AUSTRALIAN
COMMUNICATIONS
INDUSTRY FORUM

INDUSTRY CODE
ACIF C570:2005
MOBILE NUMBER PORTABILITY

ACIF C570:2005 *Mobile Number Portability* Industry Code

This Code was issued in draft form for public comment as DR ACIF C570:2005
First published as ACIF C570:2001
Second edition as ACIF C570:2002
Third edition as ACIF C570:2003
Fourth edition as ACIF C570:2005
Reprinted 30 March 2006

Registered by ACMA on 13 October 2005

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EXPLANATORY STATEMENT

This Explanatory Statement is to be read in conjunction with the ACIF C570:2005 ***Mobile Number Portability*** Industry Code, "the Code".

This Explanatory Statement outlines the background, scope, objectives, processes and procedures described in the Code. The anticipated costs and benefits are also discussed.

The Code replaces ACIF C570:2003 ***Mobile Number Portability*** Industry Code published by ACIF in August 2003.

Expressions and abbreviations used in this Explanatory Statement have the same meaning as in the Code.

Background

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

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

Current Regulatory Arrangements

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

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

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

ACIF G561:1999 Mobile Number Portability – Network Plan for Voice, Data, Fax Services outlines the network trunking arrangements that Carriers may use in order to route calls to Ported Numbers. These solutions include donor routing and intelligent network based solutions. The Code was developed by the ACIF OCRP/WC19: Mobile Number Portability Working Committee in consultation with relevant parties in order to set out procedures for the Porting of Mobile Service Numbers (MSNs) in a multi-CSP environment. These operational procedures must function in an efficient and effective manner regardless of the underlying variety of technical solutions adopted by CSPs.

Rationale for the first publication of the Code

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

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

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

Why current regulatory arrangements are inadequate

The Working Committee met to review the industry practices and procedures to identify issues that had occurred after implementation of MNP. The Working Committee found that ACIF C570:2002 ***Mobile Number Portability*** Industry Code as registered on 28 August 2002 had some deficiencies that were not considered at the time of developing the previous version of the Code, these include:

- lack of compliance measure for overall Porting time;
- industry practice of modified Porting times for certain holidays;
- lack of clarity in when a Port Expiry notice is sent;
- no provision for a Reversal to be initiated by a LCSP after receiving agreement from the GCSP where there is a need to meet customer expectations;
- no definition for Reversal Authority;
- lack of clarity on Give Backs;
- inability to use MIN/SIM as an alternative validation item (in lieu of the reference, account number or date of birth); and
- handling of Porting MSNs with Related Services (e.g. fax & data).

How the Code builds on and enhances the current regulatory arrangements

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

- the addition of a compliance measure for overall Porting time and revised response time for individual transactions;
- modified Porting times for Easter Monday, Queens Birthday and Boxing Day to be treated the same as a Saturday;
- revised wording for a PEN to better clarify when a Port Expiry notice is sent;

- improvements to the Reversal process to provide an ability to have a Reversal initiated by a LCSP after receiving agreement from the GCSP where there is a need to meet customer expectations;
- the addition of a definition for Reversal Authority;
- further clarity on the requirement to Give Back a Ported number within six days of the quarantine period finishing;
- the ability to put in place bilateral arrangements between CSPs to permit the use of MIN/SIM as an alternative validation item in lieu of the reference, account number or date of birth;
- handling of Porting MSNs associated with Related Services; and
- some other minor rewording to better clarify particular requirements.

What the Code will accomplish

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

- gaining the Customer's authorisation to Port the MSN(s);
- validating the Customers right to Port the number(s);
- the Gaining CSP responsibilities to co-ordinate porting activities to provision the service, including providing information to the Losing CSP;
- activity required by the Losing CSP to validate the Port and prepare the MSN for Porting;
- the action required to enact the Port in all Networks; and
- the processes required to ensure continuity of service to the Customer in the event of faults or difficulties during Porting.

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

How the objectives will be achieved

The Code sets out:

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

Registration of the Code by the ACA will ensure that all telecommunications providers who fall within the established sections of the industry (as set out in section 110 of the Act) are bound by the Code, whether or not the providers have chosen to adopt it voluntarily through the ACIF process. This uniformity will benefit Customers, who can

be reasonably sure, when choosing a telecommunications provider, that each CSP will have a process to enable Porting of Mobile Numbers with all other CSPs.

Anticipated benefits to Consumers

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

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

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

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

(a) that CSPs will fully inform Customers about their rights, costs and obligations should they elect to Port;

(b) the LCSP will not hinder Customers choosing to Port by ensuring that relevant Port validation (for example, account or reference detail) information is available to Customers;

(c) that the implementation of the Port will be conducted efficiently and effectively;

(d) for a standardised approach to Porting that will minimise confusion and complexity to consumers choosing to Port; and

(e) that Porting will introduce as few costs as possible.

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

Anticipated benefits to Industry

The industry will benefit from the introduction of a standardised process for number portability. There are currently a number of MCs, and additional Mobile CSPs and non MCs involved in call routing. Through the introduction of the Code, MCs were required to put in place only one set of intercarrier Porting arrangements rather than the multiple implementations which would otherwise be required. The savings of a common implementation have not been fully quantified but are estimated to be in the realm of $A50 million to $A200 million.

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

Anticipated costs to Industry

The Code envisages automated interfaces between MCs and CSPs to support MNP. To support implementation these parties put in place appropriate changes to their internal operating systems and networks to support MNP. Any new entrants will be required to support these arrangements. ACIF G573:2003 *MNP IT Specification (Parts 1, 2 and 3)* Industry Guideline forms the industry agreed basis on which Carriers who operate under MNP can develop these interfaces and exchange information.

Other public interest benefits or considerations

Matters previously considered

The development of the first publication of the Code and subsequent revisions required the consideration of a wide range of issues. A number of these were identified for special attention when the Code was first released for public comment.

1 Costs and Obligations to the LCSP

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

2 Standard Hours of Operation

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

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

3 Unnecessary Transactions

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

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

4 Validation

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

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

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

5 Reversals

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

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

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

Further Industry Code review

Changes have been made during this third review of the Code as a result of practical experience and the vast knowledge within Industry of the practical implications of Porting.

In light of the frequency of previous reviews of the Code and the potential cost that may arise out of such a review, the Working Committee believes that further reviews of the Code should not be required for the next five years.

Notwithstanding this, proposals for changes to these arrangements can be put forward via the normal ACIF processes for consideration by the OCRP.

2005 Revision

There was a limited revision of the Code in 2005 to modify clauses affected by changes to fair trading legislation in New South Wales and Victoria. These legislative changes allow customers to rescind or cancel contracts during cooling off periods where the contracts were made as a result of offers unsolicited by the customer. Clause 6.5.5 of the Code has been amended to explain that if a customer rescinds or cancels their contract where this is allowed under State or Territory fair trading legislation, the CSP must advise the customer to contact their preferred CSP to organise a port.

Alexander R Osborne

Chairman

OCRP/WC19 : Mobile Number Portability Working Committee

PARTICIPANTS

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

Organisation	Membership	Representative
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Australian Communications Authority (ACA)	Non-voting	Mike Elsegood
Australian Communications Authority (ACA)	Non-voting	Simon Flanagan
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Telstra	Voting	Jim Coburn
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This Working Committee was chaired by Alexander R. Osborne. Margaret Fleming of ACIF provided project management support.

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1 INTRODUCTION AND REGISTRATION WITH ACA

1.1 Introduction

1.1.1 Section 112 of the *Telecommunications Act 1997* sets out the intention of the Commonwealth Parliament that bodies and associations in the telecommunications industry develop industry codes relating to the telecommunications activities of those bodies.

1.1.2 The development of the Code has been facilitated by the Australian Communication Industry Forum (ACIF) through a Working Committee comprised of representatives from the telecommunications industry, Government regulatory agencies and consumer groups.

