat. A Process Only.</p> <p>For Cat. C Process, there is no change to the PLNR as the PLNR is only updated after the Port has been completed, withdrawn or expired.</p> | 0900699999999003 | <p>Updates PLNR entry the next day following the entry of the action indicator of "F" by removing the action indicator of "F", leaving the specified Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the specified Carrier for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "F".</p> | Network Providers route all calls from the Donor Carrier's network to the specified Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "F". |

| Third Party | | | | | |
|--------------------------------|--|----------------------------------|-------------------------------|--|--|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day X | 3rd party Port successfully completed and Transfer Reversal Period or Emergency Return Request Period ended. | TECA/TCCA received and completed | 090069999999001B | <p>Updates PLNR within two Business Days of the Port being successfully completed by replacing the action indicator of "E" with "B", and replacing the specified Carrier identifier with the Gaining Carrier's identifier.</p> <p>Provide Donor Transit Routing to the Gaining Carrier for a period of five Business Days from the date the PLNR was updated</p> | Network Providers route all calls from the Donor Carrier's network to the Gaining Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "B". |
| PLNR update + 1 days & onwards | until another Porting change | - | 090069999999001 | <p>Updates PLNR entry the next day following the entry of the action indicator of "B" by removing the action indicator of "B", leaving the Carrier identifier the same.</p> <p>Provide Donor Transit Routing to the Gaining Carrier's network for a period of five Business Days from the date the PLNR was updated with the entry of the action indicator of "B".</p> | Network Providers route all calls from the Donor Carrier's network to the Gaining Carrier's network within five Business Days of the PLNR being updated with the entry of the action indicator of "B". |

14.9.4 Giveback

| Giveback | | | | | |
|-----------------|----------------------|--|--------------------------------------|---|---|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| Day 0 to Day X | Giveback initiated | Giveback received and until Giveback completed | 090069999999900 1 | No action required as a PLNR entry already exists. | N/A |
| Day Y + 1 day | If Giveback rejected | Reject completed | 090069999999900 1 | No action required on the PLNR entry. | N/A |
| Day X + 1 day | Giveback completed | | 090069999999900 2C | Updates PLNR within two Business Days of Giveback with the action indicator of "C", and replacing the specified Carrier identifier with the Donor Carrier's identifier. Donor Transit Routing no longer applies. | Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "C". |

| Giveback | | | | | |
|--------------------------------|---------------------|-------------------------|--|--|--|
| Day | Port Request | Porting Activity | Donor PLNR entry Example only | Donor | Network Providers |
| PLNR update + 1 days & onwards | | | no entry | <p>Updates PLNR entry the next day following the entry of the action indicator of "C" by removing the total entry from the PLNR.</p> <p>Donor Transit Routing no longer applies.</p> | <p>Network Providers route all calls from the specified Carrier's network to the Donor Carrier's network before the start of business on the day following the update of the PLNR with the entry of the action indicator of "C".</p> |

14.10 Ported Local Number Register – Record Description

14.10.1 Header

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

14.10.2 File Trailer

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

14.10.3 PLNR Entry

| Attribute Name | Data Type | Start | Finish | Value | Mandatory | Description |
|------------------|-----------|-------|--------|-------|-----------|--------------------------------------|
| Record Type | NUM(3) | 1 | 3 | 090 | Y | |
| Telephone Number | NUM(10) | 4 | 13 | | Y | Full National Number e.g. 0396342223 |
| Gaining | NUM (3) | 14 | 16 | | Y | The three digit |

| | | | | | | |
|------------------|---------|----|----|-----------|---|--|
| Carrier | | | | | | numeric Identification Code as per Eligible Party Identification Code List as allocated under G600 Allocation of Eligible Party Identification Codes Industry Guideline. |
| Action Indicator | CHAR(1) | 17 | 17 | See below | Y | Describes the current status of the Ported Number for the purpose of call direction. |

15 LNP CARRIER CONTACT MATRIX

Carriers must complete this matrix and provide to Communications Alliance. Carriers must maintain and keep the contacts current. This replaces the previous PLNR Contact List. Communications Alliance will maintain the LNP Carrier contact matrix on their website – www.commsalliance.com.au, with updates on a daily basis or within 24 hours (1 business day) of notification of the change. The contact list is password protected.

| Carrier Name | LNP Query Type | Phone | Email | Technical Contact | 1st level Escalation | 2nd level Escalation |
|---------------------|---------------------------------------|--------------|--------------|--------------------------|-----------------------------|-----------------------------|
| | CA Requests | | | | | |
| | Missing / Delayed Transactions | | | | | |
| | Escalations | | | | | |
| | Disputed Rejects | | | | | |
| | Planned / Unplanned Outages | | | | | |
| | Reversals | | | | | |
| | Early release from Quarantine | | | | | |
| | PLNR Access | | URL: | | | |
| | PLNR Issues | | | | | |
| | Post Porting Faults | | | | | |

