
Office of Utilities Regulation

**The Telecommunications
(Number Portability Rules) 2014**

Industry Number Portability Guidelines



OFFICE OF UTILITIES REGULATION

2022 April 19

DOCUMENT TITLE AND APPROVAL PAGE

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2. DOCUMENT TITLE: The Telecommunications (Number Portability) Rules 2014 – Industry Number Portability Guidelines

3. PURPOSE OF DOCUMENT

This document prescribes procedures to manage the processes for porting telephone number(s) between public telecommunications carriers.

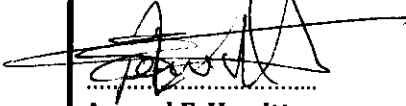
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APPROVAL

This document is approved by the Office of Utilities Regulation and the decisions therein become effective on 2022 April 19.

On behalf of the Office:



Ansord E. Hewitt
Director-General

2022/04/13
.....
Date

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INDUSTRY NUMBER PORTABILITY GUIDELINES

1. INTRODUCTION

- 1.1 Industry Number Portability Guidelines (“INPG”) were developed and agreed in 2015 June in accordance with rules 43 and 46 of the Telecommunications (Number Portability) Rules, 2014 (“the Rules”) by the Number Portability Working Group (“NPWG”) established under the Rules. The INPG prescribes procedures to manage the processes for porting telephone number(s) between public telecommunications carriers (“PTC”). The NPWG has now ceased to exist pursuant to rule 43(2) of the Rules.
- 1.2 This document sets out the INPG as amended by the Office of Utilities Regulation (“the Office”) in accordance with rule 47 of the Rules.
- 1.3 These INPG may be amended, from time to time, by the Office, in keeping with the Telecommunications Act (“the Act”).

2. SCOPE

- 2.1 The INPG is intended for use by PTCs, service providers and the Number Portability Administrator (“NPA”) and therefore specifies those aspects of the number portability order handling process that involve exchanges between the PTCs or service providers via the NPA or actions by one PTC or service provider that have to be trusted by another PTC or service provider, for example, the customer order validation process.
- 2.2 The INPG does not specify all the details of the internal procedures and processing that each PTC or service provider will need to undertake to support the required functionality.
- 2.3 The INPG specifies the different stages of the process from the point when a customer requests a port to the point when the customer has an active account on the recipient service provider, the account on the donor service provider has been closed and all other PTCs or service provider have been informed of the porting.
- 2.4 The provisions herein may not apply where a specific port is carried out pursuant to a Court Order or a directive or determination of the Office.
- 2.5 In the construction of the INPG the words “he”, “him” or “his” indicating the masculine gender and singular number shall be deemed to refer to and include the feminine and neuter genders and the plural number.

3. PRINCIPLES

3.1 Effective Date

- 3.1.1 These INPG shall come into force on 2022 April 19.

3.2 Applicable Law

- 3.2.1 In the event of any conflict or inconsistency between the INPG and Rules, the Act or any other applicable laws of Jamaica, the Rules, the Act and the other applicable laws of Jamaica shall prevail.

4. PRIVACY AND USE OF INFORMATION

- 4.1 Confidential information relating to the porting process shall at all times be kept confidential by the entities to which this INPG applies except as set out in the Act. Confidential information provided in the porting process shall only be used for:
- i. porting;
 - ii. routing of calls or in association with the delivery of telecommunications services; or
 - iii. customer and network fault management and complaint handling.
- 4.2 A PTC or service provider, which receives any type of information relating to the porting of a number, may only use such information in accordance with the Act and the Rules.

5. TECHNICAL & OPERATIONAL PRINCIPLES OF NUMBER PORTABILITY

- 5.1 The entities to which this INPG applies shall be guided by the following technical and operational principles:
- 5.1.1 The NPA shall establish a central reference database (“CRDB”) to provide database solutions for number portability, and shall make this database operational before number portability commences. The CRDB shall record the association of a number with the identity of the network or switch that is currently serving that number.
 - 5.1.2 Each PTC is required to set-up and maintain local copies of the CRDB, updated in real-time (with individual broadcast updates sent out and received after each porting transaction), in order to route calls originating on their own networks/systems to the recipient PTC of a ported number.
 - 5.1.3 PTCs shall not route calls originating on their own networks/systems to the Donor PTC of a ported number.
 - 5.1.4 The CRDB will be updated automatically via a central order handling system.
 - 5.1.5 The CRDB shall be configured such that:
 - a. broadcast of routing changes to all PTCs are synchronised so that all PTCs have the same information at the same time.
 - b. it will allow individual PTCs to request (at a time of their choosing and by agreement with the NPA) a full data download into their networks/systems in order to update their own networks/systems.
 - 5.1.6 The NPA shall ensure that a fully automated order handling process between the central order handling system and the PTCs and service providers is established.

- 5.1.7 PTCs and service providers will cooperate to provide port order processes which are customer friendly and will meet the porting timelines outlined in Appendix A and B.
- 5.1.8 In accordance with rule 46(1) of the Rules a Code of Practice which includes a summary of the porting process will be placed in the public domain.
- 5.1.9 PTCs, service providers and the NPA shall share with each other and advise the Office of the following:
- a. contact details of the sections or departments within their respective organisations which deal with the day-to-day operation of number portability and with number portability escalations; and
 - b. emergency contact details, which apply outside of normal work hours.

To avoid misunderstanding, contacts should refer to responsibilities and/or positions rather than named individuals, that is, 'The Help Desk Manager' rather than 'Mrs. Joan Smith'. The Contact Information template included in Appendix G may be used as a guide.

- 5.1.10 PTCs, service providers and the NPA agree to manage and monitor the porting process to:
- a. the general benefit of customers; and
 - b. ensure that any recognised weak points or common areas of failure in the service are identified and, where practical, eliminated.
- 5.1.11 PTCs, service providers and the NPA will, at all times and in good faith, cooperate to ensure that disruptions in service are minimised.
- 5.1.12 PTCs, service providers and the NPA will, at all times and in good faith, ensure that:
- a. planned changes to their own networks or systems are communicated to other PTCs and service providers, the NPA and the Office, where some disruption to the porting process is unavoidable or envisaged.
 - b. unplanned changes to their own networks or systems are communicated to other PTCs and service providers, the NPA and the Office, as soon as practicable, and completed in such a way as to minimise disruption to the porting process.
- 5.1.13 Where appropriate, PTCs, service providers and the NPA will cooperate to manage the normal operational functionality of the porting process where a planned change to the network/system of an individual PTC, service provider or NPA is likely to cause disruption to the porting process.
- 5.1.14 Where a customer reports a disruption to his service to the recipient service provider during the porting process, and it is unclear in which network the problem

lies, service providers will, at all times and in good faith, cooperate to locate and resolve the problem.

- 5.1.15 Once the request to port has been notified, a donor service provider shall not contact the customer with regard to the specific service to be ported, except for the recovery of outstanding bill, due bill or unbilled charges in relation to the number that is being ported.

6. CHARGING, BILLING & ACCOUNTING

- 6.1 Service providers are responsible for maintaining appropriate records to satisfy the billing and audit requirements of number portability.
- 6.2 The donor service provider shall not charge the customer for number portability or for any part of the associated process.
- 6.3 In accordance with the rule 15(1) of the Rules the recipient service provider may charge the customer for successful portings.

7. CUSTOMER CARE

- 7.1 All recipient service providers shall provide service(s) from their available list of service(s) and as agreed to by the customer.
- 7.2 Services to a ported number shall be as close to the equivalent services of a non-ported number as is technically feasible.
- 7.3 A customer who ports from one service provider to another should be treated in the same way as a customer who ceases service with one service provider and begins service with another. For the avoidance of doubt, this means that a customer who chooses to port will be subject to the same processes as a ceasing customer.
- 7.4 Where applicable, it is the responsibility of the recipient service provider to understand and implement the directory entry requirements of the customer. The process must be the same as used for new non-porting customers.
- 7.5 Recipient service providers may only suspend or cease service to a customer who has ported his number to that service provider, under the same terms and conditions that they would use to suspend or cease any other customer.
- 7.6 Having ceased a customer, a recipient service provider is obliged to return the number to the Block Operator in the manner described in Paragraphs A.17 and B.17 of Appendix A and B respectively.

8. MANAGEMENT OF CUSTOMER COMPLAINTS

- 8.1 The NPA is not responsible for dealing with complaints from customers of a PTC or service provider.

- 8.2 Primary administrative responsibility for resolving a customer complaint shall lie with the recipient service provider. A customer may lodge a complaint using the channels established by the recipient service provider.
- 8.3 The customer complaint unit of the recipient service provider shall:
- i. record the customer's complaint and take all necessary steps to ensure that the complaint is resolved within a maximum of five (5) working days from the date the customer originally makes the complaint;
 - ii. acknowledge a customer's complaint within one (1) day after it is received;
 - iii. provide a progress update to the customer concerning efforts being made by it to address the customer's complaint, on every working day until the complaint is resolved; and
 - iv. keep records of all complaints made to it.
- 8.4 The recipient service provider and donor service provider shall collaborate to ensure that customer complaints are investigated and resolved promptly and fairly.
- 8.5 Where the recipient service provider and donor service provider are unable to agree on the actions to resolve a customer's complaint within the timelines established in sub-paragraph 9.2 the recipient service provider shall refer the matter to the Office for resolution.
- 8.6 Matters referred to the Office pursuant to sub-paragraph 8.5 shall be resolved in accordance with the Office's complaint handling procedures.
- 8.7 Notwithstanding the foregoing provisions, customer complaints relating to alleged fraudulent or inappropriate porting shall be subject to the procedures set out in paragraph 18.

9. DISPUTE RESOLUTION

- 9.1 A Party that wishes to invoke dispute resolution procedures shall indicate its intention to do so by notice in writing to the other Party. Such notice shall contain all relevant details including the nature and extent of the dispute, and the Party in receipt of the written notice shall acknowledge receipt of such notice within two (2) working days.
- 9.2 Within five (5) working days of receipt of the dispute notice the Parties shall commence good faith negotiations with the objective of resolving the dispute. If the dispute is not resolved within fifteen (15) working days of receipt of the dispute notice, either Party may refer the dispute to the Office for resolution.
- 9.3 Notwithstanding the foregoing provisions, disputes between service providers concerning complaints or investigations of fraudulent or inappropriate porting shall be addressed in accordance with the provisions in paragraph 18.

10. LIMITATION OF LIABILITY

10.1 Except as otherwise mandated by the Office or agreed between PTCs and service providers, no PTC or service provider will have obligations of any kind to another PTC or service provider other than the obligation to:

- a. exercise reasonable skill and care in performing its obligations to port numbers on behalf of customers; and
- b. abide by and comply with the Rules and processes outlined herein.

10.2 A recipient service provider is not liable for any outstanding payments due to the donor service provider by the customer or for any actions that the donor service provider may take against the customer.

10.3 No service provider involved in the porting process shall be liable for any loss incurred by any customer where a number was ported in good faith and it is subsequently discovered that the number was fraudulently ported.

10.4 In any proceeding involving adjudication of allegations of breach of these Guidelines by a PTC or service provider, it shall be a valid defence if it is proved to the Office that the alleged breach was caused by-

- a. force majeure; or
- b. acts of third parties, over which the PTC or service provider did not have control or influence.

11. BUSINESS HOURS FOR PORTING

11.1 The following are the relevant business hours for porting:

- i. A valid request for a number to be ported made by the recipient service provider and received on any working day by the donor service provider before 1:00 pm (Eastern Standard Time) shall lead to the porting process being completed within the timeframe outlined in paragraphs 11 and 10 of Appendix A and B respectively.
- ii. Any request for a number to be ported that is received after 1:00 pm (Eastern Standard Time) shall be treated as if it were received on the following working day.

12. OVERVIEW OF THE PORTING PROCESS

12.1 The porting process shall comprise, and all PTCs and service providers shall comply with, the following steps in respect of any porting transaction:

- 12.1.1 In the case of an individual, the porting process will be initiated by visiting a recipient service provider at one of its points of sale to make a porting request.