1.1.3 The Code should be read in the context of other relevant Codes and Guidelines, including the ACIF G579:2003 ***Mobile Number Portability Operations Manual*** Industry Guideline and ACIF G573:2004 ***Mobile Number Portability IT Specifications (Parts 1, 2 and 3)*** Industry Guideline.

1.1.4 The Code should be read in conjunction with related legislation, including:

(a) the *Telecommunications Act 1997*; and

(b) the *Telecommunications Numbering Plan 1997*.

1.1.5 If there is a conflict between the requirements of the Code and any requirement imposed on a party by statute, or by a competition notice issued by the ACCC, a party will not be in breach of the Code if the party complies with the requirements imposed by statute or the competition notice.

1.1.6 Statements in boxed text are a guide to interpretation only and not binding as Code rules.

1.2 Registration with ACA

The Code is registered by the Australian Communications Authority pursuant to section 117 of the *Telecommunications Act 1997* (Cth.).

2 SCOPE AND OBJECTIVES

2.1 Scope

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

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

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

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

(a) Carriers; and

(b) CSPs.

NOTE: Carriage Service Providers include Internet Service Providers.

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

(a) carrying on business as a Carrier; or

(b) carrying on business as a Carriage Service Provider.

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

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

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

NOTE: Any such bilateral arrangements also will need to comply with the Trade Practices Act 1974, including the anti-competitive conduct and competition notices provision of Part XIB, and be developed in accordance with section 462 of the Act.

2.1.7 The timeframes in the Code will be the default minimum industry standard unless improved by bilateral arrangements.

2.1.8 CSPs and the Carriers on whose network they are providing services, may agree to utilise different procedures for those transactions that take place between them to those detailed in the Code. However, the inter-Carrier transactions as provided in the Code must be supported.

2.2 Objectives

The objectives of the Code are to:

(a) set out procedures between CSPs to enable a Customer to retain their MSN when transferring from one CSP to another or changing MC Networks, even though the relevant number range will still be allocated to the Donor CSP;

(b) set out competitively neutral and non-discriminatory processes for the implementation and operation of MNP;

(c) set out competitively neutral processes by which CSPs may exchange information with each other in accordance with applicable privacy regulation;

(d) set out criteria against which the compliance of CSPs with the Code may be assessed; and

(e) provide a robust process that can support MNP in a timely fashion.

3 CODE ADMINISTRATION AND COMPLIANCE

3.1 Code Administration and Compliance Scheme

Under ACIF Code signatory arrangements, Signatories to the Code are subject to ACIF G514:2003 Code Administration and Compliance Scheme (the Scheme). Accordingly, all Signatories who are bound by the Code are also bound by the Scheme.

3.2 Powers of the Telecommunications Industry Ombudsman to handle complaints under the Code

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

(a) receiving;

(b) investigating;

(c) facilitating the resolution of;

(d) making determinations in relation to;

(e) giving directions in relation to; and

(f) reporting on

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

3.3 Power to handle Industry Complaints under the Code

3.3.1 Complaints may be made under the Code to ACIF by a member of the industry (or a voluntary or non-profit consumer organisation or similar body) (an "Industry Complaint") about a contravention of the Code by a Signatory to the Code.

3.3.2 Complaints by a member of the industry (or a voluntary or non-profit consumer organisation or similar body) about a contravention of the Code by a Signatory to the Code may be referred from the ACA under the power granted to the ACA in section 514 of the *Telecommunications Act 1997*, subject to ACIF's agreement to accept the referral. Without limiting the grounds on which ACIF may withhold its agreement to accept a referral, ACIF may withhold its agreement where it considers that the complaint can be more conveniently dealt with in another forum or that handling the complaint may impose an unreasonable cost burden on ACIF.

ACIF must handle Industry Complaints under Clause 3.3.1 or 3.3.2 of the Code in accordance with the provisions of the ACIF G514:2003 ***Code Administration and Compliance Scheme***.

3.4 Code review

Review of the Code will be conducted in a maximum of five years from publication.

4 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

4.1 Acronyms

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

ACA	Australian Communications Authority
ACCC	Australian Competition and Consumer Commission
ACIF	Australian Communications Industry Forum Limited
AMSNR	Allocated Mobile Service Number Register
BGBN	Broadcast Give Back Notification
BGBC	Broadcast Give Back Completion
BPCN	Broadcast Port Cutover Notification
BTTN	Broadcast Technology Transfer Notification
CA	Customer Authorisation
CDMA	Code Division Multiple Access
CSP	Carriage Service Provider
DMC	Donor Mobile Carrier
GBN	Give Back Notification
GBN (RCSP →RMC)	Give Back Notification (RCSP →RMC)
GBN Confirmation Advice (DMC→RMC)	Give Back Notification Confirmation Advice (DMC-RMC)
GBN Confirmation Advice (RMC→RCSP)	Give Back Notification Confirmation Advise (RMC-RCSP)
GBN Rejection Advice (DMC→RMC)	Give Back Notification Rejection Advice (DMC RMC)
GBN Rejection Advice (RMC→RCSP)	Give Back Notification Rejection Advise (RMC→RCSP)
GCSP	Gaining CSP
GMC	Gaining Mobile Carrier
GMT	Greenwich Mean Time
GSM	Global System for Mobiles
LCSP	Losing CSP
LMC	Losing Mobile Carrier
MC	Mobile Carrier
MIN	Mobile Identification Number
MNP	Mobile Number Portability

MSN	Mobile Service Number
NP	Network Provider
NPs	Network Providers
OASD	Originating Access Service Deliverer
PCN	Port Cutover Notification
PCN Confirmation	Port Cutover Notification Confirmation
PCN Rejection	Port Cutover Notification Rejection
PEN	Port Expiry Notification
PMSNR	Ported Mobile Service Number Register
PMTS	Public Mobile Telecommunications Service
PN	Port Notification
PN Confirmation	Port Notification Confirmation
PN Rejection	Port Notification Rejection
PSD	Prime Service Deliverer
PSS	Portability Service Suppliers
PWN Confirmation	Port Withdrawal Notification Confirmation
PWN Rejection	Port Withdrawal Notification Rejection
RCSP	Recipient CSP
RMC	Recipient Mobile Carrier
SIM	Subscriber Identity Module
TrSD	Transit Service Deliverer

4.2 Definitions

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

Act

means the *Telecommunications Act 1997*.

Allocated Mobile Service Number Register

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

Broadcast Give Back Completion

(refer to Section 4.3).

Broadcast Give Back Notification

(refer to Section 4.3).

Broadcast Port Cutover Completion Advice

(refer to Section 4.3).

Broadcast Port Cutover Notification

(refer to Section 4.3).

Broadcast Technology Transfer Completion Advice

(refer to Section 4.3)

Broadcast Technology Transfer Notification

(refer to Section 4.3)

Broadcast Technology Transfer Notification Request ID

(refer to Section 4.3)

Business Day

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

Cancelled

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

Carrier

has the same meaning as in the Act.

Carriage Service Provider

has the same meaning as in the Act.

Confirmation Advice

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

CSP ID

means an identification code allocated to a CSP.

NOTE: CSP IDs are maintained on the ACIF website on the Eligible Party Identification Code List.

Customer

means a person to whom an MSN is Issued.

Customer Authorisation

means an authorisation by the Customer or their agent to Port an MSN containing the minimum requirements specified in Section 10.

Disconnected

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

Donor CSP

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

Donor Mobile Carrier

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

Gaining CSP

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

Gaining Mobile Carrier

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

Give Back

means the return of a Ported MSN from a Recipient CSP to the Donor CSP in accordance with Section 8.

Give Back Notification

(refer to Section 4.3).

