COMMUNICATIONS
ALLIANCE LTD

INDUSTRY CODE

C540:2013

LOCAL NUMBER PORTABILITY

Incorporating Variation No.1/2015

C540:2013 Local Number Portability Industry Code

Incorporating Variation No.1/2015

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Note: Corrections were made to the Code on 9 December 2013 to rectify incorrect clause references.

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EXPLANATORY STATEMENT

This is the Explanatory Statement for the ***Local Number Portability*** Industry Code (C540:2013 incorporating Variation No.1/2015) (the Code).

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

The Code came into full force and effect on 1 March 2014. The 2015 amendments to the Code take effect from the date of registration.

Background

On 1 July 1997, a new regulatory structure was introduced for telecommunications in Australia through the *Telecommunications Act 1997* (Cth) (the Act) and related Acts. Under the Act, the Australian Competition and Consumer Commission (ACCC) has statutory powers to direct the Australian Communications Authority (ACA) in regard to the Portability of allocated Telephone Numbers (Local Number Portability (LNP)). The ACCC issued Directions to the ACA pursuant to these statutory powers on 22 September 1997. Under those Directions:

- Local Service was specified as a "declared portable service";
- the ACA was directed to set out rules in the Numbering Plan about the Portability of allocated Telephone Numbers;
- the ACA was required to specify for Local Services an implementation date by which each Carrier or Carriage Service Provider (CSP) or both must provide Local Number Portability for the relevant Portable Telephone Numbers; and
- the ACA was given powers to grant exemption orders to allow Carriers or CSPs or both to be exempted from some or all of their obligations to provide LNP.

On 22 December 1997 the ACA issued the *Telecommunications Numbering Plan 1997* (the Numbering Plan). The Numbering Plan sets out the rules about LNP for the "declared Portable services" as required in the ACCC Directions. The Numbering Plan specified that the ACA must, by notice in writing, fix implementation dates for LNP. The ACA subsequently fixed:

- an interim date of 1 May 1998 for the provision of limited LNP; and
- an implementation date of 1 January 2000 for the provision of full LNP.

To support the requirement for industry to meet its obligation to provide portability for Telephone Numbers, industry met within Australian Communications Industry Forum (ACIF) to develop a Code and supporting guidelines for operations, IT specifications and a Network Plan. These have been in inter-operator operation since the launch of LNP in Australia.

Previous Regulatory Arrangements

An initial *Local Number Portability* Industry Code (ACIF C540:1999) was published in September 1999 by the Operations Code Reference Panel (OCRP) Working Committee, OCRP/WC8. This Code was supported by Bilateral Agreements and two documents that were both developed within ACIF, but never published (LNP Intercarrier Operations Manual and LNP Functional & Technical Communication Specification).

At a network level Carriers and CSPs have implemented a variety of technical solutions to meet their obligations to provide LNP. These solutions include 'facility re-direct' and intelligent network based solutions, which are complemented by separate operational procedures and commercial arrangements.

An industry agreed *Local Number Portability Network Plan (*ACIF G520:2005*)* outlines the network trunking arrangements that Carriers may use in order to route calls to Ported Telephone Numbers.

Why Previous Regulatory Arrangements were Inadequate

The *Local Number Portability* Industry Code was published in an environment where:

- it was assumed that processes to support Cat. B porting were still required;
- processes relating to contracting with the Customer were often set out in operational codes. These processes and obligations have since been set out in specific consumer protection codes;
- obligations relating to the management of numbers in general were often set out in operational codes, resulting in duplicated obligations;
- the Wholesale Account Number was still considered as the preferred means of validating a port between some LNP participants;
- Pre-Port Number Validation(PNV) requirements were captured in bilateral agreements between LNP participants resulting in the potential for inconsistencies;
- LNP obligations were applied to both Carriers and CSPs without a clear distinction of responsibility; and
- consideration of the requirements of an IP environment were less relevant.