- 12.1.2 In the case of non-personal account holders, the porting process can be initiated by submitting the porting request electronically or by visiting a recipient service provider at one of its points of sale.
- 12.1.3 The customer is given information about porting, his identity is validated and recorded, and all required information is collected to satisfy the recipient service provider that the customer is authorised to port the number.
- 12.1.4 The recipient service provider confirms that service can be provided to the customer. Additional credit and other checks may be performed at this stage according to the recipient service provider's own procedures and processes.
- 12.1.5 A paper-based or electronic Porting Request Form shall be completed, the form of which can be found in Appendix H.
- i. In the case of a paper-based Porting Request Form, the customer signs the Porting Request Form. Where the customer is unable to sign due to physical or other impairment, the representative of the recipient service provider shall permit the customer to make a mark, and shall include a notation on the Porting Request Form detailing the disability or impairment that prevented the customer from providing a signature that is similar to that on the supporting identification.
 - ii. In the case of an electronic Porting Request Form, the customer signs the Porting Request Form as well as a paper-based register upon which the customer's name, date, telephone number, and service provider representative's name will be recorded (the Porting Register). Where the customer is unable to sign due to physical or other impairment, the representative of the recipient service provider shall permit the customer to make a mark on the Porting Register, and shall include a notation on the Porting Request Form detailing the disability or impairment that prevented the customer from providing a signature that is similar to that on the supporting identification.
- 12.1.6 The representative of the recipient service provider executing the validation of the request to port completes the confirmations on the Porting Request Form, prints his/her name on the Porting Request Form and signs and dates the form.
- 12.1.7 The mandatory information indicated on the Porting Request Form must be completed by the customer and the representative of the recipient service provider as applicable.
- 12.1.8 The recipient service provider sends an Authorisation Request to the NPA.
- 12.1.9 The customer sends an SMS (in the case of mobile ports) or calls an interactive voice response (IVR) (in the case of fixed ports) to validate the porting request.

- 12.1.10 The NPA checks the Authorisation Request and validates same against the SMS/IVR.
- 12.1.11 The NPA performs the initial validation checks to confirm whether the porting request can be processed or not.
- 12.1.12 If the NPA's initial validation checks are successful, the NPA sends an Initial Response to the recipient service provider, and sends an SMS (or email in the case of fixed ports) to the customer to confirm that the order will be processed.
- 12.1.13 If the NPA's initial validation checks are unsuccessful, the NPA will send a Negative Acknowledgement (NACK) including the reason for rejection to the recipient service provider. The information can be submitted again with the same message identifier.
- 12.1.14 Where the NPA's initial validation checks are successful, the NPA forwards the Authorisation Request to the donor service provider. At this stage the customer can no longer cancel the porting request. The donor service provider performs the porting approval checks and sends the Authorisation Response to the NPA indicating whether or not the number can be ported. Where the donor service provider rejects the port, it must include the reason(s) for rejection.
- 12.1.15 Where the porting request has been rejected by the donor service provider the NPA will send the Authorisation Response including the relevant rejection reason code(s) to the recipient service provider, and send an SMS (or email in the case of fixed ports) to the customer to advise that the porting request has been rejected and that the customer should contact the recipient service provider to discuss the reason(s) for the rejection. In such cases the porting process must be started over from the beginning.
- 12.1.16 Where the porting request is accepted by the donor service provider, the NPA will send the Authorisation Response to the recipient service provider, and the recipient service provider then activates the ported number on its network and sends the Instruction Request to the NPA.
- 12.1.17 The NPA will perform the relevant checks on the Instruction Request. If any of the checks fail, the NPA shall send a NACK to the recipient service provider with the relevant error code. The recipient service provider may resubmit the Instruction Request once it has addressed the reason for failure indicated by the NPA.
- 12.1.18 If the relevant checks on the Instruction Request are successful, the NPA:
- i. advises all PTCs via an E.164 Ported Message to update their routing databases;
 - ii. advises the customer that his number has been ported by sending an SMS (or email in the case of fixed ports) to the customer; and
 - iii. forwards the Instruction Request to the donor service provider.

It is important that the NPA performs all three (3) tasks at the same time.

12.1.19 The donor service provider deactivates the number on its network and sends the Instruction Response to the NPA to confirm the porting request has been completed and can be closed.

12.1.20 The NPA then:

- i. sends a confirmation to the recipient service provider to advise that the donor service provider has deactivated the number and the porting request has been completed; and
- ii. closes the porting request.

13. VALIDATION OF THE REQUEST TO PORT

13.1 Validation of the request to port is the process by which the recipient service provider ensures that the customer making the porting request is the person who is authorised to make changes to the account from which the number is being ported. The procedures for validation differ depending on the type of account. Validation may be combined with the service provider's normal verification procedures for a new customer, irrespective of whether or not they request number portability.

13.2 The recipient service provider shall undertake the following validation steps:

- i. Ensure that the customer signs the Porting Request Form indicating an intent to port. In the case of an electronic Porting Request Form the customer shall also sign a paper-based register upon which the customer's name, date, telephone number, and service provider representative's name will be recorded. The Porting Request Form is also the legal instrument appointing the recipient service provider as his agent to port his number from the donor service provider and close his account if necessary;
- ii. Record a valid and unexpired proof of identity of the person requesting a port and the person submitting the request (where the persons are different). The recipient service provider shall ensure that the likeness on the identification resembles the person requesting or submitting the request to port, as the case may be, and that the signature provided on the Porting Request Form is similar to the signature on the identification submitted at the time the porting request is initiated. Where the customer is unable to sign due to physical or other impairment, the representative of the recipient service provider shall permit the customer to make a mark, shall witness the mark, and shall include a notation on the Porting Request Form detailing the disability or impairment that prevented the customer from providing a signature that is similar to that on the supporting identification. The recipient service provider is required to retain the Porting Records for a period of at least twenty-four (24) months. Proof of identity includes national identification card, passport, driver's licence, work or school ID.

- iii. Ensure that the representative of the recipient service provider that is executing the validation of the request to port prints his/her name on the Porting Request Form, confirms on the form that the steps at 12.1.3 and 12.1.4 were undertaken, and signs and dates the form.
- iv. Ensure that the location of the point of sale where the porting request was initiated is recorded on the Porting Request Form.

13.3 Where a customer intends to port he shall be advised by the recipient service provider to text the word PORT to the NPA using a designated charge-free number 444-PORT(7678) from the number to be ported. Texts to this number must be possible even if there is no credit left on a pre-paid account.

14. POST-PAID CUSTOMER EXISTING CONTRACT TERMS

14.1 A porting request by a post-paid customer shall not be denied unless the customer has not paid his outstanding bill, due bill or any unbilled charges, exceeding the sum of the customer's deposit in relation to the number that is the subject of porting. Early termination charges constitute a part of the unbilled charges.

14.2 Where a customer disputes the bill and the disputed amount exceeds the customer's deposit, the normal customer complaint procedure of that donor service provider will be invoked and the number cannot be ported. If a customer disputes his bill and the disputed sum does not exceed his deposit the number can be ported.

15. TREATMENT OF ROAMING

15.1 As the donor service provider may not be able to determine whether there are unbilled charges due to roaming, porting requests submitted within five (5) days after the last day of roaming, will be rejected by the donor service provider irrespective of any deposit on the customer's account.

15.2 It is the responsibility of the recipient service provider to advise the customer to allow five (5) days to pass before he requests at least an interim bill, which once paid will enable the port to proceed.

16. PRE-PAID CUSTOMER EXISTING CREDIT

16.1 Pre-paid customers must be informed that any remaining credit on their current service will be forfeited at the time of porting. The customer must be advised to 'use it or lose it' at the validation stage set out at Paragraph 13 above.

17. ASSOCIATED SERVICES

17.1 Customers are to be advised at the validation stage that all donor service provider network-related services (e.g. mail boxes, SMS and other message services) as well as data stored for these services (such as in mailboxes) will expire automatically when porting takes place.

18. EMERGENCY REPATRIATION

- 18.1 Repatriation comprises the return of a customer's ported number to the donor service provider, and in a manner to ensure the restoration of all routing as if the number had not been ported. Repatriation is not time-bound and can be invoked at any time by a customer who is able to demonstrate that the ported number is assigned to him and has been ported without his consent. Repatriation must be done promptly and in accordance with the provisions of this paragraph 18.
- 18.2 The donor service provider shall request the recipient service provider to provide copies of the Porting Request Form and associated identification documentation used to initiate the particular porting transaction within one (1) working day of receipt of the complaint of a fraudulent or inappropriate porting transaction.
- 18.3 The recipient service provider shall provide the information requested by the donor service provider within one (1) working day of receipt of the request.
- 18.4 The donor service provider and the recipient service provider shall work in good faith to complete the investigation into reported incidents of fraudulent or inappropriate porting transactions within two (2) working days of having received the requested information (in the case of the donor service provider) or having provided the requested information (in the case of the recipient service provider), and promptly report their findings to the NPA.
- 18.5 The following circumstances may constitute fraudulent or inappropriate porting:
- Inconsistency between the mandatory porting data outlined in A.1.7 and B.1.7 included on the Porting Request Form and the customer information held by the donor service provider.
 - A Porting Request Form that is not signed by both the customer and the service provider representative.
 - The name on the customer identification submitted at the time of the initiation of the porting process does not match the information on the Porting Request Form.
 - The signature on the customer identification submitted at the time of the initiation of the porting process is different from that of the customer on the Porting Request Form or Porting Register, except where the customer makes a mark in the circumstances specified in sub-paragraph 13.2 ii.
 - There is no record of a valid, acceptable and unexpired proof of identity of the person requesting the port and the person submitting the request where necessary, and
 - Any other circumstances in which the customer can demonstrate that the number was ported without his/her consent.

- 18.6 Where porting transactions are subsequently determined to be fraudulent or inappropriate, the numbers involved shall be repatriated promptly, to the donor service provider within 24 hours of the said determination using the automated repatriation process outlined in Appendix J.
- 18.7 Where the donor service provider and the recipient service provider cannot reach agreement as to the status of a porting transaction that is whether or not it is fraudulent or inappropriate, within three (3) working days of receipt of the customer's complaint, either party may refer the dispute to the Office for a resolution. If the Office determines that the porting transaction was fraudulent or inappropriate, the automated repatriation process set out in Appendix J shall be applied.
- 18.8 Where the dispute referenced at sub-paragraph 18.7 above is referred to the Office for resolution, the following shall be provided to the Office along with the referral:
- Copies of all documents that were required for the initiation of the porting request (where available in the case of a referral from the donor service provider).
 - Copies of all correspondence, where available, between the customer and the service provider regarding the complaint, and any documents submitted.
 - Copies of correspondences between the donor service provider and recipient service provider regarding the complaint and its investigation.
 - Copies of the results of the investigations carried out by the service providers into the complaint.
 - A copy of the receipt evidencing filing of a police report by the complainant
 - Any other information as may be requested by the Office from time to time.

19. WIN BACK

- 19.1 Without prejudice to a licensee's rights to advertise or market its services generally, a donor service provider may not contact a customer, who is in the process of porting or has ported, in person or by telephone or through other direct targeted marketing communications to offer or provide discounts, services or other incentives in order to convince the customer to remain with or return to the donor service provider:
- i. after the porting request has been submitted by the recipient service provider and received by the donor service provider; and
 - ii. for 90 days after the date that the number has been ported.
- 19.2 Direct targeted marketing for the purposes of these Guidelines means any advertisement and marketing that is targeted at a specific customer.
- 19.3 In the case of multi-line Authorisation Requests, the recipient service provider shall notify the donor service provider in writing of the full set of numbers that the customer has

indicated that it intends to port and the schedule for porting. The identified set of numbers will be considered to be “out of bounds” during the scheduled period.