16 RESPONSE CODE REFERENCE TABLE

| Response Code | Description | LNP Further Explanation |
|---------------|--|--|
| 000 | Confirmation | |
| 001 | Service Number Not Found | Invalid Service / not present on ASD systems |
| 002 | Service Number is on Diversion | Service is on Network Based Call Diversion i.e. no access line |
| 003 | Inactive Service | Service has been Temporarily Disconnected Customer request |
| 004 | Disconnected Service | Service is Disconnected or Pending Disconnection |
| 005 | Complex Service – e.g. ISDN, Line Hunt etc. | |
| 006 | ULLS Call Diversion does not exist on requested Telephone Number | |
| 007 | ULLS Number/Telephone Number mismatch | |
| 008 | Outstanding porting request | Subsequent request rejected |
| 009 | Porting Already Completed | Porting request received from the current Recipient Carrier |
| 010 | Telephone Number Ported to Another ASD | Already Ported |
| 011 | ASD Owned Telephone Number | ASD Test Line, etc |
| 012 | Not Used | |
| 013 | Not Used | |
| 014 | Not Used | |
| 015 | Incompatible Exchange Technology | Exchange Equipment or Software Version |
| 016 | Not Used | |
| 017 | | No longer required |
| 018 | All mandatory fields are not populated | Mandatory data not provided |
| 019 | Not Used | |

| Response Code | Description | LNP Further Explanation |
|----------------------|---|--|
| 020 | Transaction Level Rejections | Incorrectly formatted record |
| 021 | Not Used | |
| 022 | Not Used | |
| 023 | Not Used | |
| 024 | Not Used | |
| 025 | Not Used | |
| 026 | Not Used | |
| 027 | Not Used | |
| 028 | Losing Carrier not the Donor Carrier | Only applicable for Cat-D |
| 029 | ULL request not completed | |
| 030 | ULLS call diversion greater than 30 days | ULLS call diversion greater than 30 days, has expired |
| 031 | Not Used | |
| 032 | Insufficient notification time frame | Notification or Cutover |
| 033 | Not Used | |
| 034 | Cutover outside agreed hours | Agreed hrs 0700 - 1659 |
| 035 | No Porting Request is currently outstanding | Porting Notification is not confirmed or has expired |
| 036 | Invalid Cutover Timeslot | |
| 037 | Retarget Limit exceeded | Total of two Retargets only |
| 038 | Giveback Invalid | e.g. Not currently Ported |
| 039 | Not Used | |
| 040 | Duplicate Telephone Number in Batch | There is a Telephone Number duplicated in a single Batch |
| 041 | Multiple Sites | There are more than one site involved for the Telephone Numbers in a Batch |
| 042 | Not Used | |
| 043 | Not Used | |
| 044 | Not Used | |
| 045 | Not Used | |

| Response Code | Description | LNP Further Explanation |
|----------------------|---|---|
| 046 | Not Used | |
| 047 | Not Used | |
| 048 | Not Used | |
| 049 | Not Used | |
| 050 | Not Used | |
| 051 | Telephone Number currently being Ported to another Carrier | |
| 052 | Service is currently connected to the ASD's network | |
| 053 | Cutover Date is within the Lead Time | |
| 054 | Cutover Date is outside Expiry Date | |
| 055 | Invalid Status - CNA Retarget or Withdrawal requested after CCA was Confirmed | |
| 056 | Invalid Withdrawal Request | |
| 057 | Invalid Retarget Request | |
| 058 | Not Used | |
| 059 | Not Used | |
| 060 | Incomplete Number Block or missing Telephone Numbers in Batch | Incomplete range / batch of service numbers in complex porting request |
| 061 | Batch Reference Number Missing | Complex porting request received without batch number |
| 062 | Giveback Date Invalid | Future dated |
| 063 | Incorrect Category | Category listed in notification advice is incorrect |
| 064 | Secondary Reject | Porting request is valid for Telephone Number but is associated with a primary reject in the same complex batch |
| 065 | Telephone Numbers are not contiguous for a product | |
| 066 | Not Used | |
| 067 | Invalid CA date | CA date is too old |

| Response Code | Description | LNP Further Explanation |
|----------------------|-------------------------|---|
| 068 | Not Used | |
| 069 | Donor reject | Incorrect Donor nominated |
| 070 | Not Used | |
| 071 | Not Used | |
| 072 | Not Used | |
| 073 | Excluded product | Complex Service cannot be ported |
| 074 | Not Used | |
| 075 | Not Used | |
| 076 | Not Used | |
| 077 | Batch Number NOT unique | Batch Number is being used for another active Port for the same Gaining CSP |