What the Code Accomplishes

The provision of an effective industry solution for LNP that meets Customer expectations requires Carriers and CSPs to co-operate to carry out a range of tasks, including the:

- Gaining CSP obtaining the Customer's authorisation to Port the Telephone Number(s);
- validation of the Customer's right to Port the number(s);
- Gaining Carrier responsibilities to co-ordinate porting activities with the Gaining CSP including providing information to the Losing Carrier;
- activity required by the Losing Carrier and Losing CSP to validate the Port and prepare the Telephone Number for Porting;
- action required to enact the Port in all networks to ensure correct routing of calls;
- processes required to ensure continuity of service to the Customer in the event of faults or difficulties during porting; and
- clear allocation of responsibilities specific to Carriers and CSPs.

The industry solution serves as a viable instrument to support ongoing LNP processes during the period of transition to an IP environment.

The Code sets out these operational procedures for efficient and effective LNP processes for all porting scenarios (i.e. simple services, complex services, third party and Unconditioned Local Loop Service(ULLS)) and sets minimum acceptable practices (including Standard Hours of Operation, activation targets and timeframes) which do not unnecessarily limit industry's ability to improve on the minimum level.

The Code does not constrain two or more individual industry participants agreeing to different arrangements, provided that those arrangements meet the minimum level defined in the Code and do not impact on the ability of other industry participants to interwork with parties to those arrangements in accordance with minimum acceptable practices.

A separate Communications Alliance committee, the Local Number Portability NBN Requirements Working Committee (WC50), is to develop recommendations for an LNP framework in an IP environment.

WC50 is developing an alternative LNP model for the medium to longer term that will ease the entry for new LNP participants, and meet projected consumer demand for local number portability. A consideration of the Working Committee is how an alternative LNP model can be implemented efficiently, so that additional infrastructure, systems, IT and staffing costs for existing LNP participants are minimised.

How the Objectives are Achieved

The Code sets out to ensure that where a Carrier and CSP agree to provide service and LNP to the Customer, the:

- inter-Carrier operational arrangements will enable a Customer to directly connect to another Carrier's network and retain the same Telephone Number with the Gaining CSP;
- operational arrangements will enable a Customer to relocate premises and retain the same Telephone Number, irrespective of Australian geographic location;
- processes for the implementation and operation of LNP by which Carriers and CSPs may exchange information with each other are competitively neutral and non-discriminatory and in accordance with the requirements of Part 13 of the *Telecommunications Act 1997* and the *Privacy Act 1988*;
- criteria are identified against which compliance with the Code may be measured;
- procedures required to enable a Customer to retain their Telephone Number when transferring from one CSP to another, even though the relevant number range will still be allocated to the Donor; and
- processes for Cat. A and Cat. C remain technology neutral in order to facilitate porting under transitional network arrangements. The Cat. D process (which coordinates number porting with call diversion) is still required for operational reasons that are specific to ULLS, but it is not considered necessary to extend its application to other technologies.

Registration of the Code by the Australian Communications and Media Authority (ACMA) will ensure that all telecommunications providers who fall within the established sections of the industry (as set out in section 109 and110 of the Act) are bound by the Code, whether or not the providers have chosen to adopt it voluntarily through the Communications Alliance process. The LNP procedures and processes used will be uniform.

The Code is not intended to deal with arrangements between the Gaining CSP and the Customer, but does depend upon the Gaining CSP agreeing with the Customer matters such as:

- initiating the Port;
- agreeing the Time and date of cutover;
- reversal arrangements; and
- Emergency Return arrangements (where applicable).

Processes and Procedures

Processes and procedures described in the Code include:

- the Porting of Telephone Numbers associated with both Simple Telephone Services (e.g. single line telephone services) and Complex Telephone Services associated with Portable Telephone Numbers. For the purposes of the Code there are three main processes:

  (i) Cat. A Process (a process using an automated method within a standard timeframe typically used to Port Telephone Numbers associated with Simple Telephone Services);

  (ii) Cat. C Process (a process which requires project management typically used to Port Complex Telephone Services);

  (iii) Cat. D Process (a process using an automated method within a standard timeframe for services usually Ported by the Cat. A Process and which are on ULLS Call Diversion).