20. PLANNED AND UNPLANNED OUTAGES

- 20.1 Every effort must be made to ensure that planned outages that may affect the porting process occur between 3:00 am and 5:00 am.
- 20.2 Where a PTC or service provider identifies that a planned outage in its system(s) may affect the porting process, that PTC or service provider shall advise all parties involved in the porting process via phone and email at least five (5) working days before the outage occurs. Changes to the planned outage date or time shall be communicated to all parties involved in the porting process via phone and email as soon as possible.
- 20.3 PTCs and service providers must provide details of all planned outages to the NPA and the Office at least five (5) working days before the outage occurs. Changes to the planned outage date or time shall be communicated to the NPA and the Office via telephone and email as soon as possible.
- 20.4 In the event that a PTC or service provider identifies that it is experiencing an unplanned outage, it must as soon as practicable:
- (a) notify all parties involved in the porting process and the Office via telephone and email. Where notification by email fails, then the notification shall be provided by facsimile; and
 - (b) Confirm receipt of notification by each party.
- 20.5 The notification shall include the following information:
- (a) Nature of problem;
 - (b) Location of problem;
 - (c) Impact of problem;
 - (d) Estimated time of resolution; and
 - (e) Time for next update.
- 20.6 The PTC or service provider that experienced the system outage shall, as soon as practicable, give notice of the conclusion of the outage to all parties involved in the porting process and the Office via telephone and email. Where notification by email fails, then the notification shall be provided by facsimile.
- 20.7 To the extent that parties may have ceased processing porting transactions during an unplanned outage, they shall recommence processing those transactions as soon as practicable after the system fault has been rectified.

20.8 Each PTC or service provider shall provide the NPA with contact details for appropriate personnel in relation to planned and unplanned outages.

21. PORTING TIMEFRAMES, BATCH PROCESSING AND BATCH LIMITS

21.1 For the purposes of these Guidelines:

- a. the porting window is 9:00 am to 5:00 pm on working days; and
- b. references to a particular time refer only to time occurring within the porting window.

21.2 The recipient service provider may:

- a. accept porting requests outside of the porting window and store same for later action; or
- b. send an Authorisation Request to the NPA at any time.

21.3 If the Authorisation Request is received outside of the porting window, then the NPA shall set the Start Date Parameter in the Authorisation Request to the start of the next porting window.

21.4 If the Authorisation Request is received and validated before the end of the porting window, the porting process shall commence at that exact moment and shall be completed within:

- a. five (5) days, in the case of a request for the porting of an individual fixed number;
- b. ten (10) days, in the case of a request involving the porting of groups of one hundred or more fixed numbers;
- c. one (1) day, in the case of a request for the porting of an individual mobile number and groups of up to no more than 49 mobile numbers;
- d. two (2) days, in the case of a request involving the porting of-
 - individual mobile numbers that require additional authorization; or
 - groups of fifty or more mobile numbers.

21.5 The exception to the above timelines would be cases where the donor service provider has to break the connection before the recipient service provider is able to activate the customer. In such cases the procedures outlined in the Break Before Make Protocol shall be followed. (See Appendix B.19)

22. NOTIFICATION OF NXX CHANGES

22.1 All PTCs shall confirm any NXX activation or changes to the Office at least twenty-one days prior to implementation.

22.2 The Office shall advise the NPA of any NXX changes made in the course of its administration of Jamaica's National Numbering Plan, and shall notify all relevant licensees by email within a reasonable timeframe.

APPENDIX A – MOBILE NUMBER PORTABILITY PORTING PROCESS

A.1 ORDERING

- A.1.1 In the case of an individual, the porting process will be initiated by visiting a recipient service provider at one of its points of sale to make a porting request.
- A.1.2 In the case of non-personal account holders, the porting process can be initiated by submitting the porting request electronically or by visiting a recipient service provider at one of its points of sale and provide such documentation as outlined in sub-paragraph A.14.2.
- A.1.3 The recipient service provider shall:
- a. give the customer information about porting including the actual porting time/date applicable to his particular order type (e.g. single or multi-line);
 - b. advise the customer of the circumstances under which a porting transaction can be rejected; and
 - c. advise that the porting request cannot be cancelled after the NPA sends the Initial Response.
- A.1.4 The recipient service provider shall satisfy itself that the customer requesting the port of a number(s) is authorized to do so. The recipient service provider will undertake the following validation steps:
- i. Ensure that the customer signs the Porting Request Form, the form of which can be found in Appendix H, indicating an intent to port. In the case of an electronic Porting Request Form the customer shall also sign a paper-based register upon which the customer's name, date, telephone number, and service provider representative's name will be recorded (the Porting Register). The Porting Request Form is also the legal instrument appointing the recipient service provider as his agent to port his number from the donor service provider and close his account if necessary.
 - ii. Record a valid and unexpired proof of identity of the person requesting a port and the person submitting the request (where the persons are different). The recipient service provider shall ensure that the likeness on the identification resembles the person requesting or submitting the request to port, as the case may be, and that the signature provided on the Porting Request Form or the Porting Register is similar to the signature on the identification submitted at the time the porting request is initiated. Where the customer is unable to sign due to physical or other impairment, the representative of the recipient service provider shall permit the customer to make a mark, shall witness the mark, and shall include a notation on the Porting Request Form detailing the disability or impairment that prevented the customer from providing a signature that is similar to that on the supporting identification. The recipient service provider is required to retain the Porting Records and the Porting

Register for a period of at least twenty-four (24) months. Proof of identity includes national identification card, passport, driver's licence, work or school ID.

- A.1.5 At this stage additional credit and other checks may be performed according to the recipient service provider's own procedures and processes.
- A.1.6 Where a customer intends to port he shall be advised to text the word PORT to the NPA using a designated charge-free number 444-PORT (7678) from the number to be ported. Texts to this number must be possible even if there is no credit left on a pre-paid account.
- A.1.7 The recipient service provider sends an Authorisation Request to the NPA. The Authorisation Request shall contain the following mandatory porting data:
 - a. Telephone number
 - b. Name of customer
 - c. Name of donor service provider
 - d. Type of service (pre-paid, post-paid, Close User Group.)
- A.1.8 The NPA checks the Authorisation Request and validates same against the calling line identification (CLI) in the SMS. In the case of multi-line porting transactions, the NPA will perform the additional step of checking if the number from which the SMS was sent at the validation stage is included in the list of numbers to be ported.
- A.1.9 If the SMS is not yet received, when the incoming SMS is submitted to the system it is then validated against the Authorisation Request. If the validation SMS is not received within two (2) working days, the Authorisation Request will time out.
- A.1.10 The NPA then checks the Authorisation Request to determine if the number:
 - i. had been ported in the last 90 days;
 - ii. is a valid number within Jamaica's National Numbering Plan and is eligible for porting;
 - iii. is valid for the donor service provider specified in the Authorisation Request; and
 - iv. is not already subject to a porting request.
- A.1.11 If the NPA checks are unsuccessful, the NPA rejects the Authorisation Request and sends a NACK message with the appropriate code to the recipient service provider. In such cases the Authorisation Request can be updated and resubmitted with the same message identifier.
- A.1.12 If the NPA checks are successful, the NPA sends:
 - i. a positive Initial Response with the appropriate code to the recipient service provider;
 - ii. an SMS to the customer to confirm that the porting is proceeding; and

- iii. an Authorisation Request to the donor service provider for an Authorisation Response.
- A.1.13 The donor service provider performs the porting approval checks and sends the Authorisation Response to the NPA indicating whether or not the number can be ported. Where the donor service provider rejects the port, it must include the reason(s) for rejection.
- A.1.14 Where the port has been rejected by the donor service provider the NPA will send the Authorisation Response including the relevant rejection reason code(s) to the recipient service provider, and send an SMS to the customer to advise that the porting request has been rejected and that the customer should contact the recipient service provider to discuss the reason(s) for the rejection. In such cases the porting process must be started over from the beginning.
- A.1.15 Where the port is approved by the donor service provider, the NPA will send the Authorisation Response to the recipient service provider.
- A.1.16 The recipient service provider then activates the ported number on its network and sends the Instruction Request to the NPA.
- A.1.17 The NPA will perform the relevant checks outlined in Paragraph A.6 on the Instruction Request. If any of the checks fail, the NPA shall send a NACK to the recipient service provider with the relevant error code. The recipient service provider may resubmit the Instruction Request once it has addressed the reason for failure indicated by the NPA.
- A.1.18 If the checks are successful, the NPA then:
- i. advises all PTCs via an E.164 Ported Message to update their routing databases (it is only at this point that the customer's service is disrupted while all the PTCs update their routing systems);
 - ii. advises the customer that his number has been ported by sending an SMS to customer; and
 - iii. forwards the Instruction Request to the donor service provider.
- A.1.19 The donor service provider deactivates the number on its network and sends the Instruction Response to the NPA.
- A.1.20 The NPA then:
- i. sends a confirmation to the recipient service provider to advise that the donor service provider has deactivated the number and the porting request has been completed; and
 - ii. closes the porting request.

A.2 ACTIONS BY THE NPA ON RECEIPT OF AUTHORISATION REQUEST

- A.2.1 When an Authorisation Request is received, the NPA checks that the recipient service provider has confirmed that the customer validation has been done in accordance with these Guidelines and checks the Authorisation Request to determine if the number:
- i. had been ported in the last 90 days;
 - ii. is a valid number within Jamaica's National Numbering Plan and is eligible for porting;
 - iii. is valid for the donor service provider specified in the Authorisation Request; and
 - iv. is not already subject to a porting request.
- A.2.2 In the case of multi-line porting transactions, the NPA will perform the additional step of checking if the number from which the SMS was sent at the validation stage is included in the list of numbers to be ported.
- A.2.3 If any check fails, the NPA will send a NACK to the recipient service provider and the recipient service provider can resubmit the order with the same message identifier once it is satisfied that the issue which resulted in the NACK has been resolved.
- A.2.4 If the checks are successful, the NPA shall send:
- i. a positive Initial Response with the appropriate code to the recipient service provider to confirm that the validation checks have been passed;
 - ii. an SMS to the customer confirming that the porting is proceeding; and
 - iii. an Authorisation Request to the donor service provider for an Authorisation Response.

A.3 ACTIONS BY THE DONOR SERVICE PROVIDER ON RECEIPT OF AUTHORISATION REQUEST

- A.3.1 The donor service provider shall complete all checks and indicate the results of each check that it has performed in the Authorisation Response.
- A.3.2 A donor service provider shall not reject any Authorisation Request received in respect of a number except for the reasons outlined in Appendix C.
- A.3.3 If the Authorisation Request is rejected, the donor service provider shall indicate to the NPA the results of each check that it has performed. Where a group of numbers being ported as a single transaction is rejected, and the rejection reason(s) relates to a specific number(s), then the donor service provider shall indicate the number(s) to which the rejection reason(s) relates.
- A.3.4 Without prejudice to the generality of the foregoing the donor service provider shall comply with the following:

- i. handle all Authorisation Requests in the order in which they were received;
- ii. check that the customer's number is eligible for porting. If the donor service provider rejects the porting request it shall indicate the appropriate rejection reason code as set out in Appendix C in its Authorisation Response; and
- iii. send an Authorisation Response, either authorising or rejecting the porting request, to the recipient service provider via the NPA by no later than four (4) hours after receipt of the Authorisation Request.

A.3.5 If the NPA does not receive an Authorisation Response within four (4) hours from the time the Authorisation Request is sent to the donor service provider, the recipient service provider should immediately contact the donor service provider and the donor service provider should explain the reason for failing to send the Authorisation Response within the specified timeframe to the recipient service provider.

A.3.6 If the Authorisation Response is not sent in time, then it shall be sent as soon as possible thereafter. If the Authorisation Response has not been sent to the NPA within two (2) working days, then the NPA shall override the requirement for an Authorisation Response from the donor service provider and progress the porting transaction as if the appropriate checks were done by the donor service provider and no objection was raised to the port.

A.3.7 The failure by any donor service provider to provide a response within the time specified in this Paragraph shall be a breach, which will be logged by the NPA and reported to the Office.