17 DATA DICTIONARY

| Attribute Name | Length | Description/Comment |
|------------------------|----------|--|
| Account Number | CHAR(25) | <p>The Service Account Number for which the losing carrier uses for the aggregation of services for a customer for the purposes of billing the customer.</p> <p>Note: Service Account Number can be different within a batch request.</p> |
| Batch Reference Number | NUM(9) | <p>Batch Reference Number is utilised to group Telephone Numbers together when they are associated to Cat C products.</p> <p>The Batch Reference Number is to be unique for a CSP. Unique means the number is not active for another C Port and is not an active Cat A reference number for a given Carrier or CSP.</p> <p>Valid values, 9 digits commencing at an agreed number e.g. any value between 0 and 999999999.</p> |
| CA Date | DATE(8) | <p>The Date the Customer, or their Agent, authorised the Porting of the Telephone Number.</p> <p>Format CCYYMMDD</p> |
| Cutover Date | DATE(8) | <p>The actual date from which the Telephone Number is to commence the Porting process ie YYYYMMDD</p> |
| Commencement Time | NUM(4) | <p>For Cat C the actual local time from which the Telephone Number is to commence the Porting process ie HHMM. This is in 24 hr format e.g. 1.00pm is 1300 hrs</p> |

| Attribute Name | Length | Description/Comment |
|----------------------------------|----------|---|
| Category Type | CHAR(1) | <p>Used to identify the Category of the Telephone Number to be Ported. It is determined by the Losing Carrier dependent upon the time and process required to undertake activity to Port the Telephone Number.</p> <p>Definition:</p> <p>Cat. A is a Simple service which can be ready for Porting, using an automated process, within two Business Days of receipt of an SNA, value is 'A'.</p> <p>Cat C is a Telephone Number that requires a project manager to manage Porting. Value is 'C'.</p> <p>Cat. D is a Simple service which is porting in conjunction with an unconditioned local loop request on an existing service where the Telephone Number has ULLS Call Diversion active, value is 'D'.</p> |
| Carrier Creator | NUM(3) | The three digit numeric Identification Code as per Eligible Party Identification Code List as allocated under <i>Allocation of Eligible Party Identification Codes</i> Industry Guideline (G600:2016). |
| Carrier Receiver | NUM(3) | The three digit numeric Identification Code as per Eligible Party Identification Code List as allocated under <i>Allocation of Eligible Party Identification Codes</i> Industry Guideline (G600:2016) |
| Creation Date | DATE(8) | Used in the Header to identify the file date. Format CCYYMMDD |
| Customer's Contact First Name | CHAR(20) | The Customer's First (Given) Name in Upper and Lower case. |
| Customer's Contact Last Name | CHAR(30) | The Customer's Last (Family) Name in Upper and Lower case. |
| Customer's Contact Phone Number | NUM(10) | The Customer's Contact full Telephone Number (e.g. 0296644891) |
| Customer's Contact Mobile Number | CHAR(10) | The Customer's Contact Mobile Number. |

| Attribute Name | Length | Description/Comment |
|---|----------|---|
| Detail Record Count | NUM(7) | Used in the File Trailer, to identify the number of transactions in the file. |
| Donor Carrier Project Manager's First Name | CHAR(20) | The First Name of the Project Manager handling the Project for the Gaining Carrier in Upper and Lower case. |
| Donor Carrier Project Manager's Last Name | CHAR(30) | The Last Name of the Project Manager handling the Project for the Donor Carrier in Upper and Lower case. |
| Donor Carrier Project Manager's Phone Number | NUM(10) | The Full Telephone Number of the Project Manager handling the Project for the Donor Carrier (e.g. 0296644891). |
| Donor Carrier Project Manager's Mobile Number | CHAR(10) | The Mobile Number of the Project Manager handling the Project for the Donor Carrier. |
| Exceed SLA Indicator | CHAR(1) | Used to identify those transactions where the Port may not be completed within Activation Targets. Spaces indicate Port will be completed within Activation Targets, "Y" indicates it may not. Valid values: 'Y', or spaces. |
| File Sequence Number | NUM(4) | Used in the Header to uniquely identify the occurrence of a File transmission. This is also used to ensure the daily files are processed in the correct order. Valid values, four digits commencing at an agreed number e.g. 0001. The file sequence number will restart at 0001 when 9999 is reached. |
| File Type | CHAR(1) | Used in the Header to identify the type. The current valid values are: D – Daily PNO file between Carriers H –Hot Batch file between Carriers |
| Gaining CSP Project Manager's First Name | CHAR(20) | The First Name of the Project Manager handling the Project for the Gaining Carrier in Upper and Lower case. |