- Third Party Ports where the Donor Carrier is neither the Losing Carrier nor the Gaining Carrier.
- Retarget and Withdrawal of Ports.
- The Code provides the ability to Retarget the date on which a Port is to occur a maximum of two times. Where the need for further Retargeting is required it is assumed that the original Port process will be withdrawn or, in the case of Cat. A or Cat. D, be allowed to expire and a new Port process initiated.
- Reversal or Emergency Return in the event that problems are encountered after Porting has been implemented.
- The need for a Reversal or Emergency Return may arise for a variety of reasons. For example, fault conditions in the Gaining Carrier or CSP's network or the call redirection arrangements implemented in the Donor Carrier or CSP's network.
- Give Back and Quarantining of Telephone Numbers.
- Pre-Port Number Validation.
- Handling of disputes relating to Customer Authorisation (CA).

At various points in the Code provision is made for the validation, confirmation or rejection of transactions. Reject reasons are clearly defined and are intended to maintain the integrity of the process e.g. ensure the correct Telephone Number is Ported.

Transaction validation processes are not intended to restrict in any way the ability to provide LNP.

The Code specifies that the Gaining CSP must obtain a valid CA from the Customer (or a person authorised in writing by the Customer). A CA may be in a format that includes, but is not limited to, paper based, electronic, Internet pages or voice authorisations recorded on audio media. The Code specifies the minimum mandatory requirements for a CA in Section 4. In this context it is important to note that the Customer is the person to whom a Telephone Number is Issued by a CSP or who has the right to Port that Telephone Number.

Change of Pre-selection choice can only be effected in accordance with the *Pre-selection* Industry Code (C515:2015).

Anticipated Benefits to Consumers

The Code is expected to provide benefits to consumers that are derived from the implementation of industry-wide refined LNP processes. These refined processes are certain in their operation, as well as being cost effective and efficient. In addition, these processes will have the effect of minimising Porting times and lost calls and will ensure

that the existing porting framework remains fit for purpose and Customer centric in transition to an IP environment.

The 2013 Code Revision is likely to improve the porting experience for:

- residential consumers who decide to keep their telephone number when changing from a service provider that resells voice services; and
- business consumers who use 'complex' services—for example, numbers associated with more than one service such as a voice/fax lines or call forwarding services.

These consumers will likely benefit from:

- reducing the information that they must provide in order to initiate a port, particularly in respect of a large range of numbers; and
- reducing the overall time taken to complete their porting requests so that it is in line with timeframes that are attainable by other consumers, as measured from the time the consumer authorises the number being ported.

Anticipated Benefits to Industry

The Code is expected to provide benefits to the industry by:

- refining standardised industry practices in relation to LNP which are certain in their operation as well as cost effective and efficient;
- minimising industry's additional cost of compliance to a mandatory regulatory condition;
- ensuring that all CSPs and Carriers meet their call routing responsibilities so that calls to Customers with ported numbers are terminated successfully;
- minimising porting times by specifying transaction times and industry service levels;
- clearly allocating responsibilities against Carriers and CSPs;
- removal of duplicated requirements that exist in other mandatory instruments;
- introduction of standardised PNV processes; and
- supporting transitional arrangements in preparation for an IP environment.

The implementation of the Code ensures the efficient and effective inter-operational arrangements for the implementation of LNP processes.

Anticipated Cost to Industry

There are costs associated with the establishment and maintenance of the support systems and operational arrangements that will be needed to implement the Code for new LNP participants. However, these costs are expected to be outweighed by the benefits that will be derived from the implementation of standard industry LNP arrangements. The 2013 Code revision does not place additional cost burdens upon existing LNP participants other than existing ongoing maintenance costs.

Other Public Interest Benefits and Considerations

It should be noted that the Code contains some provisions relating to call routing Porting information. In particular, Network Providers who directly route calls to Ported Telephone Numbers have obligations to ensure the correct routing of calls. The provisions in the Code are intended to enable the correct routing of telecommunications traffic. It is anticipated that these provisions will be supplemented by other bilateral or industry agreed arrangements.