A.4 ACTIONS BY THE NPA ON RECEIPT OF AUTHORISATION RESPONSE

4.1. Where the port has been rejected by the donor service provider the NPA will send the Authorisation Response including the relevant rejection reason code(s) to the recipient service provider, and send an SMS to the customer to advise that the porting request has been rejected and that the customer should contact the Recipient Service Provider to discuss the reason(s) for the rejection. In such cases the porting process must be started over from the beginning.

4.2. Where the port is approved by the donor service provider, or the NPA overrides the requirement for an Authorisation Response in accordance with sub-paragraph A.3.6, the NPA will send the Authorisation Response approving the port to the recipient service provider.

A.5 ACTIONS BY THE RECIPIENT SERVICE PROVIDER ON RECEIPT OF AUTHORISATION RESPONSE

A.5.1 If the porting has been approved by the donor service provider, or the NPA overrides the requirement for an Authorisation Response in accordance with sub-paragraph A.3.6, upon receipt of the Authorisation Response from the NPA, the recipient service provider shall activate the ported number(s) on its network, and send an Instruction Request to the donor service provider via the NPA.

- A.5.2 If the Authorisation Request has been refused, the recipient service provider may consult the customer to resolve the problem and may submit a new Authorisation Request. After two (2) refusals for the same number the recipient service provider shall not submit further requests until it has resolved the problem with the donor service provider.
- A.5.3 Where a group of numbers is being ported as a single porting transaction, the porting shall continue only if no rejection reason has been given in the Authorisation Response for any of the numbers included in the transaction.
- A.5.4 The recipient service provider may submit a new Authorisation Request for:
- a. those numbers for which no rejection has been given; or
 - b. the entire group having resolved the cause(s) of the initial rejection.
- A.5.5 Within two (2) hours after receiving an Authorisation Response approving the port, the recipient service provider shall activate the number on its network and send the Instruction Request to the NPA. Where such an Authorisation Response is received within the last two (2) hours of the porting window, the recipient service provider shall wait until the start of the next porting window to send the Instruction Request to the NPA.
- A.5.6 If the recipient service provider is unable to send the Instruction Request within two (2) hours from the time the Authorisation Response is received, then it shall be sent as soon as possible thereafter. If the Instruction Request has not been sent to the NPA within two (2) working days, then the porting transaction shall be aborted by the NPA, and the NPA shall notify:
- i. both the recipient and donor service providers via a Timed Out Message; and
 - ii. the customer via an SMS,
- that the porting transaction has been aborted. The recipient service provider shall then deactivate the ported number.
- A.5.7 The failure by any recipient service provider to provide a response within the time specified in this Paragraph shall be a breach, which will be logged by the NPA and reported to the Office.

A.6 ACTIONS BY THE NPA ON RECEIPT OF INSTRUCTION REQUEST

- A.6.1 The NPA will perform the following checks on the Instruction Request message to determine if:
- i. the number is currently the subject of another porting transaction;
 - ii. the Instruction Request has been sent twice in error and has already been actioned;
 - iii. an Instruction Response has already been received from the donor service provider;
- and

iv. the Instruction Request has been sent within the correct timeframe set for the porting.

A.6.2 If any of the checks in sub-paragraph A.1.10 above fails, the NPA shall send a NACK to the recipient service provider with the relevant error code as set out in Appendix D. The recipient service provider may resubmit the Instruction Request once it has addressed the reason for failure indicated by the NPA.

A.6.3 If all the checks are passed, the NPA shall send:

- i. an SMS ("Please change the SIM card to that of your new service provider") to the number to be ported;
- ii. the Instruction Request to the donor service provider; and
- iii. an E.164 Ported Message to all PTCs to update their routing databases.

A.7 ACTIONS BY THE DONOR SERVICE PROVIDER ON RECEIPT OF INSTRUCTION REQUEST

A.7.1 The donor service provider shall handle all Instruction Requests in the order in which they were received.

A.7.2 The donor service provider shall perform the following actions:

- i. deactivate the ported number on its network;
- ii. close any mailboxes and any other services attached to the ported number; and
- iii. send an Instruction Response to the NPA to confirm the porting request has been completed and can be closed.

A.7.3 The actions in sub-paragraph A.7.2 shall be completed within two (2) hours after the Instruction Request is received. If the donor service provider is unable to send the Instruction Response within the said two (2) hours then it shall be sent as soon as possible thereafter. If the Instruction Response has not been sent to the NPA within two (2) hours, then the NPA shall undertake the activities outlined in sub-paragraph A.8.1, and shall send a report to the Office and the donor service provider indicating that the Service Level Agreement (SLA) was missed.

A.8 ACTIONS BY THE NPA ON RECEIPT OF INSTRUCTION RESPONSE

A.8.1 Immediately upon receipt of a successful Instruction Response, the NPA shall:

- i. update its records of the PTC that is serving the ported number; and
- ii. forward the Instruction Response to the recipient service provider.

A.9 ACTIONS BY THE RECIPIENT SERVICE PROVIDER ON RECEIPT OF INSTRUCTION RESPONSE

A.9.1 On receipt of an Instruction Response the recipient service provider should confirm to the NPA receipt of same via an Acknowledgement (ACK) message.

A.10 ACTIONS BY PTCs ON RECEIPT OF E.164 PORTED MESSAGE

A.10.1 Upon receiving an E.164 Ported Message, a PTC shall update its routing information in real-time and no later than two (2) minutes from the time that the E.164 Ported Message is received from the NPA.

A.11 PORTING HOURS AND PROCESSING TIMEFRAMES

A.11.1 The NPA's porting window is 9:00 am to 5:00 pm on working days.

A.11.2 References to a particular time refer only to time occurring within the porting window

A.11.3 The recipient service provider may:

- a. accept porting requests outside of the porting window and store same for later action; or
- b. send an Authorisation Request to the NPA at any time.

A.11.4 If the Authorisation Request is received outside of the porting window, then the NPA shall set the Start Date Parameter in the Authorisation Request to the start of the next porting window.

A.11.5 Service providers are required to process porting transactions during working hours, that is, 9:00 am to 5:00 pm on any working day.

A.11.6 Given that the E.164 Ported Message should be automatically processed within two (2) minutes, the Instruction Request can be sent up to 5:00 pm.

A.11.7 Processing of Porting Transactions of one (1) to 49 Mobile Numbers

A.11.7.1 If the Authorisation Request is received and validated before the end of the porting window, the porting process shall commence at that exact moment and shall be completed within one (1) day.

A.11.7.2 The processing of Mobile Porting Requests will be governed by defined activities, as follows:

- a. The donor service provider shall respond no later than four (4) hours within the porting window after receiving the Authorisation Request.
- b. Where the recipient service provider has received an Authorisation Response that accepts the porting, the recipient service provider shall take

the necessary actions and send the Instruction Request no later than two (2) hours within the porting window.

- c. The donor service provider shall respond to any Instruction Request no later than two (2) hours within the porting window.

A.11.8 Processing of Porting Transactions of 50 or more Mobile Numbers and numbers requiring Additional Authorisation.

A.11.8.1 If the Authorisation Request is received and validated before the end of the porting window, the porting process shall commence at that exact moment and shall be completed within two (2) days, in the case of a request involving the porting of;

- a. individual mobile numbers that require additional authorisation; or
- b. groups of fifty or more mobile numbers.

A.11.8.2 The processing of Mobile Porting Requests will be governed by defined activities, as follows:

- a. The donor service provider shall respond no later than eight (8) hours within the porting window after receiving the Authorisation Request.
- b. Where the recipient service provider has received an Authorisation Response that accepts the porting, the recipient service provider shall take the necessary actions and send the Instruction Request no later than four (4) hours within the porting window.
- c. The donor service provider shall respond to any Instruction Request no later than four (4) hours within the porting window.

A.12 ORDER TIMED OUT

A.12.1 A timer is set at each stage of the porting process that is handled by the NPA and where a response is required from either a recipient service provider or a donor service provider within a particular timeframe. An order is timed-out on the central order handling system when it has exceeded the time set for that particular stage of processing.

A.12.2 Except for the Authorisation Response stage of the porting process, after two (2) working days, the NPA shall send a Timed Out message to both the recipient service provider and donor service provider, advising that the order has 'timed-out' and that the porting transaction shall be aborted.

A.13 REJECTION OF A PORTING REQUEST

A.13.1 A donor service provider can reject an Authorisation Request only for the rejection reasons stated in Appendix C. No other reasons are valid.

A.13.2 The NPA may reject porting requests and will use the defined codes in Appendix D to explain its reason for doing so.

A.13.3 In keeping with rule 24 of the Rules the Office may at anytime determine additional reasons for rejection. The Office will notify all PTCs and service providers of its determination in writing.

A.14 TREATMENT OF NON-PERSONAL ACCOUNTS

A.14.1 Non-personal Accounts are those held by organisations including, but not limited to, companies, partnerships, government Ministries, Departments and Agencies and clubs, where the account is in the name of the organisation rather than of an individual.

A.14.2 For non-personal accounts the Porting Request Form shall also be accompanied by:

- i. a Letter of Authority on the organisation's letterhead with the organisation's seal/stamp affixed and signed by an authorised signatory. (See template in Appendix I);
- ii. in the case of post-paid services, a copy of the organisation's latest bill for the affected service; and
- iii. a copy of the photo ID of the person so authorised to request the porting transaction and a copy of the photo ID of the person submitting the transaction where the individuals are different.

A.14.3 The Letter of Authority shall specify the number(s) to be ported and where applicable the closure of the account with the donor service provider.

A.14.4 The recipient service provider shall:

- i. Ensure that the Letter of Authority and the Porting Request Form indicate the number(s) to be ported;
- ii. Check that the organisation name shown as the account holder on the donor Service provider's bill matches the organisation name on the letterhead;
- iii. Ensure that the signature on the Porting Request Form is the same as the signature on the Letter of Authority;
- iv. Ensure that the customer signs the Porting Request Form, the form of which can be found in Appendix H, indicating an intent to port. In the case of an electronic Porting Request Form the customer shall also sign a paper-based register upon which the customer's name, date, telephone number, and service provider representative's name will be recorded (the Porting Register). The Porting Request Form is also the legal instrument appointing the recipient service provider as his agent to port his number from the donor service provider and close his account if necessary.

- v. Record a valid and unexpired proof of identity of the person requesting a port and the person submitting the request (where the persons are different). The recipient service provider shall ensure that the likeness on the identification resembles the person requesting or submitting the request to port, as the case may be, and that the signature provided on the Porting Request Form or the Porting Register is similar to the signature on the identification submitted at the time the porting request is initiated. Where the customer is unable to sign due to physical or other impairment, the representative of the recipient service provider shall permit the customer to make a mark, shall witness the mark, and shall include a notation on the Porting Request Form detailing the disability or impairment that prevented the customer from providing a signature that is similar to that on the supporting identification. The recipient service provider is required to retain the Porting Records and the Porting Register for a period of at least twenty-four (24) months. Proof of identity includes national identification card, passport, driver's licence, work or school ID.
- vi. Ensure one (1) of the numbers to be ported is used for validating the Porting Request, in the case of multi-line porting requests.
- vii. Ensure the representative of the recipient service provider that is executing the validation of the request to port prints his/her name on the Porting Request Form, confirms on the form that the steps at 12.1.3 and 12.1.4 were undertaken, and signs and dates the form.
- viii. Except where the porting request is initiated electronically, ensure that the location of the point of sale where the porting request was initiated is recorded on the Porting Request Form.

A.14.5 If a group of numbers to be ported is being divided into separate transactions then separate Authorisation Requests shall be submitted for each transaction.

A.15 TREATMENT OF MULTI-LINE ACCOUNTS

A.15.1 A single Porting Request Form may be signed for more than one (1) number.

A.15.2 A customer can submit a single Porting Request Form for numbers belonging to a single donor service provider.

A.15.3 Customers must use separate Porting Request Forms for porting transactions involving different donor service providers, that is, Porting Request Forms cannot contain numbers currently serviced by different donor service providers.

A.15.4 The recipient service provider must submit separate Authorisation Requests for porting transactions involving different donor service providers, that is, an Authorisation Request cannot contain numbers currently serviced by different donor service providers.