Give Back Notification Confirmation Advice (DMC→RMC)

(refer to Section 4.3)

Give Back Notification Confirmation Advice (RMC→RCSP)

(refer to Section 4.3)

Give Back Notification(RCSP-RMC)

(refer to Section 4.3)

Give Back Notification Rejection Advice (DMC→RMC)

(refer to Section 4.3)

Give Back Notification Rejection Advice (RMC→RCSP)

(refer to Section 4.3)

Give Back Request ID

(refer to Section 4.3)

Issued

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

Losing CSP

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

Losing Mobile Carrier

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

MNP Operations Manual

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

Mobile Carriage Service Provider

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

Mobile Carrier

means a Carrier that operates a Mobile Network.

Mobile Identification Number

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

Mobile Network

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

Mobile Number Portability

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

Mobile Service Number

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

National Public Holiday

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

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

NOTE 2: National Public Holidays for MNP are maintained on the ACIF website on the MNP National Public Holidays List.

Network

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

Network Provider

means an OASD, a TrSD or a PSD.

Numbering Plan

means the *Telecommunications Numbering Plan 1997*.

Originating Access Service Deliverer

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

Port

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

Port Cutover Notification

(refer to Section 4.3).

Port Cutover Notification Confirmation

(refer to Section 4.3).

Port Cutover Notification Rejection

(refer to Section 4.3).

Port Expiry Notification

(refer to Section 4.3).

Port Notification

(refer to Section 4.3).

Port Notification Confirmation

(refer to Section 4.3).

Port Notification Rejection

(refer to Section 4.3).

Port Request ID

(refer to Section 4.3).

Port Withdrawal Notification

(refer to Section 4.3).

Port Withdrawal Notification Confirmation

(refer to Section 4.3).

Port Withdrawal Notification Rejection

(refer to Section 4.3).

Portability Service Supplier

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

Ported Mobile Service Number Register

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

Previous CSP

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

Prime Service Deliverer

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

Public Mobile Telecommunications Service

has the meaning given by the Act.

Quarantine

means the status of an MSN that was Issued to a Customer and was Disconnected, and is not to be Issued again except under circumstances provided for by Section 8.

Receipt Advice

(refer to Section 4.3).

Reject Advice

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

Related Services

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

Recipient CSP

means the CSP holding an MSN which has been Ported.

Recipient MC

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

Reversal

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

Reversal Authorisation

means an authorisation by the Customer or their agent to reverse a Port. The minimum requirements are specified in Clauses 7.18.6 or 7.18.7.

Standard Hours of Operation

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

Standard Telephone Service

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

Standard Time

means:

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

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

Subscriber Identity Module

means the identity card used to carry information about the customer and the associated service(s).

Target Technology Identifier

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

Transfer

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

Transit Service Deliverer

means a CSP that connects or interconnects with other CSPs.

4.3 Port Transaction Definitions

Broadcast Give Back Completion

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

Broadcast Give Back Notification

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

Broadcast Port Cutover Completion Advice

means an electronic advice sent from the recipient to the Gaining Mobile Carrier to confirm that the recipient has received and processed a BPCN in accordance with Section 7 to initiate a Port.

Broadcast Port Cutover Notification

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

Broadcast Technology Transfer Completion Advice

means an electronic advice sent from the recipient to the MC to confirm that the recipient has received and processed a Broadcast Technology Transfer Notification in accordance with Section 7 to initiate a technology transfer.

Broadcast Technology Transfer Notification

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

Broadcast Technology Transfer Notification Request ID

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

Give Back Notification

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

Give Back Notification (RCSP →RMC)

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

Give Back Notification Confirmation Advice (RMC → RCSP)

means an electronic confirmation sent by the RMC to the RCSP in response to a Give Back Notification indicating that the Give Back has been accepted in accordance with the validation criteria described in Section 8.

Give Back Notification Confirmation Advice (DMC → RMC)

means an electronic confirmation sent by the DMC to the RMC in response to a Give Back Notification indicating that the Give Back has been accepted in accordance with the validation criteria described in Section 8.

Give Back Notification Rejection Advice (RMC → RCSP)

means an electronic rejection sent by the RMC to the RCSP in response to a Give Back Notification indicating that the Give Back has been rejected in accordance with the validation criteria described in Section 8.

Give Back Notification Rejection Advice (DMC → RMC)

means an electronic rejection sent by the DMC to the RMC in response to a Give Back Notification indicating that the Give Back has been rejected in accordance with the validation criteria described in Section 8.

Give Back Request ID

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

Port Cutover Completion Advice (GMC→GCSP)

means an electronic advice sent from the GMC to the GCSP to confirm that they have sent a BPCN in accordance with Section 7 to initiate a Port.

Port Cutover Completion Advice (LMC→LCSP)

means an electronic advice sent from the LMC to the LCSP to confirm that they have received and processed a BPCN in accordance with Section 7 to initiate a Port.

Port Cutover Notification

means an electronic notification that is submitted by the GCSP to initiate a Port. A Port Cutover Notification is sent to the GMC then the LMC for validation in accordance with the validation criteria described in Section 7. The Port Cutover Notification can also be sent to the LCSP for further validation, as described in Section 7.

Port Cutover Notification Confirmation

means an electronic confirmation sent to the GMC by the LMC indicating that the Port Cutover Notification has been accepted in accordance with the validation criteria described in Section 7.

Port Cutover Notification Rejection

means an electronic rejection which is generated either from the LMC or LCSP which is sent to the GMC by the LMC indicating that a Port Cutover Notification has been rejected in accordance with the validation criteria described in Section 7.

Port Expiry Notification

means an electronic notification sent from the LMC to the GMC and LCSP that an accepted Port Notification has expired in accordance with Section 7. The GMC also sends the Port Expiry Notification to the GCSP on receipt of this advice from the LMC.

Port Notification Confirmation

means an electronic confirmation sent to the GCSP by the LCSP via the LMC and GMC in response to a Port Notification indicating that the Port Notification has been accepted in accordance with the validation criteria described in Section 7.

Port Notification

means an electronic notification that is submitted by the GCSP to initiate the validation of a Port request. A Port Notification is sent to the GMC then the LMC and then to the LCSP for validation in accordance the validation criteria outlined in Section 7.

Port Notification Rejection

means an electronic rejection sent to the GCSP by the party who rejected the Port Notification in accordance with the validation criteria outlined in Section 7.

Port Request ID

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

Port Withdrawal Notification

means an electronic notification initiated by the GCSP to cancel a confirmed and active Port Notification prior to a Port Cutover Notification or Port Expiry Notification. A Withdrawal Notification is sent via the GMC and the LMC to the LCSP and is validated in accordance with the validation criteria described in Section 7.

Port Withdrawal Notification Confirmation

means an electronic confirmation sent to the GCSP from the LCSP via the GMC and LMC indicating that the Port Withdrawal Notification has been validated in accordance the validation criteria outlined in Section 7.

Port Withdrawal Notification Rejection

means an electronic rejection sent to the GCSP from the LCSP via the GMC and LMC indicating that a Port Withdrawal Notification has been rejected in accordance the validation criteria outlined in Section 7.