The Code defines activation targets for Porting Telephone Numbers using the Cat. A Process and Cat. D Process for Standard Porting, and the Cat. A Process for Third Party Porting. The Cat. C Process for Standard Porting and Third Party Porting requires Carriers and CSPs to negotiate and agree on Cutover Date and Commencement Time based on Customer needs and technical requirements. Metrics for reporting porting times are included for all Porting processes.

Although the obligation to provide LNP is established by virtue of the operation of the Act and the Numbering Plan it is recognised that the terms and conditions on which LNP is to be provided are to be agreed between all involved parties. In the Code these agreed terms and conditions are referred to as Bilateral Agreements. These Bilateral Agreements will normally cover matters such as:

- commercial arrangements;
- detailed operational arrangements; and
- some specific and service specific matters which by their nature are unable or unsuitable to be dealt with in the Code.

It is clearly understood that the failure to establish Bilateral Agreements does not relieve any party from the obligation to provide LNP as required under the Numbering Plan.

The Code does not include the process and procedures for Porting Telephone Numbers where the Telephone Numbers:

- require Third Party Porting and are part of the ULLS process and must be on a ULLS Call Diversion; or
- are associated with a Complex Telephone Service and are part of the ULLS process and must be on ULLS Call Diversion.

The Working Committee acknowledges that the Code may be reviewed at a later date to discuss these processes in light of future changes to ULLS processes.

2005 Revision

The Code was updated in 2005 to modify clauses affected by changes to fair trading legislation in New South Wales and Victoria.

This version of the Code was also changed to ensure consistency with the Numbering Plan.

2006 Revision

The Code was updated in 2006 to remove the need to retarget Complex Notification Advice(s) (CNAs) in Cat. C ports.

2007 Revision

The Code was updated in 2007 to allow ULL Call diversion and Cat. D Porting of Telephone Numbers where the Access Provider (AP) is not the Donor CSP but is the Losing Carrier.

2013 Revision

The Code was updated in 2013 to:

- remove Cat. B processes due to lack of industry utilisation;
- removal of all references to specific sections of the Numbering Plan to accommodate future changes to that document;
- refer to rather than duplicate existing arrangements as set out in other regulatory instruments such as the TCP Code and Numbering Plan obligations;

- clearly allocate responsibilities against Carriers and CSPs;
- mandate the use of the Service Account Number as the means of port validation, replacing previous Wholesale Account Number requirement;
- introduce standardised PNV processes; and
- support transitional arrangements in preparation for an IP environment whilst ensuring that the existing porting framework remains fit for purpose and Customer centric.

David Bolton

Chairman

WC44 LNP Code Revision Working Committee

2015 Amendment

In 2015 the following amendments were made to the Code:

- inclusion of reference to the *Customer Authorisation* Industry Guideline (G651:2015);
- removal of the condition that a CA is deemed to be invalid if the Customer validly rescinds or cancels a contract within the cooling off period in accordance with the applicable fair trading legislation, as this is inconsistent with the Australian Consumer Law;
- removal of the guidance note on Requirements for Customer Authorisation in Section 4 with the intent of the note being captured in the *Customer Authorisation* Industry Guideline (G651:2015);
- removal of the requirement that the Gaining CSP must obtain an agreement to the Implementation Schedule from the Customer and the Losing Carrier 'in writing'; and
- the reinstatement of 2007 LNP Code obligation relating to retention of the Customer Authorisation.

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

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1 INTRODUCTION AND REGISTRATION WITH THE ACMA

1.1 Introduction

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

1.1.2 The development of the Code has been facilitated by Communications Alliance through a Working Committee comprised of representatives from the telecommunications industry and Government regulatory agencies.

1.1.3 The Code should be read in the context of other relevant Codes and Guidelines, including the *Telecommunications Consumer Protections* Code (C628:2015), the *LNP IT Specifications and Operations Manual* Industry Guideline (G602.1:2015) and the *Customer Authorisation* Industry Guideline (G651:2015).

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

(a) the *Telecommunications Act 1997* (Cth)*;*

(b) the *Telecommunications Numbering Plan 2015* (Cth)*; and*

(c) *the Privacy Act 1988* (Cth).