A.15.5 The recipient service provider may choose either of the following approaches or a combination of them relating to a group of numbers to be ported from the same donor service provider:

- a. Individual numbers from the group may be ported as separate transactions using the same procedure as for a single number account. Consequently, some numbers in the group may be ported while other numbers in the group may not be, if they have been rejected or have failed the validation checks; or
- b. A group of contiguous or non-contiguous numbers may be submitted in a single Authorisation Request with any one of the numbers being used for the validation SMS. If the donor service provider rejects the porting of any number in the group then the entire transaction is rejected.

A.15.6 All numbers within an Authorisation Request shall be ported at the same time.

A.15.7 Where multiple numbers are processed in batches then separate SMS validation shall be completed for each batch.

A.15.8 Multi-line porting requests cannot be raised or used for the porting of a mix of pre-paid and post-paid numbers. Recipient service providers wishing to port multiple pre-paid or multiple post-paid numbers shall initiate separate Multi-Line Authorisation Requests.

A.16 PORTING BACK TO THE BLOCK OPERATOR

A.16.1 Where the customer requests porting back to the Block Operator (that is where the recipient PTC is the Block Operator) the NPA shall remove the number from the list of ported numbers.

A.17 RETURNING CEASED NUMBER (S) TO BLOCK OPERATOR

A.17.1 This is the process whereby an inactive number is returned to the Block Operator by the recipient PTC after the stipulated aging period set out in the Telecommunications Numbering Rules. The aging periods are as follows:

Class of Service	Aging Interval in Months	
	Minimum	Maximum
Residential	1	3
Business	3	12 *
Non-Business Mobile	1	3

* The 12 month maximum may be required to accommodate local directory publishing dates or high volume call-in applications, or to accommodate changes to numbers associated with public service emergency applications.

A.17.2 The return to Block Operator process operates as follows:-

- i. The current service provider identifies the customer as inactive and ages the number in accordance with the Telecommunications Numbering Rules.
- ii. After the aging period is completed, the current service provider sends the E.164 Terminated Message to the NPA.

- A.17.3 On receiving the E.164 Terminated Message, the NPA shall:
- i. remove the number in the CRBD from the list of ported numbers; and
 - ii. send a copy of the E.164 Terminated Message to all PTCs and service providers.
- A.17.4 A recipient service provider shall not allocate a number ported to it, which it has ceased, to another customer.
- A.17.5 On receipt of an E.164 Terminated Message, the Block Operator may allocate the number immediately.
- A.17.6 Each recipient service provider shall submit to the Office within six (6) weeks of the end of a quarter, a report on the status of the aging of ported-in numbers for the different class of service for that quarter. The report should include:
- i. A description of each number - i.e. the number being aged, the class of service, and its status in the aging process (e.g. one month out of 3, etc.)
 - ii. The numbers returned to the Block Operator during the quarter.

A.18 REACTIVATION OF CEASED NUMBER

- A.18.1 If, before sending the E.164 Terminated Message, the former recipient service provider receives a request from the same customer to re-activate the account and the number, then the recipient service provider may re-activate it.

APPENDIX B – FIXED NUMBER PORTABILITY PORTING PROCESS

B.1 ORDERING

- B.1.1** In the case of an individual, the porting process will be initiated by visiting a recipient service provider at one of its points of sale to make a porting request.
- B.1.2** In the case of non-personal account holders, the porting process can be initiated by submitting the porting request electronically or by visiting a recipient service provider at one of its points of sale and provide such documentation as outlined in sub-paragraph B.14.2.
- B.1.3** The recipient service provider shall:
- a. give the customer information about porting including the actual porting time/date applicable to his particular order type (e.g. single or multi-line);
 - b. advise the customer that he will have to possess or have access to an email account or a mobile phone as a prerequisite for Fixed Number porting to enable receipt of messages the NPA;
 - c. advise the customer of the circumstances under which a porting transaction can be rejected;
 - d. advise that the porting request cannot be cancelled after the NPA sends the porting Validation Response; and
 - e. give the customer information about the validation process.
- B.1.4** The recipient service provider shall satisfy itself that the customer requesting the port of a number(s) is authorized to do so. The recipient service provider will undertake the following validation steps:
- i. Ensure that the customer signs the Porting Request Form, the form of which can be found in Appendix H, indicating an intent to port. In the case of an electronic Porting Request Form the customer shall also sign a paper-based register upon which the customer's name, date, telephone number, and service provider representative's name will be recorded (the Porting Register). The Porting Request Form is also the legal instrument appointing the recipient service provider as his agent to port his number from the donor service provider and close his account if necessary.
 - ii. Record a valid and unexpired proof of identity of the person requesting a port and the person submitting the request (where the persons are different). The recipient service provider shall ensure that the likeness on the identification resembles the person requesting or submitting the request to port, as the case may be, and that the signature provided on the Porting Request Form or the Porting Register is similar to the signature on the identification submitted at the time the porting request is initiated. Where the customer is unable to sign due to physical or other impairment, the representative of the recipient service provider shall permit the customer to make

a mark, shall witness the mark, and shall include a notation on the Porting Request Form detailing the disability or impairment that prevented the customer from providing a signature that is similar to that on the supporting identification. The recipient service provider is required to retain the Porting Records and the Porting Register for a period of at least twenty-four (24) months. Proof of identity includes national identification card, passport, driver's licence, work or school ID.

- B.1.5 At this stage additional credit and other checks may be performed according to the recipient service provider's own procedures and processes.
- B.1.6 Before starting the porting process, the recipient service provider shall confirm that it can provide service within the timeframe. If in the course of checking to confirm that service can be provided, the recipient service provider realizes that the donor service provider will need to break the service before the recipient service provider can make a connection (e.g. there is limited duct space available to supply the service) it shall so advise the customer. At that time the customer can verbally indicate whether or not they want to proceed with the port. If the customer decides to proceed then the recipient service provider shall invoke the Break Before Make Protocol at Paragraph B.19.
- B.1.7 The recipient service provider sends an Authorisation Request to the NPA. The Authorisation Request shall contain the following mandatory porting data:
- a. Telephone number
 - b. Name of customer
 - c. Name of donor service provider
 - d. Type of service (pre-paid, post-paid)
- B.1.8 The NPA sends the customer an email or text message with the following information: "Please call **444-PORT** with number [to be ported number] and submit PIN code [xxxx]".
- B.1.9 The customer calls the designated fixed line port request number which is IVR enabled from the number to be ported; the CLI is recognized or if not it is added manually to the NPA database. When prompted, the customer enters the PIN code received via email or SMS from the NPA. Calls to the designated fixed line port request number will be free of charge.
- B.1.10 A fixed customer should call the IVR system within 48 hours of receipt of the PIN code. If the validation call is not made, the Authorisation Request times out, and the customer will receive an email or SMS to contact the recipient service provider.
- B.1.11 The NPA checks the Authorisation Request and validates same against the CLI in the IVR call. In the case of multi-line porting transactions, the NPA will perform the additional step of checking if the number from which the PIN code was submitted is included in the list of numbers to be ported.
- B.1.12 The NPA then checks the Authorisation Request to determine if the number:

- i. had been ported in the last 90 days;
 - ii. is a valid number within Jamaica's National Numbering Plan and is eligible for porting;
 - iii. is valid for the donor service provider specified in the Authorisation Request; and
 - iv. is not already subject to a porting request.
- B.1.13 If the NPA checks are unsuccessful, the NPA rejects the Authorisation Request and sends a NACK with the appropriate code to the recipient service provider. In such cases the Authorisation Request can be updated and resubmitted with the same message identifier.
- B.1.14 If the NPA checks are successful the NPA sends:
- i. a positive Initial Response with the appropriate code to the recipient service provider;
 - ii. an SMS/email to the customer to confirm that the porting is proceeding; and
 - iii. the Authorisation Request to the donor service provider for an Authorisation Response.
- B.1.15 The donor service provider performs the porting approval checks and sends the Authorisation Response to the NPA indicating whether or not the number can be ported. Where the donor service provider rejects the port, it must include the reason(s) for rejection.
- B.1.16 Where the port has been rejected by the donor service provider, the NPA will send the Authorisation Response including the relevant rejection reason code(s) to the recipient service provider, and send an email/SMS to the customer to advise that the porting request has been rejected and that the customer should contact the recipient service provider to discuss the reason(s) for the rejection. In such cases the porting process must be started over from the beginning.
- B.1.17 Where the port is approved by the donor service provider, the NPA will send the Authorisation Response to the recipient service provider.
- B.1.18 The recipient service provider then activates the ported number on its network and sends the Instruction Request to the NPA. In some instances, upon agreement by the customer, deactivation on the donor telecommunication network will have to precede activation on the recipient telecommunications network.
- B.1.19 The NPA will perform the relevant checks on the Instruction Request outlined in Paragraph B.6. If any of the checks fail, the NPA shall send a NACK to the recipient service provider with the relevant error code. The recipient service provider may resubmit the Instruction Request once it has addressed the reason for failure indicated by the NPA.
- B.1.20 If the checks are successful the NPA then:

- i. advises all PTCs via an E.164 Ported Message to update their routing databases (it is only at this point that the customer's service is disrupted while all the PTCs update their routing systems);
- ii. advises the customer that his number has been ported by sending an SMS/email to customer; and
- iii. forwards the Instruction Request to the donor service provider.

B.1.21 The donor service provider deactivates the number on its network and sends the Instruction Response to the NPA.

B.1.22 The NPA then sends:

- i. a confirmation to the recipient service provider to advise that the donor service provider has deactivated the number and the porting request has been completed; and
- ii. closes the porting request.

B.2 ACTIONS BY THE NPA ON RECEIPT OF AUTHORISATION REQUEST

B.2.1 When an Authorisation Request is received, the NPA checks that the recipient service provider has confirmed that the customer validation has been done in accordance with these Guidelines and checks the Authorisation Request to determine if the number:

- i. had been ported in the last 90 days;
- iii. is a valid number within Jamaica's National Numbering Plan and is eligible for porting;
- iv. is valid for the donor service provider specified in the Authorisation Request;
- v. is not already subject to a porting request.

B.2.2 In the case of multi-line porting transactions, the NPA will perform the additional step of checking if the number from which the PIN code was submitted is included in the list of numbers to be ported.

B.2.3 If any check fails, the NPA will send a NACK to the recipient service provider. The recipient service provider can resubmit the order with the same message identifier once it is satisfied that the issue which resulted in the NACK has been resolved.

B.2.4 If checks are successful, then the NPA shall send:

- i. a positive Initial Response with the appropriate code to the recipient service provider to confirm the Validation checks have been passed;
- ii. an SMS/email to the customer to confirm that that the porting is proceeding; and

- iii. an Authorisation Request to the donor service provider for an Authorisation Response.

B.3 ACTIONS BY THE DONOR SERVICE PROVIDER ON RECEIPT OF AUTHORISATION REQUEST

- B.3.1 The donor service provider shall complete all checks and indicate the result of each check that it has performed in the Authorisation Response.
- B.3.2 A donor service provider shall not reject any Authorisation Request received in respect of a number except for the reasons outlined in Appendix C.
- B.3.3 If the Authorisation Request is rejected, the donor service provider shall indicate to the NPA the results of each check that it has performed. Where a group of numbers being ported as a single transaction is rejected and the rejection reason(s) relates to a specific number(s) then the donor service provider shall indicate the number(s) to which the rejection reason(s) relates.
- B.3.4 Without prejudice to the generality of the foregoing the donor service provider shall comply with the following:
 - i. handle all Authorisation Requests in the order in which they were received;
 - ii. check that the customer's number is eligible for porting. If the donor service provider rejects the porting request it shall indicate the appropriate rejection reason code as set out in Appendix D in its Authorisation Response; and
 - iii. send an Authorisation Response, either authorising or rejecting the porting request, to the recipient service provider via the NPA by no later than four (4) hours after receipt of the Authorisation Request.
- B.3.5 If the NPA does not receive an Authorisation Response within four (4) hours, from the time the Authorisation Request is sent to the donor service provider, the recipient service provider should immediately contact the donor service provider and the donor service provider should explain the reason for failing to send the Authorisation Response within the specified timeframe to the recipient service provider.
- B.3.6 If the Authorisation Response is not sent in time, then it shall be sent as soon as possible thereafter. If the Authorisation Response has not been sent to the NPA within two (2) working days, then the NPA shall override the requirement for an Authorisation Response from the donor service provider and progress the porting transaction as if the appropriate checks were done by the donor service provider and no objection was raised to the port.
- B.3.7 The failure by any donor service provider to provide a response within the time specified in this Paragraph shall be a breach which will be logged by the NPA and reported to the Office.