Receipt Advice

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

4.4 Interpretation

In the Code unless the contrary appears:

(a) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;

(b) words in the singular include the plural and vice versa;

(c) words importing persons include a body whether corporate, politic or otherwise;

(d) a reference to a person includes a reference to the person's executor, administrator, successor, officer, employee, volunteer, agent and/or subcontractor (including, but not limited to, persons taking by novation) and assigns;

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

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

5 REFERENCES

Publication	Title
Industry Codes	
ACIF C513:2004	Customer and Network Fault Management
ACIF C515:2005	Pre-selection – Single Basket/Multi Service Deliverer
Industry Guidelines	
ACIF G514:2003	Code Administration and Compliance Scheme
ACIF G538:1999	Interconnection Model
ACIF G556:2000	A Framework for the Introduction of Mobile Number Portability in Australia
ACIF G561:2002	Mobile Number Portability Network Plan for Voice, Data, Fax Services
ACIF G562:2000	Electronic Customer Authorisation
ACIF G573.1:2004	Mobile Number Portability IT Specification, Part 1: Transaction Analysis
ACIF G573.2:2005	Mobile Number Portability IT Specification, Part 2: Architecture and Messaging Requirements
ACIF G573.3:2004	Mobile Number Portability IT Specification, Part 3: Common Network
ACIF G574:2001	Mobile Number Portability – Customer Information
ACIF G575:2001	Mobile Number Portability Ported Number Register
ACIF G579:2005	Mobile Number Portability Operations Manual
ACIF G600:2005	ACIF Allocation of Eligible Party Identification Codes
Industry Documents	
Australian Communications Authority Telecommunications Numbering Plan 1997	
Mobile Number Portability Contact List	
Mobile Number Portability National Public Holidays List	
Privacy Act 1988	
Telecommunications Act 1997 (Cth)	

6 GENERAL

6.1 Non-Discrimination

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

6.2 Privacy and Use of Information

6.2.1 A CSP who receives any type of information as described in the Code may use this information only in accordance with Part 13 of the Act and the *Privacy Act 1988*.

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

(a) Electronic Port transactions are provided between CSPs, MCs, NPs and PSSs for the purposes of MNP, and must only be used for Porting, the routing of calls, for customer and network fault management, complaint handling and the routing of SMS messages, but must not be used for any other purposes. Any other purposes includes marketing purposes.

(b) The contents of the MNP Ported Number Registers (Allocated Mobile Service Number Register and the Ported Mobile Service Number Register) are provided by DMCs for the purposes of MNP, and must only be used by MCs, NPs and PSSs for customer and network fault management, the routing of calls, complaint handling, and the routing of SMS messages but must not be used for any other purposes. Any other purposes includes marketing purposes.

6.2.3 Where there is any inconsistency between the Code and Part 13 of the Act or the *Privacy Act 1988*, Part 13 of the Act or the *Privacy Act 1988* will prevail.

6.3 CSP Obligations in Providing Customer Information and Customer Contact Principles

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

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

6.3.2 The LCSP may inform the Customer of the costs and any other obligations relating to the termination of the Customer's existing service prior to the execution of the Port.

6.3.3 LCSPs must ensure that their Customers are able to obtain correct and suitable information to effect a Port. This includes the timely and accurate provision of the correct account number, reference detail or date of birth which the LCSP requires to provide confirmation of PN. This information must be available upon Customer request within a reasonable period of time that is consistent with that CSP's current customer service levels.

6.3.4 The LCSP must not hinder, delay or prevent the Port:

(a) on the basis of costs owed or obligations of the Customer to the LCSP;

(b) in order to provide information to the Customer in accordance with Clause 6.3.2; or

(c) by not providing the information upon Customer request required to ensure that a PN will be confirmed under the validation specified in Clause 7.8.1(f).

6.3.5 Until the GCSP has sent the PCN, the Customer has no obligation to proceed with the Port.

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

6.4 Other Restrictions

6.4.1 A Ported MSN that is in Quarantine must not be Issued by the RCSP to another customer other than a customer who is associated with the former Customer except in the circumstances outlined in Section 8.

6.5 General Requirements

6.5.1 The Code describes an automated process between MCs, and between MCs and industry participants who route mobile calls. Parties who have obligations under the Code must use their best endeavours to ensure the availability and performance of their systems are such that they can meet their requirements under the Code.

6.5.2 MCs, Mobile CSPs and all industry participants involved in the routing of calls to MSNs must implement sufficient processes to enable MNP in accordance with the Code.

6.5.3 The LCSP must action the first PN that has successfully passed through the agreed validations of the LCSP's Porting system. Any subsequent PN or Transfer request on the same MSN received during the period the first PN or Transfer is in progress, must be rejected.

6.5.4 CSPs must ensure that their systems for Porting out must be at least as available as the systems for Porting in. Where a participant's systems experience an unplanned outage, the participant is not required to provide a manual alternative other than those specified, if any, in the MNP Operations Manual.

6.5.5 If a customer rescinds or cancels their contract within the cooling off period in accordance with the applicable fair trading legislation, the CSP must advise the Customer to contact their preferred CSP to initiate a Port.

6.5.6 The industry has developed an MNP Operations Manual to assist in managing issues arising under the Code. The MNP Operations Manual includes:

(a) escalation paths in the organisations for the reporting of faults relating to MNP;

(b) procedures to be followed in relation to planned and unplanned outages; and

(c) service levels.

6.6 Performance Levels

6.6.1 The receiver of any transaction specified in the Code must provide to the sender of that message a Receipt Advice within one minute of receipt of the original transaction from the sender.

6.6.2 Subject to Clause 6.6.3, the LMC must meet the end to end performance level of completing 90% of Ports within 3 Standard Hours of Operation and 99% of Ports within 2 Business Days.

6.6.3 The end to end performance levels described in Clause 6.6.2 must be calculated:

(a) on the basis of a percentage calculation using all Ports completed over the three consecutive months ending March, June, September and December of each calendar year;

(b) using the time taken to complete individual Ports, where the time is calculated using the sum of:

(i) the time elapsed between when the PN is initiated and when the PN confirmation is received; and

(ii) the time elapsed between when the PCN is initiated and when the last Broadcast Port Cutover Completion Advice or Broadcast Technology Transfer Completion Advice is received by the GMC from all involved parties, with the exception of agreed parties;

(iii) using the elapsed time that occurs during the Standard Hours of Operation; and

(iv) Ports not completed at end of Standard Hours of Operation on the last day of the quarter should be excluded.

6.6.4 It should be noted that although these performance levels are expressed in terms of LMC performance, transactions undertaken by both the GMC, LMC and other MCs influence that performance. In particular, Porting times and performance may be significantly influenced by the time taken by:

(a) the GMC to initiate a BPCN from the time the PCN Confirmation is received;

(b) the recipient of a BPCN to respond with a Broadcast Port Cutover Completion Advice; and

(c) the recipient of a BTTN to respond with a Broadcast Technology Transfer Completion Advice.

6.6.5 Individual transaction times expressed in the Code must be met in 95% of cases measured on a quarterly basis.

6.7 Bilateral Arrangements

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

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

(a) MCs or their authorised agent may enter into bilateral agreements with all other MCs or their authorised agents who provide MNP;

(b) MCs or their authorised agents may enter into bilateral agreements with any Mobile CSP or their authorised agents with whom they have a direct or indirect relationship for the provision of Public Mobile Telecommunications Services on their network; and

(c) MCs or their authorised agents may enter into bilateral agreements with any PSDs or their authorised agents.

6.7.2 CSPs may agree on a bilateral basis to use the option for validation criteria for PNs in Clause 7.5.3 in lieu of an Account Number or Date of Birth:

(a) the MIN can be provided for CDMA Ports; and

(b) the SIM can be provided for GSM Ports.

However, any bilateral agreement must be consistent with the Code.

6.7.3 A CSP is not required under any circumstances other than by voluntary agreement to enter into arrangements to support MIN/SIM arrangements.

6.7.4 A bilateral agreement as described in Clause 6.7.2 must not result in changes to the MNP transactions as described in the ACIF G573:2004 ***Mobile Number Portability IT Specification, Part 1: Transaction Analysis*** at the time of publication of the Code. Any MIN/SIM data must comply with the ACIF G573:2003 ***Mobile Number Portability IT Specification, Part 1: Transaction Analysis*** Industry Guideline.

7 PORTING PROCESS

7.1 Transaction Rules and Support Processes

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

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

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

7.1.3 During the Standard Hours of Operation, the maximum transaction times as described in this Section apply. Transactions received outside Standard Hours of Operation must be completed within the maximum transaction time from the re-commencement of Standard Hours of Operation. Transactions that have been received in less than the maximum transaction time for that transaction before the end of the Standard Hours of Operation must be completed within the maximum transaction time from the start of the Standard Hours of Operation of the next Business Day.