| Attribute Name | Length | Description/Comment |
|---|----------|---|
| Gaining CSP Project Manager's Last Name | CHAR(30) | The Last Name of the Project Manager handling the Project for the Gaining Carrier in Upper and Lower case. |
| Gaining CSP Project Manager's Phone Number | NUM(10) | The full Telephone Number of the Project Manager handling the Project for the Gaining Carrier (e.g. 0296644891). |
| Gaining CSP Project Manager's Mobile Number | CHAR(10) | The Mobile Number of the Project Manager handling the Project for the Gaining CSP. |
| Group Reference Number | NUM(4) | <p>Issued by the Gaining CSP. Used on business transactions where the notification is to advise the Losing Carrier of multiple requests that need to cutover on the same day, but possibly at different times.</p> <p>Must only belong to the one customer and contain at least one Cat. C batch.</p> <p>Format - unique four digit sequence number.</p> <p>The Losing or Donor Carrier will validate:</p> <ul style="list-style-type: none"> - Group Reference Number is not active for another Porting Request sent by the Gaining CSP. - Group Reference Number is numeric |
| Losing Carrier Project Manager's First Name | CHAR(20) | The First Name of the Project Manager handling the Project for the Losing Carrier in Upper and Lower case. |
| Losing Carrier Project Manager's Last Name | CHAR(30) | The Last Name of the Project Manager handling the Project for the Losing Carrier in Upper and Lower case. |
| Losing Carrier Project Manager's Phone Number | NUM(10) | The full Telephone Number of the Project Manager handling the Project for the Losing Carrier (e.g. 0296644891). |
| Losing Carrier Project Manager's Mobile Number | CHAR(10) | The Mobile Number of the Project Manager handling the Project for the Losing Carrier. |

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

18 PRE PORTING NUMBER VALIDATION (PNV)

18.1 PNV Request and Response Template

PNV Request/Response Coversheet

| |
|----------------------------|
| Request / Response: |
|----------------------------|

| |
|--------------------------|
| Reference Number: |
| Date: |
| Time: |

| |
|-----------------------------------|
| Previous CNA or PNV ref #: |
|-----------------------------------|

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

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

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

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

| |
|-----------------------------------|
| PNV Request Received Date: |
|-----------------------------------|

| |
|------------------------------------|
| PNV Request Finalised Date: |
|------------------------------------|

| |
|-------------------------|
| Request Rejected |
| Reject Reason: |

18.2 PNV Service Numbers and Response Table

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

18.3 PNV Response Codes

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

18.4 PNV Reject Codes

| Reject Code | Reject Reason | Reject Location |
|-------------|-------------------------------------|-----------------|
| 01 | Invalid Customer Authorisation date | Coversheet |
| 02 | Insufficient information supplied | Coversheet |

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

19 REFERENCES

| Publication | Title |
|---|---|
| Industry Codes | |
| C540:2013 | Local Number Portability Incorporating Variation No2/2016 |
| C513:2015 | Customer and Network Fault Management |
| C515:2015 | Pre-selection - Single Basket/Multi Service Deliverer |
| ACIF C566:2005 | Rights of Use of Numbers |
| C569:2015 | Unconditioned Local Loop Service - Ordering, Provisioning and Customer Transfer |
| C628:2015 | Telecommunications Consumer Protections |
| Industry Guidelines | |
| ACIF G520:2005 | Local Number Portability - Network Plan |
| G600:2016 | Allocation of Eligible Party Identification Codes |
| G602.2:2016 | Local Number Portability IT Specifications & Operations Manual Part 2 - Category A Processing |
| G602.4:2016 | Local Number Portability IT Specifications & Operations Manual Part 2 - Category C Processing |
| G602.5:2016 | Local Number Portability IT Specifications & Operations Manual Part 2 - Category D Processing |
| G603:2013 | Local Number Portability IT Test Strategy |
| G613.1:2016 | Local Number Portability IT Test Plan Part 1 |
| Legislation | |
| <i>Telecommunications Act 1997 (Cth)</i> | |
| <i>Telecommunications (Consumer Protection and Services Standards) Act 1999 (Cth)</i> | |
| <i>Telecommunications Numbering Plan 2015 (Cth)</i> | |
| <i>Competition and Consumer Act 2010 (Cth)</i> | |

PARTICIPANTS

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

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|---------------------|-------------------|-----------------------|
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| NBN Co | Voting | Mark Duke |
| Optus | Voting | Xanthe Corbett-Jones |
| Paradigm.One | Voting | Dev Gupta |
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| ACMA | Participating | Gerry O'Reilly |
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This Working Committee was chaired by Alexander R. Osborne. Craig Purdon of Communications Alliance provided project management support.

Communications Alliance was formed in 2006 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

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

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

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



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