B.4 ACTIONS BY THE NPA ON RECEIPT OF AUTHORISATION RESPONSE

- B.4.1 Where the port has been rejected by the donor service provider the NPA will send the Authorisation Response including the relevant rejection reason code(s) to the recipient service provider, and send an SMS to the customer to advise that the porting request has been rejected and that the customer should contact the recipient service provider to discuss the reason(s) for the rejection. In such cases the porting process must be started over from the beginning.
- B.4.2 Where the port is approved by the donor service provider, or the NPA overrides the requirement for an Authorisation Response in accordance with sub-paragraph B.3.6, the NPA will send the Authorisation Response approving the port to the recipient service provider.

B.5 ACTIONS BY THE RECIPIENT SERVICE PROVIDER ON RECEIPT OF AUTHORISATION RESPONSE

- B.5.1 If the porting has been approved by the donor service provider, or the NPA overrides the requirement for an Authorisation Response in accordance with sub-paragraph B.3.6, upon receipt of the Authorisation Response from the NPA, the recipient service provider shall activate the ported number(s) on its network, and send an Instruction Request to the donor service provider via the NPA.
- B.5.2 If the Authorisation Request has been refused, the recipient service provider may consult the customer to resolve the problem and may submit a new Authorisation Request. After two (2) refusals for the same number the recipient service provider shall not submit further requests until it has resolved the problem with the donor service provider.
- B.5.3 Where a group of numbers is being ported as a single porting transaction, the porting shall continue only if no rejection reason has been given in the Authorisation Response for any of the numbers included in the transaction.
- B.5.4 The recipient service provider may submit a new Authorisation Request for:
- a. those numbers for which no rejection has been given; or
 - b. the entire group having resolved the cause(s) of the initial rejection.
- B.5.5 Within four (4) working days of receiving an Authorisation Response approving the port, the recipient service provider shall activate the number on its network and send the Instruction Request to the NPA. Where such an Authorisation Response is received within the last two (2) hours of the porting window, the recipient service provider shall wait until the start of the next porting window to send the Instruction Request to the NPA.
- B.5.6 If the recipient service provider is unable to send the Instruction Request within four (4) working days from the time the Authorisation Response is received, then it shall be sent as soon as possible thereafter. If the Instruction Request has not been sent to the NPA within

two (2) working days, then the porting transaction shall be aborted by the NPA, and the NPA shall notify:

- i. both the recipient and donor service providers via a Timed Out Message; and
- ii. the customer via an SMS or email,

that the porting transaction has been aborted. The recipient service provider shall then deactivate the ported number.

B.5.7 The failure by any recipient service provider to provide a response within the time specified in this Paragraph shall be a breach which will be logged by the NPA and reported to the Office.

B.6 ACTIONS BY THE NPA ON RECEIPT OF INSTRUCTION REQUEST

B.6.1 The NPA will perform the following checks on the Instruction Request to determine if:

- i. the number is currently the subject of another porting transaction;
- ii. the Instruction Request has been sent twice in error and already actioned;
- iii. an Instruction Response has already been received from the donor service provider; and
- iv. the Instruction Request has been sent within the correct timeframe set for the porting.

B.6.2 If any of the checks in sub-paragraph B.5.1 above fails, the NPA shall send a NACK to the recipient service provider with the relevant error code as set out in Appendix D. The recipient service provider may resubmit the Instruction Request once it has addressed the reason for failure indicated by the NPA.

B.6.3 If all the checks are passed, the NPA shall send:

- i. an SMS/email (“This account will be closed soon please use the network of your new service provider”) to the number to be ported;
- ii. the Instruction Request to the donor service provider; and
- iii. an E.164 Ported Message to all PTCs to update their routing databases

B.7 ACTIONS BY THE DONOR SERVICE PROVIDER ON RECEIPT OF INSTRUCTION REQUEST

B.7.1 The donor service provider shall handle all Instruction Requests in the order in which they were received.

B.7.2 The donor service provider shall perform the following actions:

- i. deactivate the ported number on its network and if necessary recover any company owned device or equipment that was used to provide the service;
- ii. close any mailboxes and any other services attached to the ported number; and
- iii. send an Instruction Response to the NPA to confirm the porting request has been completed and can be closed.

B.7.3 The actions in sub-paragraph B.7.2 shall be completed within four (4) hours after the Instruction Request is received. If the donor service provider is unable to send the Instruction Response within the said four (4) hours then it shall be sent as soon as possible thereafter. If the Instruction Response has not been sent to the NPA within four (4) hours then the NPA shall undertake the activities outlined in sub-paragraph B.8.1, and shall send a report to the Office and the donor service provider indicating that the Service Level Agreement (SLA) was missed.

B.8 ACTIONS BY THE NPA ON RECEIPT OF INSTRUCTION RESPONSE

B.8.1 Immediately upon receipt of a successful Instruction Response, the NPA shall:

- i. update its records of the PTC that is serving the ported number; and
- ii. forward the Instruction Response to the recipient service provider.

B.9 ACTIONS BY THE RECIPIENT SERVICE PROVIDER ON RECEIPT OF INSTRUCTION RESPONSE

B.9.1 On receipt of an Instruction Response the recipient service provider shall confirm to the NPA receipt of same via an ACK message.

B.10 ACTIONS BY PTCs ON RECEIPT OF E.164 PORTED MESSAGE

B.10.1 Upon receiving an E.164 Ported Message, a PTC shall update its routing information in real-time and no later than two (2) minutes from the time that the E.164 Ported Message is received from the NPA.

B.11 PORTING HOURS AND PROCESSING TIMEFRAMES

B.11.1 The NPA's porting window is 9:00 am to 5:00 pm on working days.

B.11.2 References to a particular time refer only to time occurring within the porting window.

B.11.3 The recipient service provider may:

- a. accept porting requests outside of the porting window and store same for later action;
- b. send an Authorisation Request to the NPA at any time; or
- c. activate service and submit the Instruction Request outside the normal porting window. Where this is done the NPA shall take the steps outlined in Paragraph B.6.

- B.11.4 If the Authorisation Request is received outside of the porting window, then the NPA shall set the Start Date Parameter in the Authorisation Request to the start of the next porting window.
- B.11.5 Service providers are required to process porting transactions during working hours, that is, 9:00 am to 5:00 pm on any working day.
- B.11.6 Given that the E.164 Ported Message should be automatically processed within two (2) minutes, the Instruction Request can be sent up to 5:00 pm.
- B.11.7 Processing of Porting Transactions of one (1) to 99 Fixed Numbers.**
- B.11.7.1 the Authorisation Request is received and validated before the end of the porting window, the porting process shall commence at that exact moment and shall be completed within five (5) days.
- B.11.7.2 The processing of Fixed Porting Requests will be governed by defined activities, as follows:
- i. The donor service provider shall respond by no later than four (4) hours within the porting window, after receiving the Authorisation Request.
 - ii. Where the recipient service provider has received an Authorisation Response that accepts the porting, the recipient service provider shall take the necessary actions and send the Instruction Request no later than four (4) days within the porting window.
 - iii. The donor service provider shall respond to any Instruction Request no later than four (4) hours within the porting window.
- B.11.8 Processing of Porting Transactions of 100 or more Fixed Numbers.**
- B.11.8.1 If the Authorisation Request is received and validated before the end of the porting window, the porting process shall commence at that exact moment and shall be completed within ten (10) days.
- B.11.8.2 The processing of Fixed Porting Requests will be governed by defined activities, as follows:
- i. The donor service provider shall respond no later than four (4) hours within the porting window after receiving the Authorisation Request.
 - ii. Where the recipient service provider has received an Authorisation Response that accepts the porting, the recipient service provider shall take the necessary actions and send the Instruction Request no later than four (4) days within the porting window.
 - iii. The donor service provider shall respond to any Instruction Request no later than four (4) hours within the porting window.

B.12 ORDER TIMED OUT

- B.12.1 A timer is set at each stage of the porting process that is handled by the NPA and where a response is required from either a recipient service provider or a donor service provider within a particular timeframe. An order is timed-out on the central order handling system when it has exceeded the time set for that particular stage of processing.
- B.12.2 Except for the Authorisation Response stage of the porting process, after two (2) working days the NPA shall send a Timed Out message to both the recipient service provider and donor service provider, advising that the order has 'timed-out' and that the porting transaction shall be aborted.

B.13 REJECTION OF A PORTING REQUEST

- B.13.1 A donor service provider can reject an Authorisation Request only for the rejection reasons stated in Appendix C. No other reasons are valid.
- B.13.2 The NPA may reject porting requests and will use the defined codes in Appendix D to explain its reason for doing so.
- B.13.3 In keeping with rule 24 of the Rules, the Office may at any time determine additional reasons for rejection. The Office will notify all PTCs and service providers of its determination in writing.

B.14 TREATMENT OF NON-PERSONAL ACCOUNTS

- B.14.1 Non-personal Accounts are those held by organisations including, but not limited to, companies, partnerships, government Ministries, Departments and Agencies and clubs where the account is in the name of the organisation rather than of an individual.
- B.14.2 For non-personal accounts, the Porting Request Form shall also be accompanied by:
- i. a Letter of Authority on the organisation's letterhead with the organisation's seal/stamp affixed and signed by an authorised signatory. (See template in Appendix I);
 - ii. in the case of post-paid services, a copy of the organisation's latest bill for the affected service; and
 - iii. a copy of the photo ID of the person so authorised to request the porting transaction and a copy of the photo ID of the person submitting the transaction where the individuals are different.
- B.14.3 The Letter of Authority shall specify the number(s) to be ported and where applicable, the closure of the account with the donor service provider.
- B.14.4 The recipient service provider shall:

- i. Ensure that the Letter of Authority and the Porting Request Form indicate the number(s) to be ported;
- ii. Check that the organisation name shown as the account holder on the donor service provider's bill matches the organisation name on the letterhead;
- iii. Ensure that the signature on the Porting Request Form is the same as the signature on the Letter of Authority;
- iv. Ensure that the customer signs the Porting Request Form, the form of which can be found in Appendix H, indicating an intent to port. In the case of an electronic Porting Request Form the customer shall also sign a paper-based register upon which the customer's name, date, telephone number, and service provider representative's name will be recorded (the Porting Register). The Porting Request Form is also the legal instrument appointing the recipient service provider as his agent to port his number from the donor service provider and close his account if necessary.
- v. Record a valid and unexpired proof of identity of the person requesting a port and the person submitting the request (where the persons are different). The recipient service provider shall ensure that the likeness on the identification resembles the person requesting or submitting the request to port, as the case may be, and that the signature provided on the Porting Request Form or the Porting Register is similar to the signature on the identification submitted at the time the porting request is initiated. Where the customer is unable to sign due to physical or other impairment, the representative of the recipient service provider shall permit the customer to make a mark, shall witness the mark, and shall include a notation on the Porting Request Form detailing the disability or impairment that prevented the customer from providing a signature that is similar to that on the supporting identification. The recipient service provider is required to retain the Porting Records and the Porting Register for a period of at least twenty-four (24) months. Proof of identity includes national identification card, passport, driver's licence, work or school ID.
- vi. Ensure one (1) of the numbers to be ported is used for validating the Porting Request in the case of multi-line porting requests.
- vii. Ensure the representative of the recipient service provider that is executing the validation of the request to port prints his/her name on the Porting Request Form, confirms on the form that the steps at 12.1.3 and 12.1.4 were undertaken, and signs and dates the form.
- viii. Except where the porting request is initiated electronically, ensure that the location of the point of sale where the porting request was initiated is recorded on the Porting Request Form.