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

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

(a) Port Request ID;

(b) reject code; and

(c) rejecting party's code.

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

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

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

7.1.6 Where the number of reactivations by each LMC, as described in Clause 7.1.5, rises above 50 Ports for that GMC in a calendar month, then the LMC must review its systems and processes such that the Related Service(s) can still be Ported on the same Business Day even if the service(s) have been disconnected.

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

7.1.7 From the time when the threshold of 50 reactivations is exceeded as per Clause 7.1.6, the LMC should use best endeavours to implement changes to its procedures and systems within three calendar months. If implementation within three months of the threshold being breached is not possible due to pre-scheduled major releases or systems freezes (for example over the Christmas period) then the LMC must implement changes to its procedures and systems within six calendar months of the threshold being exceeded.

7.2 GCSP Customer Information Obligations

7.2.1 The GCSP must inform the Customer prior to the agreement to Port that there may be costs and obligations associated with Porting their MSN away from the LCSP.

7.2.2 The GCSP must alert the Customer to matters of Related Services as part of the Porting process. If the GCSP does not have enough information to explain this to the Customer, it may refer the Customer to the LCSP for clarification.

7.2.3 The GCSP must obtain from the Customer an acknowledgment that the Customer has been advised that they may have costs and obligations under an existing contract.

NOTE: Section 10 provides details of the CA requirements.

7.2.4 The GCSP must inform the Customer that a Port involves transferring only the MSN, and that the Customer may lose services provided by the LCSP and that new services may be provided by the GCSP.

7.2.5 The GCSP must advise the Customer that if the Customer intends to continue to use the existing handset, it may need to be unlocked and/or reprogrammed by the Customer prior to Porting.

7.3 Completion and Submission of Customer Authorisation

7.3.1 To initiate a Port, the GCSP must obtain a CA from the Customer or the Customer's agent.

7.3.2 Minimum content requirements for CAs and auditing of CAs are detailed in Section 10 of the Code.

7.3.3 If a Customer requests a Port via any CSP other than the GCSP, that CSP must promptly advise the Customer to contact the GCSP directly.

7.3.4 One CA can be used to authorise a Port for more than one MSN. Where a Customer wishes to Port more than one MSN, the GCSP must Port each MSN with a separate PN. An LCSP must Port only the MSN included in the PN.

7.4 CA Verification by GCSP

7.4.1 Upon receiving a CA, the GCSP must verify that:

(a) the CA meets the requirements of Section 10;

(b) the party providing the CA is the Customer or the Customer's agent; and

(c) each MSN requested by the Customer for Porting is Issued to the Customer.

7.4.2 If the CA cannot be verified as required by Clause 7.4.1, the GCSP must not send the PN.

7.4.3 If the CA is verified as required by Clause 7.4.1, the GCSP may send the PN to the GMC.

7.5 Submission of Port Notification by GCSP to GMC

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

7.5.2 Subject to Clauses 6.7.2 to 6.7.4, the GCSP must provide the following information in each submitted PN:

(a) Port Request ID;

(b) MSN;

(c)

(i) account number (for post-paid service) or reference detail (for pre-paid service); or

(ii) date of birth;

(d) CSP ID;

(e) CA authorisation date; and

(f) a transaction type (for example, a code which identifies if it is a PN or a Reversal).

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

7.5.3 Subject to Clauses 6.7.2 to 6.7.4, an alternative to Clause 7.5.2(c) may be used:

(a) the MIN may be provided for Ports from a CDMA service; and

(b) the SIM may be used to Port from a GSM service.

7.5.4 Where the alternative in Clause 7.5.3 is used:

(a) the GCSP must obtain a completed CA from the Customer where a MIN or SIM is included in place of the account number, reference detail or date of birth as specified in Clause 10.1.1(d);

(b) the GCSP may forward a MIN or SIM instead of an account number, reference detail or date of birth as described in Clause 7.5.2(c) of the Code to the LCSP;

(c) the LCSP must not hinder, delay or prevent the Port by not providing MIN/SIM information upon Customer request; and

(d) the LCSP must perform the same validations as described in Clause 7.8.1 of the Code, however there must be an additional step to those required under Clause 7.8.1(f) such that:

(i) if the PN includes a MIN/SIM which identically matches the MIN or SIM held in the LCSP's system for that MSN; and

(ii) all other validations under Clauses 7.8.1(a) to (e) are confirmed;

(iii) then the LCSP must provide a successful validation in accordance with Clause 7.8.2 of the Code.

7.6 Port Notification – Validation by GMC

7.6.1 On receiving the PN, from the GCSP, the GMC must:

(a) identify that the number to be Ported is an MSN;

(b) identify the LMC; and

(c) identify that the LMC is not the GMC.

7.6.2 On successful validation of the PN in accordance with Clause 7.6.1, the GMC must send the PN to the LMC within five minutes of receipt of the PN.

7.6.3 If validation of the PN is unsuccessful in accordance with Clause 7.6.1, the GMC must send a PN Rejection to the GCSP within five minutes.

NOTE: If the validation of the PN is unsuccessful because of Clause 7.6.1 (c), then the MC transfer processes will apply.

7.7 Port Notification – Validation by LMC

7.7.1 On receiving the PN from the GMC, the LMC must:

(a) confirm that it is the LMC; and

(b) identify the LCSP who currently manages the MSN.

7.7.2 On successful validation of the PN in accordance with Clause 7.7.1, the LMC must send the PN to the LCSP within five minutes of receipt of the PN.

7.7.3 On unsuccessful validation of the PN in accordance with Clause 7.7.1, the LMC must send a PN Rejection to the GMC within five minutes of receipt of the PN.

7.7.4 The GMC must transit the PN Rejection to the GCSP within one minute of receipt of the PN Rejection.

7.8 Port Notification – Validation by LCSP

7.8.1 Subject to Clauses 6.7.2 to 6.7.4, on receiving a PN from the LMC, the LCSP must perform the following validation checks:

(a) confirm that the MSN is held by the LCSP;

(b) confirm that the MSN is Issued by the LCSP;

(c) confirm that an accepted PN or Transfer request is not already in the LCSP's systems;

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

(d) confirm that not more than 30 calendar days have elapsed since the CA authorisation date;

(e) confirm that the CA authorisation date is not future dated; and

(f) confirm that the PN includes a reference detail, account number or date of birth; and

(i) if the PN includes a reference detail or account number, confirm that that number matches that recorded in the LCSP's systems for that MSN; or

(ii) if the PN includes a date of birth and there is a date of birth for the Customer recorded in the LCSP's systems, that that date of birth matches that recorded in the LCSP's systems for that MSN; and

(iii) where the match in Clause 7.8.1(f)(ii) is successful, the PN must be regarded as successfully validated if the service is a pre-paid service, and may be regarded as successfully validated if the service is a post-paid service.

NOTE: If a CSP uses or proposes to use the validation check in Clauses 7.8.1(f)(ii) and 7.8.1(f)(iii) when it is the LCSP, and the CSP acquires a Customer's date of birth as part of the customer verification check, then the CSP should record the date of birth in its systems wherever practicable.

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

7.8.2 On successful validation of the PN by the LCSP in accordance with Clause 7.8.1:

(a) the LCSP must send a PN Confirmation to the LMC within 15 minutes of receipt of the PN;

(b) the LMC must transit the PN Confirmation to the GMC within one minute of receipt of the PN Confirmation; and

(c) the GMC must transit the PN Confirmation to the GCSP within one minute of receipt of the PN Confirmation.

7.8.3 On unsuccessful validation of the PN by the LCSP in accordance with Clause 7.8.1:

(a) the LCSP must send a PN Rejection to the LMC within 15 minutes of receipt of the PN;

(b) the LMC must transit the PN Rejection to the GMC within one minute of receipt of the PN Rejection; and

(c) the GMC must transit the PN Rejection to the GCSP within one minute of receipt of the PN Rejection.

7.8.4 Where a GCSP receives a PN Rejection and wishes to submit a new PN, they must investigate the cause of rejection for that PN. A new PN may be submitted only after taking steps to ensure that it will not be rejected for the same reason.

7.8.5 Upon receiving a PN Rejection, all involved parties must record the PN as rejected and update their systems.

7.9 Port Cutover Notification

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

7.9.2 Once the GCSP is ready to proceed with the Port the GCSP must provide a PCN to the GMC.

7.9.3 The PCN must include the Port Request ID.

7.10 Port Cutover Notification Validation by the GMC

7.10.1 On receiving a PCN from the GCSP, the GMC must check that a confirmed and active PN for that Port Request ID exists in its systems.

7.10.2 On successful validation of the PCN by the GMC in accordance with Clause 7.10.1, the GMC must send a PCN to the LMC within one minute of receipt of the PCN.

7.10.3 If validation of the PCN is unsuccessful, in accordance with Clause 7.10.1, the GMC must send a PCN Rejection to the GCSP within one minute of receipt of the PCN.

7.11 Port Cutover Notification Validation by the LMC

7.11.1 On receiving the PCN from the GMC, the LMC must:

(a) validate that a confirmed and active PN for that Port Request ID exists in its systems; and

(b) confirm that the MSN is still connected to the Network of the LMC.

7.11.2 On successful validation of the PCN by the LMC in accordance with Clause 7.11.1, the LMC must send a PCN Confirmation to the GMC within five minutes of receipt of the PCN. The GMC must transit the PCN Confirmation to the GCSP within one minute of receipt of the PCN Confirmation.

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

7.11.3 If validation of the PCN by the LMC is unsuccessful in accordance with Clause 7.11.1(a), the LMC must send a PCN Rejection to the GMC within five minutes of receipt of the PCN. The GMC must transit the PCN Rejection to the GCSP within one minute of receipt of the PCN Rejection.

7.11.4 If validation of the PCN by the LMC is unsuccessful in accordance with Clause 7.11.1(b), the LMC must forward the PCN to the LCSP within five minutes of receipt of the PCN.

7.12 Port Cutover Notification – Validation by LCSP

7.12.1 On receiving a PCN from the LMC, the LCSP must perform the following validation checks:

(a) confirm that the MSN is held by the LCSP;

(b) confirm that the MSN is Issued by the LCSP;

(c) confirm that a confirmed and active PN for that Port Request ID is in the LCSP's systems; and

(d) confirm that not more than 30 calendar days have elapsed since the CA authorisation date.

7.12.2 On successful validation of the PCN by the LCSP in accordance with Clause 7.12.1:

(a) the LCSP must send a PCN Confirmation to the LMC within 15 minutes of receipt of the PCN;

(b) the LMC must transit the PCN Confirmation to the GMC within one minute of receipt of the PCN Confirmation; and

(c) the GMC must transit the PCN Confirmation to the GCSP within one minute of receipt of the PCN Confirmation.

7.12.3 On unsuccessful validation of the PCN by the LCSP in accordance with Clause 7.12.1:

(a) the LCSP must send a PCN Rejection to the LMC within 15 minutes of receipt of the PCN;

(b) the LMC must transit the PCN Rejection to the GMC within one minute of receipt of the PCN Rejection; and

(c) the GMC must transit the PCN Rejection to the GCSP within one minute of receipt of the PCN Rejection.

7.12.4 When the GCSP receives a PCN Rejection and wishes to submit a new PCN, they must investigate the cause of rejection for that PCN. A new PCN may be submitted only after taking steps to ensure that it will not be rejected for the same reason.

7.12.5 Upon receiving a PCN Rejection, all involved parties must record the PCN as rejected. If there is an active PN in an involved party's system, the status does not change until either another PCN, PEN or PWN is subsequently received.

7.13 Port Cutover Activity

7.13.1 If the PCN has been accepted by the LMC, the GMC must send a BPCN to all NPs and PSSs. The GMC is not required to send a BPCN to itself. The BPCN must not be sent until the service has been provisioned in the GMC's systems. The BPCN must include:

(a) Port Request ID;

(b) MSN to be Ported;

(c) GMC's CSP ID; and

(d) Target Technology Indicator.

7.13.2 The BPCN must be sent within two Business Hours of the PCN Confirmation being received from the LMC, notwithstanding this, BPCNs must only be sent in Standard Hours of Operation, and must not be sent within 20 minutes of the end of Standard Hours of Operation.

7.13.3 NPs referred to in Clause 7.13.1 are those providers who have routing responsibilities and who have made arrangements with the GMC in advance to receive the BPCN. Notification alone is not sufficient to put effect to this requirement.

7.13.4 After receipt of the BPCN, other NPs (including the LMC) and PSSs who have routing responsibilities must update their Networks and/or databases to implement the Port and then inform the GMC that the Port has been completed by returning a Broadcast Port Cutover Completion Advice to the GMC within 15 minutes of receiving the BPCN.

7.13.5 Upon receipt of the BPCN, the DMC must update its PMSNR in accordance with the timeframes specified in Section 9.

7.13.6 Within one minute of the GMC sending the BPCN under Clause 7.13.1, the GMC must send to the GCSP a Port Cutover Completion Advice (GMC→GCSP) informing the GCSP that the Port has been completed by the GMC.

7.13.7 Within one minute of the LMC sending the Broadcast Port Cutover Completion Advice, under Clause 7.13.4, to the GMC, the LMC must send to the LCSP a Port Cutover Completion Advice (LMC→LCSP) informing the LCSP that the Port has been completed by the LMC.

7.14 Broadcast Technology Transfer Notification

7.14.1 Where an MSN moves from one technology to another, but the MC remains the same, that MC must advise other MCs by:

- sending a BTTN; or
- using the Porting process as outlined in Clauses 7.5 to 7.13.

NOTE: An example of a change of technology is a Customer changing from CDMA to GSM or vice versa while remaining with same MC and CSP.

7.14.2 Within five minutes of an MSN changing its Network technology the MC effecting the change must send a BTTN to all NPs and PSSs. The BTTN must not be sent until the service has been provisioned in that MC's systems. The BTTN must include:

(a) Request ID;

(b) MSN;

(c) MC's CSP ID; and

(d) Target Technology Indicator.

7.14.3 BTTNs must only be sent in Standard Hours of Operation and must not be sent within 20 minutes of the end of Standard Hours of Operation.

7.14.4 NPs referred to in Clause 7.14.2 are those providers who have routing responsibilities and who have made arrangements with the MC in advance to receive the BTTN. Notification alone is not sufficient to put effect to this requirement.

7.14.5 After receipt of the BTTN, other NPs and PSSs who have routing responsibilities must update their Networks and/or databases to implement the technology transfer.

7.14.6 Upon receipt of the BTTN, the DMC must update its PMSNR in accordance with the timeframes specified in Section 9.

7.14.7 Recipients of BTTNs under Clause 7.14.2 must send a receipt to the originating MC informing that MC that the BTTN has been received within one minute of receiving the BTTN.

7.14.8 Recipients of BTTNs under Clause 7.14.2 must complete any necessary Network update activity and inform the originating MC that the Network update has been completed by returning a Broadcast Technology Transfer Completion Advice to that MC within 15 minutes of receiving the BTTN.

7.15 Port Expiry Notification

7.15.1 If a PCN is not received for a confirmed and active PN by the LMC within 30 calendar days of the CA or Reversal Authorisation date, the LMC must cancel the PN and provide a PEN to the GMC and to the LCSP. The PEN must be provided within a period of 15 minutes before the end of the Business Day or, at the commencement of the next Business Day. The PEN must include the Port Request ID for the PN which has expired. To

avoid doubt, the day of authorisation of a CA or Reversal Authorisation is deemed to be day 0.