B.14.5 If a group of numbers to be ported is being divided into separate transactions the separate Authorisation Requests shall be submitted for each transaction.

B.15 TREATMENT OF MULTI-LINE ACCOUNTS

- B.15.1 A single Porting Request Form may be signed for more than one (1) number.
- B.15.2 A customer can submit a single Porting Request Form for numbers belonging to a single donor service provider.
- B.15.3 Customers must use separate Porting Request Forms for porting transactions involving different donor service providers, that is, Porting Request Forms cannot contain numbers currently serviced by different donor service providers.
- B.15.4 The recipient service provider may choose either of the following approaches or a combination of them relating to a group of numbers to be ported from the same donor service provider:
- a. Individual numbers from the group may be ported as separate transactions using the same procedure as for a single number account. Consequently, some numbers in the group may be ported while other numbers in the group may not be, if they have been rejected or have failed the validation checks; or
 - b. A group of contiguous or non-contiguous numbers may be submitted in a single Authorisation Request with any one of the numbers being used for the validation IVR call. If the donor service provider rejects the porting of any number in the group, then the entire transaction is rejected.
- B.15.5 All numbers within an Authorisation Request shall be ported at the same time.
- B.15.6 Where multiple numbers are processed in batches then separate IVR validation would need to be completed for each batch.
- B.15.7 Multi-line porting requests cannot be raised or used for the porting of a mix of pre-paid and post-paid numbers. Recipient Service providers wishing to port multiple pre-paid or multiple post-paid numbers shall initiate separate Multi-Line Authorisation Requests.

B.16 PORTING BACK TO THE BLOCK OPERATOR

- B.16.1 Where the customer requests porting back to the Block Operator (that is where the recipient PTC is the Block Operator) the NPA shall remove the number from the list of ported numbers.

B.17 RETURNING CEASED NUMBER(S) TO BLOCK OPERATOR

- B.17.1 This is the process whereby an inactive number is returned to the Block Operator by the recipient PTC after the stipulated aging period set out in the Telecommunications Numbering Rules. The aging periods are as follows:

Class of Service	Aging Interval in Months	
	Minimum	Maximum
Residential	1	3

Business	3	12 *
Non-Business Mobile	1	3
* The 12 month maximum may be required to accommodate local directory publishing dates or high volume call-in applications, or to accommodate changes to numbers associated with public service emergency applications.		

B.17.2 The return to Block Operator process operates as follows:-

- i. The current service provider identifies the customer as inactive and ages the number in accordance with the Telecommunications Numbering Rules.
- ii. After the aging period is completed, the current service provider sends the E.164 Terminated Message to the NPA.

B.17.3 On receiving the E.164 Terminated message, the NPA shall:

- i. remove the number in the CRDB from the list of ported numbers; and
- ii. send a copy of the E.164 Terminated Message to all PTCs and service providers.

B.17.4 A recipient service provider shall not allocate a number ported to it which it has ceased, to another customer.

B.17.5 On receipt of an E.164 Terminated Message, the Block Operator may allocate the number immediately.

B.17.6 Each recipient service provider shall submit to the Office within six (6) weeks of the end of a quarter, a report on the status of the aging of ported-in numbers for the different class of service for that quarter. The report should include:

- i. A description of each number - i.e. the number being aged, the class of service, and its status in the aging process (e.g. one month out of 3, etc.)
- ii. The numbers returned to the Block Operator during the quarter.

B.18 REACTIVATION OF CEASED NUMBER

B.18.1 If before sending the E.164 Terminated Message, the former recipient service provider receives a request from the same customer to re-activate the account and the number, then the recipient service provider may re-activate it.

B.19 BREAK BEFORE MAKE PROTOCOL

B.19.1 This applies only to the porting of fixed numbers.

B.19.2 Where the recipient service provider recognizes there is need to break the customer's service prior to activating his service the following steps will be taken.

- i. The recipient service provider completes the required Break Before Make Protocol Form and seeks the written approval of the customer to proceed.
- ii. If the intervention of the donor service provider is required, the recipient service provider submits the Break Before Make Protocol Form to the donor service provider to determine the timeframe required for the service to be broken.
- iii. The recipient service provider then advises the customer of the indicative timeframe for the porting process to be completed.
- iv. The recipient service provider submits the Authorisation Request to the NPA and attaches the Break Before Make Protocol Form.
- v. Once the recipient service provider obtains a positive Authorisation Response the donor service provider shall be contacted and advised to proceed with breaking the customer's service.
- vi. Once the customer's service has been broken the donor service provider shall advise the recipient service provider.
- vii. The porting process will then continue thereafter in the normal manner.

APPENDIX C - RESPONSE CODE LIST

If a porting request is to be approved, Response code '00 – Ok/Approved' is required. If the request is to be rejected, a minimum of one of the response codes is required. If at least one phone number in the request is rejected, the whole request will be rejected.

The following codes could be used:

Response Code*	Description
00	Ok / Approved
01	Service type not correct
02	Outstanding charges
03	Number disconnected
04	Outstanding charges - Roaming
05	Customer name does not match

APPENDIX D – NACK CODES

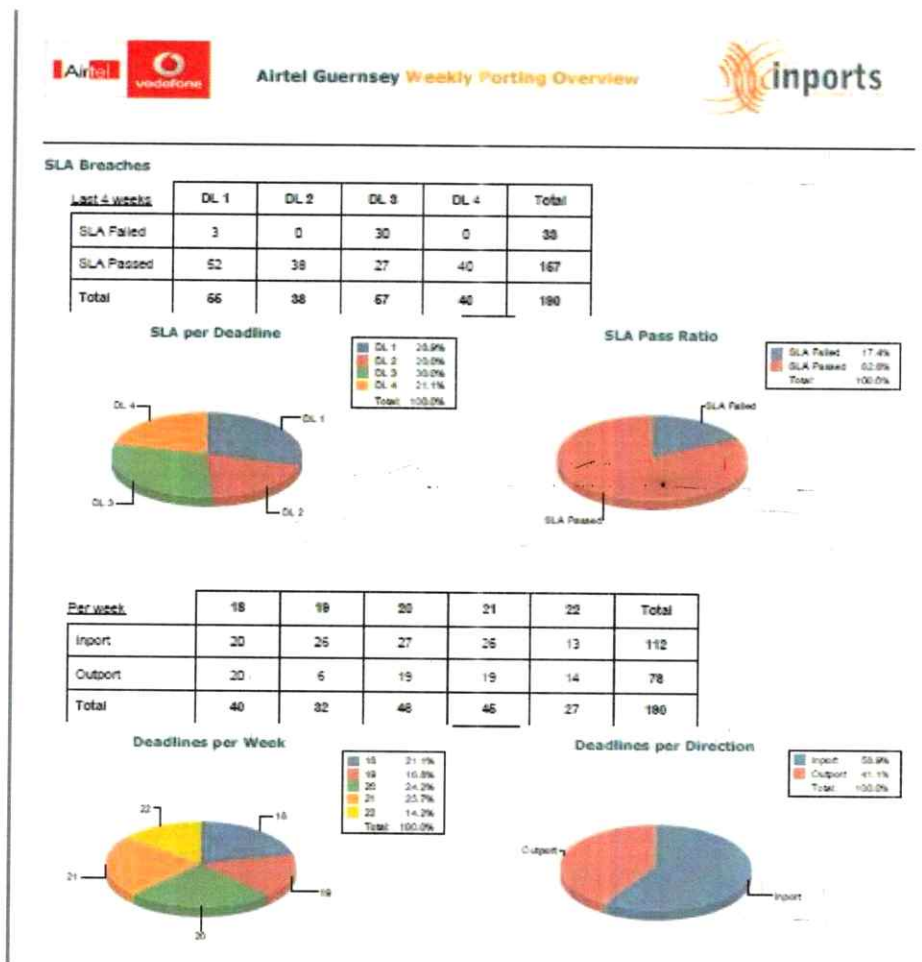
NACK Code	NACK Description
02	The phone number: {PHONE_NUMBER} is not serviced by the specified operator
02	The phone number: {PHONE_NUMBER} is not part of an assigned number range and therefore invalid
06	The phone number is already subject to a porting process
12	Request rejected because it has not passed the identity check
13	The requested date is not valid
14	Porting too soon - The phone number: {PHONE_NUMBER} was already subject to a previous completed porting within the last {WINBACK_WINDOW} days
17	The authorisation number: {AUTHORISATION_NUMBER} is not part of the ported number range
17	The authorisation number: {AUTHORISATION_NUMBER} is invalid because authorisation is disabled
17	The account type is invalid
99	Request rejected because mandatory customer cd is empty
99	Request rejected because region: {REGION} is not valid for country {COUNTRY}
99	Number series start is greater than the number series end
99	Message identifier: {MSG_ID} is not unique
99	Number length of number series start differs from the length of the number series end
99	The phone number: {PHONE_NUMBER} is not valid for region
99	The number series {PHONE_NUMBER_SERIE_START} - {PHONE_NUMBER_SERIE_END} contains {COUNT} numbers, which are more than the allowed maximum
99	The donor service provider code needs to be specified
99	The recipient needs to differ from the donor
99	Number type is not allowed for the recipient's service provider
99	Cross-over porting is not allowed

APPENDIX E - NPA DATA SYNCHRONISATION/DOWNLOAD AND DATABASE LOGS/REPORTING

Example of Ported Number File

PHONE_NUMBER	NETWORK_OPERATOR_CD	REGULATOR_CD	EFFECTIVE_DT	MODIFIED_DT	NUMBER
8762100000	DIGJ	XXXXXXXXXX	13-3-2012	13-3-2012	Mo
8762408888	LIMJ	XXXXXXXXXX	24-6-2013	24-6-2013	Mo

Example of SLA report



APPENDIX F - GLOSSARY OF TERMS AND ABBREVIATIONS

For purposes of these Industry Number Portability Guidelines, the following words, expressions and abbreviations shall have the meanings stated in the table below.

TERMS OR ABBREVIATIONS	DEFINITIONS
ACK Message	Code generated automatically by the NPA to advise a Service provider of the approval of a porting request as part of the validation checks completed by the system.
Act	The Telecommunications Act as may be amended or replaced from time to time.
Block Operator	Is the public telecommunications carrier that has been assigned a number block that contains a number that is being or has been ported.
Central Order Handling System	The system specifically designed to manage porting request by customers to facilitate the streamlined porting of numbers between service providers.
CLI	The telephone number of the calling party that is used by service providers to identify each number.
CRDB	The Central Reference Database is the database established to provide database solutions for number portability.
Customer	A person who is provided with a facility or specified service by a service provider or PTC and includes the end user of that service or facility.
Donor Service Provider	The service provider which is losing the customer's number through number portability and following successful completion of the porting transaction was providing service for the customer's number before porting.
Guidelines	The Industry Number Portability Guidelines developed pursuant to the Rules.
ID	Identification Card
Inactive Number	A number is inactive when a customer (prepaid and post-paid) who is registered in the internal subscriber application of a mobile service provider (that is HLR); has not engaged in at least one or more of the following revenue

	<p>generating actions in the last ninety days since registration or since the last credit top-up/bill payment:</p> <ul style="list-style-type: none"> • Sending/Receiving Voice/Video Calls • Sending/Receiving SMS or Multimedia Message Service (MMS) • Utilizing a premium rate service • Data transfer, including Internet access.
INPG	The Industry Number Portability Guidelines developed pursuant to the Rules.
IVR NACK	<p>Interactive Voice Response.</p> <p>Code generated automatically by the NPA to advise a Service provider of a particular reason for rejection of a porting request as part of the validation checks completed by the system.</p>
NPA	The entity licensed to manage and co-ordinate all activities related to the CRDB and the central order handling system.
NPWG	The Group established by the Minister to manage the implementation of number portability and develop industry number portability guidelines, a Code of Practice and relevant specifications.
Number Portability	The ability of customers to change service providers without having to change their telephone numbers.
Office	The Office of Utilities Regulation
Point of Sale	A retail store, authorised dealer store, or a temporary station that is set up by the service provider or its authorised dealer at a fixed location in a community centre, public square, entertainment or sporting event, educational centre, shopping plaza, or at such other locations or events as the Office may approve from time to time, for the purpose of executing the porting process.
Porting Records	The Porting Request Form, Porting Register, supporting documents submitted with a porting request (including proof of identity of the person requesting a port and the person submitting the request where the individuals are different, and the documents outlined in sub-paragraphs A.14.2 and B.14.2), and correspondence between the customer and

Porting Register	<p>service provider and between the recipient service provider and donor service provider, that are associated with a porting request.</p> <p>A paper-based register kept by the recipient service provider upon which the customer's name, customer's signature date, telephone number, and service provider representative's name will be recorded in respect of porting requests made using an electronic Porting Request Form.</p>
PTC	Public Telecommunications Carriers
Recipient Service Provider	The service provider which is acquiring the customer's number through number portability and following successful completion of the porting transaction is providing service for the customer's number after porting.
Rules	The Telecommunications (Number Portability) Rules, 2014 issued pursuant to the Act, and as may be modified or replaced from time to time.
Service Provider	Shall have the meaning as ascribed in the Telecommunications Act.
SLA	Service Level Agreement
SMS	A text message delivered to a customer's handset.

APPENDIX G - TEMPLATE FOR NUMBER PORTABILITY CONTACT INFORMATION

Name of Organization:

<i>FUNCTIONAL AREA</i>	<i>POSITION</i>	<i>CONTACT NUMBER</i>	<i>EMAIL</i>
<i>Help Desk/Customer service</i>			
<i>Porting Provisioning</i>			
<i>IT Systems/Technical Support</i>			
<i>Network(s)/Core Network Routing</i>			
<i>Escalation for Network</i>			
<i>Emergency Contact</i>			
<i>Sponsor</i>			

APPENDIX H – PORTING REQUEST FORM TEMPLATE

PORT REQUEST FORM

* Information required

TO BE COMPLETED BY CUSTOMER

*Number(s) to be ported in: _____

*Donor Service Provider: _____

*Type of service on number(s) to be ported in: Prepaid Postpaid

Mobile Fixed

CUG

*Type of service desired after porting in: Prepaid Postpaid

Mobile Fixed

CUG

*Name of Customer: _____

*Address of Customer: _____

Alternative mobile number: _____

Email address: _____

*ID Type: National ID Passport Driver's Licence Other _____

*ID Number: _____

*I hereby declare and agree as follows:

that this Porting Request Form has been accurately completed by me and I shall be responsible for any discrepancy in the above information;

- i. that the Porting Terms and Conditions have been explained to me and I understand and accept same;
- ii. that _____ shall not be liable in any way to me for any losses incurred as a result of porting or failure to port.
- iii. I am appointing _____ to close my account or just specific services with the donor service provider and to port my number.

*Customer Name _____

* Signature/Mark _____

*Date: _____

*** TO BE COMPLETED BY SERVICE PROVIDER REPRESENTATIVE**

I confirm that the signature on the ID matches the signature provided on the Port Request Form or Porting Register.

I confirm that I have witnessed the mark or signature of the customer.

I confirm that the service requested by the customer can be provided.

I confirm that all required information is collected to satisfy that the customer is authorised to port the number.

I confirm that the prepaid customer was advised that any remaining credit on the current service will be forfeited.

I confirm that the customer was advised that all data stored in relation to the current network related services (such as in mailboxes) will expire automatically when porting takes place.

I confirm that the customer was informed (for fixed number porting) that an email account or a mobile phone is required as a prerequisite to enable the receipt of messages relating to the progress of the port.

Location/Address of point of sale at which the request was initiated

Comments:

*Full name of service provider's representative

*Signature

*Date:.....

APPENDIX I - NON PERSONAL ACCOUNTS PORTINGS: LETTERS OF AUTHORITY TEMPLATE

SUBSCRIBER LETTERHEAD & LOGO (Option A)

<ORGANISATION>

*****,

*****,

<DATE>

*****,

COUNTRY,

Dear Sir/Madam

Re: Phone Number Porting Request - <ORGANISATION>

I am an authorised signatory for <organisation>.

I authorise the;

- opening of an account with <recipient service provider>;
- porting of numbers currently allocated to us in accordance with the accompanying Porting Request Form signed by myself; and
- closure of our account with <donor service provider> for the numbers listed in the Porting Request Form.

Signed

<Authorised signatory>

<AUTHORISED SIGNATORY NAME & JOB TITLE>

<SUBSCRIBER ORGANISATION ADDRESS ETC>

SUBSCRIBER LETTERHEAD & LOGO (Option B)

<ORGANISATION>

*****,

*****,

<DATE>

*****,

COUNTRY,

Dear Sir/Madam

Re: Mobile Phone Number Porting Request - <ORGANISATION>

I am an authorised signatory for <organisation>.

I authorise “delegated authority name” to manage and progress the;

- opening of an account with <recipient service provider>;
- porting of numbers currently allocated to us in accordance with the Porting Request Form signed by <delegated authority >; and
- closure of our account with <donor service provider> for the numbers listed in the Porting Request Form.

Signed

<Authorised signatory>

<NAME & JOB TITLE>

Signed

<delegated authority >

<NAME & JOB TITLE>

<SUBSCRIBER ORGANISATION ADDRESS

APPENDIX J - NPA AUTOMATED REPATRIATION PROCESS

Automated Repatriation Process



Number repatriation

PXS Imports repatriation process



Document Index

Author PXS
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Document History

Version	Remarks	Author	Date
1.0	Final version	PXS	22-02-2021
1.1	Updated terminology	PXS	03-05-2021
1.2	Updated terminology	PXS	08-07-2021
1.3		PXS	10-11-2021



Number Repatriation

Introduction

There are several situations where the emergency repatriation of a phone number is required. In those situations, the operators can use the repatriation functionality that is part of the Inports system.

This process description provides an explanation of the process and all steps to repatriate a phone number within the PXS Inports number portability platform.

The repatriation functionality can be activated following the contractor's request. The functionality is available through both the Web GUI and the XML webservice.

Once the functionality is activated, emergency repatriation can be requested at any time during the period in which porting is prohibited (90 days after the number is ported). This period is referred to as the 'cool-off window' in the application's user interface. Repatriation requests are explicitly marked in Web GUI and XML, to easily identify such requests.

Repatriation process

Step 1

1. The recipient operator requesting the repatriation clicks 'New inport'

Phone number	Porting start date	Status	Due date	Date modified	Request code
1. 8882323232	11/30/2017 10:09 AM	Service nr activated		11/30/2017 10:09 AM	LIMJ-LIMJ-0000000000027401
2. 8881212121	11/23/2017 11:19 AM	Service nr activated		11/23/2017 11:19 AM	LIMJ-LIMJ-0000000000025543
3. 8766318072	11/13/2017 10:15 AM	Request completed		11/13/2017 10:21 AM	LIMJ-FLOJ-0000000000024648

Step 2

1. Enter the digits of the number to be repatriated
2. Hit the tab button to determine the number range's end
Number is automatically added to the second field. In case of a range, please enter the end of the range in the second field
3. Select the 10-digit LRN (local routing number)
4. Select the porting start date
If left blank, the system will automatically select the first possible porting date and time within the porting window
5. Select 'Yes' for Override cool-off window (repatriation)
6. After internal customer identity verification, confirm the 'Identity check' as passed

7. Click 'Submit' to submit the port request



Porting data

Customer number(s)	Phone number *: <input type="text"/> - <input type="text"/> Number for authorisation: <input type="text"/> Account type: Choose type <input type="button" value="Remove"/>
Routing code*	<input type="button" value="Add phone number"/> <input type="text"/>
Porting start date	<input type="text"/>
Porting time	<input type="text"/>
Donor Network Operator	<input type="text"/>
Note 1	<input type="text"/>
Note 2	<input type="text"/>
Override cool-off window (repatriation)	<input type="button" value="Yes"/>
Identity check*	<input type="checkbox"/> Passed

Step 3

Just like a regular port request, when submitting the repatriation request, customer authorization is required. In case the customer has no access to its phone or SIM-card to send the text message, the current (donor) operator can be asked to generate a manual authorization. This is typically the situation when repatriation is required as a consequence of an outport following a stolen sim card. This can be done in the Inports GUI (Management tab > Authorizations)

1. The donor operator clicks 'Authorizations'
2. Enter the digits of the phone number to be repatriated
3. Select the SMS provider (the donor operator)
4. Enter the Message body ('PORT')
5. Click 'Save message' to submit the manual customer authorization
6. The donor operator responds with either:
 - a. Agreement (code 00) → *proceed with step 4*
 - b. Block (codes 01, 02, 03 or 04) → *end of process*



Step 4

After the donor operator generated a customer authorization (or after the customer sent the authorization by himself), the current operator receives the repatriation port request that was submitted by the recipient operator. In both the GUI and XML-message the 'Override cool-off window' is marked with 'Yes'.

1. The donor operator responds with either:
 - a. Agreement (code 00) → *proceed with step 4*
 - b. Block (codes 01, 02, 03 or 04) → *end of process*

Step 5

1. On the day of porting, the recipient operator selects 'Instruction Request' to repatriate the number
2. The system sends the Broadcast Message to all operators, confirming the number is ported to the recipient operator
3. The donor operator disconnects the number from its network, by:

- a. Selecting the response code 30 (OK)
- b. Clicking 'Send Instruction Response'

The screenshot displays a web application interface with a navigation bar at the top containing tabs for 'Inputs', 'Outputs', 'External', 'Reports', and 'Management'. Below the navigation bar is a table with columns: 'Phone number', 'Porting start date', 'Status', 'Start date', 'Date modified', and 'Request code'. The table contains four rows of data, with the second row highlighted in orange. Below the table is a section titled 'Evaluate Input' which is divided into three sub-sections: 'Porting data', 'Customer Data', and 'Item data'. The 'Porting data' section contains fields for Request code, Date created, Porting start date, Change date, Date activated, Date modified, Request Network Operator, Sponsor Network Operator, Routing code, Status, Note 1, and Note 2. The 'Customer Data' section contains fields for Customer ID, Company name, Initials, First name, Last name, Address Line 1, Address Line 2, Post Code, City, Country, Contact phone number, and Email. The 'Item data' section contains fields for Start, End, Number for authentication, Resp. code, Resp. code, and Resp. code. A red circle with the number '1' is placed over the 'Resp. code' field in the 'Item data' section. At the bottom right of the interface, there are two buttons: 'Instruction request' and 'Abort request'.

Phone number	Porting start date	Status	Start date	Date modified	Request code
1. 8881212121	11/20/2017 7:50:00 AM	Authorization requested	12/1/2017 5:00 PM	11/30/2017 9:00 AM	0002-LMO-000000000002735
2. 8889656565	12/1/2017 8:00 AM	Authorized	12/5/2017 5:30 PM	12/1/2017 9:14 AM	0002-LMO-0000000000027430
3. 8882323232	11/30/2017 10:00 AM	Request completed		11/30/2017 10:13 AM	0002-LMO-0000000000027402
4. 8889696969	11/28/2017 3:41 AM	Service re activated		11/28/2017 3:41 AM	0002-LMO-0000000000027305

Evaluate Input

Porting data

Request code	0002-LMO-0000000000027430
Date created	12/1/2017 8:12 AM
Porting start date	12/1/2017 9:00 AM
Change date	
Date activated	
Date modified	12/5/2017 9:14 AM
Request Network Operator	0002
Sponsor Network Operator	0002
Routing code	06300921
Status	Authorized
Note 1	
Note 2	

Customer Data

Customer ID	
Company name	
Initials	
First name	
Last name	
Address Line 1	
Address Line 2	
Post Code	
City	
Country	
Contact phone number	
Email	

Item data

Start	End	Number for authentication	Resp. code	Resp. code
8889656565	8889656565			

1 = Instruction request
= Abort request