7.15.2 The GMC must cancel the PN and send the PEN to GCSP within one minute of receipt of the PEN.

7.15.3 The GCSP and LCSP must cancel the PN within five minutes of receipt of the PEN.

7.16 Failure of the Port Transaction Process

7.16.1 If any party involved in MNP has not received a Port transaction within the timeframes specified in Section 7, then that party may contact the nominated escalation point for the other party from whom they are expecting the transaction. Escalation processes are identified in the *MNP Operations Manual*.

7.17 Port Withdrawal Notification

7.17.1 Where a Customer cancels a Port request with their GCSP, if the GCSP has a confirmed and active PN in its systems, the GCSP must send a PWN to the GMC within 60 minutes of receipt of the Customer's instruction to cancel the Port request.

7.17.2 A PWN may be sent by the GCSP at any time after a PN has been sent and prior to:

(a) a PCN being sent by the GCSP; or

(b) a PEN being received by the GCSP.

7.17.3 A PWN must contain the Port Request ID.

7.17.4 On receipt of the PWN the GMC must validate that it has in place a confirmed and active PN for that Port Request ID.

7.17.5 If the validation is successful in accordance with Clause 7.17.4, the GMC must send the PWN to the LMC within five minutes of receipt of the PWN.

7.17.6 If the validation is unsuccessful in accordance with Clause 7.17.4, the GMC must send the PWN Rejection to the GCSP within five minutes of receipt of the PWN from the GCSP.

7.17.7 On receipt of the PWN, the LMC must validate that it has in place a confirmed and active PN for that Port Request ID.

7.17.8 If the validation is successful in accordance with Clause 7.17.7, the LMC must send the PWN to the LCSP within five minutes of receipt of the PWN.

7.17.9 If the validation is unsuccessful in accordance with Clause 7.17.7, the LMC must send the PWN Rejection to the GMC within five minutes of receipt of the PWN. The GMC must then transit the PWN Rejection to the GCSP within one minute of receipt of the PWN Rejection.

7.17.10 On receipt of the PWN, the LCSP must validate that it has in place a confirmed and active PN for that Port Request ID.

7.17.11 If the validation is successful in accordance with Clause 7.17.10, the LCSP must send the PWN Confirmation to the LMC within 15

minutes of receipt of the PWN. The LMC must transit the PWN Confirmation to the GMC within one minute of the receipt of the PWN Confirmation. The GMC must transit a PWN Confirmation to the GCSP within one minute of receipt of the PWN Confirmation.

7.17.12 If the validation is unsuccessful in accordance with Clause 7.17.10, the LCSP must send the PWN Rejection to the LMC within 15 minutes of receipt of the PWN. The LMC must transit the PWN Rejection to the GMC within one minute of receipt of the PWN Rejection. The GMC must transit a PWN Rejection to the GCSP within one minute of receipt of the PWN Rejection.

7.17.13 On successful validation of the PWN by the LCSP, the LCSP and all parties involved in that Port must make the PN inactive in their systems.

7.17.14 Any further Port request in respect of the MSN that has been the subject of a Withdrawal must be initiated by a new PN as set out in the Code.

7.18 Reversals

NOTE: If a Customer rescinds or cancels their contract within the cooling off period in accordance with the applicable fair trading legislation, it is not considered a reversal. The porting process is to be followed. Refer to Clause 6.5.5.

7.18.1 If a Customer reports to a CSP that they have lost their service, and if the Customer is found to be or have been a Customer of the CSP, that CSP must identify whether a Port has occurred on the MSN. Where it is confirmed that the MSN has been Ported, it is likely that the CSP approached by the Customer will be the Previous CSP.

7.18.2 Where the MSN has been Ported and the Customer denies authorising the Port and wishes to return to their Previous CSP, then the Previous CSP may initiate a Reversal. If a Previous CSP acts to initiate a Reversal they must do so promptly and the Reversal must be submitted within six months of the BPCN or BTTN date of the unauthorised Port.

7.18.3 Prior to initiating a Reversal, the Previous CSP must obtain a Reversal Authorisation from the Customer. However in exceptional circumstances where it is not possible for the Previous CSP to obtain a Reversal Authorisation, the Previous CSP may initiate authorisation of a Reversal. The Previous CSP may only initiate a Reversal without a Reversal Authorisation from the Customer if:

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

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

7.18.4 Subject to successfully completing the steps described in Clause 7.18.3 (a) and (b) the Reversal Authorisation must be completed by the Previous CSP instead of the Customer in accordance with Clause 7.18.7. This Reversal Authorisation completed by the Previous CSP must be accepted as a valid Reversal Authorisation.

7.18.5 Reversal Authorisations completed by the Previous CSP shall be subject to the same CA Inspection and Dispute rules described in Section 10.

7.18.6 The minimum content requirements for a Reversal Authorisation where the Customer is completing the Reversal Authorisation are as follows:

(a) an acknowledgment by the Customer that they are authorised to request the Porting of the MSN and that they have not authorised the Port of the MSN, or authorised anyone else to do so;

(b) Previous Request ID(s);

(c) Reversal Authorisation date;

(d) list of the MSN(s) to be Reversed;

(e) Customer's details, including name and company name;

(f) Customer's agents details, including name and authorised representative (where appropriate);

(g) the Customer's authorisation; and

(h) an acknowledgment by the Customer that they are aware that the Reversal of a Port does not impact on the rights, costs and contractual obligations they may have to the current CSP if the original Port can be demonstrated to have been correctly authorised.

7.18.7 The minimum content requirements for a Reversal Authorisation where the Previous CSP is completing the Reversal Authorisation are as follows:

(a) an acknowledgment by the Previous CSP that they are authorising the Reversal in accordance with Clause 7.18.3;

(b) Previous Request ID(s);

(c) Reversal Authorisation date;

(d) list of the MSN(s) to be Reversed;

(e) Customer's details, including name and company name;

(f) Previous CSP's details, including name of representative;

(g) Customer's agents details, including name and authorised representative (where appropriate).

7.18.8 Carriers and CSPs must not use the Reversal process in circumstances where the Customer changes their mind and has previously authorised a Port.

7.18.9 The Previous CSP must undertake reasonable investigation regarding the circumstances of the Port prior to the Reversal.

7.18.10 The Previous CSP must submit a PN indicating that this is a Reversal. This will follow the Port process described in Section 7 with the following exceptions:

(a) the Reversal Authorisation must be used as the CA and must be subject to all CA Inspection and Dispute rules described in Section 10;

(b) the transaction must be clearly identifiable as a Reversal; and

(c) the initial Port Request ID must be used in place of the account number or reference detail or date of birth.

8 NUMBER QUARANTINE AND GIVE BACK

8.1 Number Quarantine and Give Back

8.1.1 In accordance with section 10.10 of the Numbering Plan, this section of the Code sets out procedures that have substantially the same effect as procedures mentioned in section 10.12 of Part 4 of Chapter 10 of the Numbering Plan as it applies to the issuing and recovery of mobile numbers to other customers.

8.1.2 If a Ported or Transferred MSN under the Code ceases to be required for provision of service to the original Customer, or the Customer has asked for, or agrees to, the recovery of an MSN by a CSP it must be held in Quarantine by the RCSP and must not be Issued to any other customer by any CSP for a period:

(a) at least one year after the MSN is recovered, in circumstances where the recovery of the MSN is requested because of nuisance calls; or

(b) at least six months in any other case.

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

8.1.3 The RCSP must not re-Issue the MSN to a customer other than the original Customer except where the following applies:

(a) the CSP may Issue the MSN after a shorter period if:

(i) the MSN was recovered for a reason other than nuisance calls; and

(ii) Clauses (b) or (c) apply.

(b) the CSP may Issue the MSN after a shorter period if:

(i) the MSN was Issued for a business that is still operating; and

(ii) the ownership of the business has changed.

(c) the CSP may Issue the MSN after a shorter period if:

(i) the MSN is to be moved from the previous Customer to another customer; and

(ii) the new customer is associated with the previous Customer (eg spouse); and

(iii) the previous Customer, the new customer and the CSP agree to the Issue; and

(iv) the agreement is made by the previous Customer nominating the new customer.

NOTE: An example of moving an MSN is when a certain company's MSN which is no longer needed by that company (as the company is being sold, going into receivership, etc) then that MSN may be moved intact to a staff member or other person as set out in Clause 8.1.3(c).

8.1.4 The MSN must be Given Back to the Donor CSP within six Business Days after the end of the Quarantine period in accordance with Clauses 8.1.5 to 8.1.15.

8.1.5 The RCSP must send a GBN (RCSP □ RMC) to the Recipient MC. The notification will comprise of:

(a) the Give Back Request ID;

(b) the RCSP;

(c) the MSN;

(d) the date the service associated with the MSN was Cancelled; and

(e) a cancellation indicator showing whether the cancellation was the result of a requirement for a change of MSN because of nuisance calls.

8.1.6 On receiving the GBN (RCSP □ RMC), the Recipient MC must validate that the MSN:

(a) is held in its network;

(b) is not active on its network; and

(c) that the RMC is not the DMC.

8.1.7 On successful validation of the GBN (RCSP □□RMC) in accordance with Clause 8.1.6, the Recipient MC must send a GBN Confirmation Advice (RMC□RCSP) to the RCSP and must send the GBN to the DMC within five minutes of receipt of the GBN (RCSP □ RMC).

8.1.8 If validation of the GBN (RCSP □ RMC) is unsuccessful in accordance with Clause 8.1.6 the RMC must send a GBN Rejection Advice (RMC □ RCSP) to the RCSP within five minutes of receipt of GBN (RCSP □ RMC).

8.1.9 On receiving the GBN the DMC must validate whether the MSN is allocated to the DMC.

8.1.10 On successful validation of the GBN in accordance with Clause 8.1.9, the DMC must send a GBN Confirmation Advice (DMC □ RMC) to the RMC within five minutes of receipt of the GBN.

8.1.11 If validation of the GBN is unsuccessful in accordance with Clause 8.1.9, the DMC must send a GBN Rejection Advice (DMC □ RMC) to the RMC within five minutes of receipt of the GBN. The RMC may transit a GBN Rejection to the RCSP.

8.1.12 On acceptance of a GBN by the DMC, the DMC must:

(a) send a BGBN to all NPs and PSSs; and

(b) update their Network,

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

8.1.13 A BGBN must only be sent in Standard Hours of Operation and must not be sent within 20 minutes of the end of Standard Hours of Operation.

8.1.14 After receipt of the BGBN, all NPs and PSSs who have routing responsibility must update their Networks and/or databases. On completion of the required Network activity associated with this BGBN, the NPs or PSSs must send the BGBC to the DMC within 15 minutes of receipt of the BGBN.

8.1.15 Upon sending the BGBN, the DMC must update its PMSNR in accordance with the timeframes specified in Section 9.

9 PORTED NUMBER REGISTERS

9.1 Ported Number Registers

9.1.1 Donor C/CSPs must provide information about MSNs in Ported Number Registers as a file on a web site as per Sections 9.2 and 9.3.

9.2 Allocated Mobile Service Number Register Updates

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

9.3 Ported Mobile Service Number Register Updates

9.3.1 A DMC must update its PMSNR daily after the close of Standard Hours of Operation. The PMSNR must be updated by 4am Standard Time (excluding Mondays).

9.3.2 The DMC must update its PMSNR when the following transactions are received or sent by the DMC:

(a) BTTN; or

(b) BGBN; or

(c) BPCN (including Reversals).

10 REQUIREMENTS FOR CUSTOMER AUTHORISATIONS

10.1 Minimum Requirements

10.1.1 CAs include, but are not limited to, paper based forms, electronic forms, Internet pages or voice authorisations recorded on audio media. The GCSP must ensure that the CA contains minimum requirements. The minimum requirements for a CA are:

(a) acknowledgment by the Customer that the Customer is authorised to request the Porting of the MSN;

(b) acknowledgment that the Customer has been advised that by Porting the MSN, the service and/or Related Services associated with that number may or may not be disconnected from the LCSP and may result in finalisation of the Customer's account for that service;

(c) name of the GCSP;

(d) MSN(s) to be Ported; and

(i) account number (for post-paid service) or reference number (for pre-paid service); or

(ii) date of birth; or

(iii) MIN/SIM (only where Clauses 6.7.2 to 6.7.3 applies).

(e) Customer and the Customer's agent's details, where relevant, including name or company name and authorised representative;

(f) authorisation date;

(g) the Customer's authorisation for the Port to take place;

(h) an acknowledgment by the Customer that they have been advised by the GCSP that:

(i) although the Customer has the right to Port their MSN, there may be costs and obligations associated with their existing mobile service and Porting their MSN;

(ii) the Customer may or may not be in an existing contract with their current CSP; and

(iii) the contract may or may not include an obligation to make early termination payments to their current CSP; and

(i) the Customer's authorisation for the MSN, the GCSP and the Network Type (e.g. GSM, CDMA) to be disclosed to other NPs and PSSs for the purpose of routing of calls, complaint handling, Customer network fault management and routing of SMS messages to that MSN after Porting activity.

10.1.2 The acknowledgments in Clause 10.1.1(h) must be presented in a separate section of the CA. The GCSP must ensure that the Customer authorises this separate section in addition to the remainder of the authorisation. GCSPs must not authorise this or indicate acceptance on behalf of a Customer, unless they have been properly authorised.

10.1.3 This section of the CA described in Clause 10.1.2, must be prominently displayed and, wherever possible appear in a larger font than any other body text.

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

10.1.5 The GCSP must retain all CAs received for at least two years for completed Ports from the date of the CA. Retention of CAs applies regardless of the form of authorisation (e.g. written, scanned or electronic).

10.1.6 To initiate a Port, the GCSP must obtain a CA completed by the Customer or the Customer's agent. A CA may only be completed by a Customer's agent if the Customer has authorised the agent in writing or in any other format which can be produced on request.

10.1.7 Where a Customer has authorised more than one agent to complete CAs on their behalf, the most recent authorisation applies and supersedes all previous authorisations.

10.2 Customer Authorisation Inspections and Disputes

10.2.1 The LCSP may request relevant completed CAs from the GCSP to resolve Customer complaints.

10.2.2 If a request is made by the LCSP, the GCSP must provide a copy of the written CA or the details contained within an electronic CA within five Business Days of the request by the Carrier or CSP, unless a longer period is agreed between the GCSP and LCSP. Procedures for provision of details contained within a CA may be specified in the MNP Operations Manual.

10.2.3 If a dispute exists regarding a CA, a LCSP may request the GCSP to retain a CA for a reasonable period, in addition to the period specified in Clause 10.1.5, having regard to the nature of the dispute. If a request is made, the GCSP must retain the CA for the period which the LCSP has requested, unless the request is trivial, vexatious or impractical.

10.3 Unauthorised Port

10.3.1 A Port is considered to be unauthorised where:

(a) the CSP who initiated the Port is unable to provide on request a CA as specified in Clause 10.1.1 in accordance with the timeframe specified in Clause 10.2.2; or

(b) appropriate authorisation for the agent to act on the Customer's behalf is not provided as specified in Clause

10.1.6 and cannot be provided in accordance with the timeframe in Clause 10.2.2; or

(c) the CA relating to that MSN is not complete, or is missing any of the minimum information requirements described in Section 10.1; or

(d) the GCSP has not met its obligations under Section 7.3; or

(e) the Customer has given Reversal Authorisation as set out in Clause 7.18.3.

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

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Published by:
THE AUSTRALIAN COMMUNICATIONS INDUSTRY FORUM LTD

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