1.1.5 If there is a conflict between the requirements of the Code and any requirements imposed on a Carrier or CSP by statue, the Carrier or CSP will not be in breach of the Code by complying with the requirements of the statute.

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

1.2 Registration with the ACMA

1.2.1 The 2015 amendments to the Code are to be registered with the ACMA pursuant to section 117 of the Act.

1.2.2 This Code came into full force and effect on 1 March 2014. The 2015 amendments to the Code take effect from the date of registration.

1.3 Scope

1.3.1 The Code sets out inter-Carrier/CSP operational procedures for the implementation of LNP processes.

1.3.2 The Code is applicable to the following sections of the telecommunications industry under section 110 of the Act:

(a) Carriers; and

(b) Carriage Service Providers.

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

(a) carrying on business as a Carrier; or

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

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

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

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

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

1.3.7 The Code does not include the process and procedures for Porting Telephone Numbers where the Telephone Numbers:

(a) require Third Party Porting where the AP is not the Losing Carrier and are part of the ULLS process and must be on a ULLS Call Diversion; or

NOTE: Where a ULLS Transfer (TULL) and a number Port are required where the AP is not the Losing Carrier, then the Gaining Access Seeker (AS) (who is also the Gaining Carrier) will need to co-ordinate the two processes.

The recommended approach and sequence for this co-ordination is as follows:

(a) Gaining AS submits TULL request to AP (with cutover date/time just after planned Cat. A Port of the Telephone Number),

(b) AP acknowledges and confirms TULL request,

(c) Gaining Carrier submits Cat. A Simple Notification Advice (SNA) to Losing Carrier and Transfer Simple Notification Advice (TSNA) to Donor Carrier,*

(d) Losing Carrier confirms Cat. A SNA and Donor Carrier confirms TSNA,*

(e) Gaining Carrier submits Transfer Electronic Cutover Advice (TECA) to Donor Carrier,*

(f) Donor Carrier implements TECA and sends TSNA* Completion Notification to Gaining Carrier*

(g) Gaining Carrier and CSP activates their own Call Diversion for that Telephone Number,

(h) Gaining Carrier submits Cat. A Electronic Cutover Advice (ECA) to Losing Carrier,

(i) Losing Carrier confirms Cat. A ECA,

(j) Losing Carrier activates the Telephone Number port and issues electronic Completion Advice to the Gaining Carrier,

(k) AP cutover ULL at specified date/time and issues confirmation to AS,

(l) AS removes Call Diversion.

The above process assumes the gaining party will manage any errors, rejections, retargets, withdrawals or expiries where these occur, and will have to modify the TULL and Telephone Number porting schedules accordingly. This close co-ordination and monitoring is required and needs to be managed by the Gaining AS (who is also the Gaining Carrier).

** TSNA/TECA steps only required where the Losing Carrier is not the Donor Carrier.*

(b) are associated with a Complex Telephone Service and are part of the ULLS process and must be on ULLS Call Diversion.

1.4 Objectives

1.4.1 The objectives of the Code are:

(a) to put in place operational arrangements which enable a Customer to retain and use the same Telephone Number when changing CSP where that CSP uses another Carrier network even though the relevant number range will still be allocated to the Donor Carrier;

(b) to set out competitively neutral processes by which Carriers and CSPs may exchange information with each other in accordance with the requirements of Part 13 of the Act and the *Privacy Act 1988* (Cth); and

(c) to set out criteria against which the compliance of Carriers and CSPs with the Code may be measured.

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

Under section 114 of the Act 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.

1.6 Code Review

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

2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

2.1 Acronyms

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

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

2.2 Definitions

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

Access Line

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

Access Provider

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

Access Seeker

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

Access Service Deliverer

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

Act

means the *Telecommunications Act 1997* (Cth).

Bilateral Agreement

means any agreement between two parties.

Business Day

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

Carriage Service

has the same meaning as in the Act.

Carriage Service Provider

has the meaning given by section 87 of the Act.

Carrier

has the meaning given by section 7 of the Act.

Category A Process

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

(a) a Simple Telephone Service; or

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

Category C Process

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

Category D Process

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

Commencement Time

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

Completion Advice

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

Complex Cutover Advice

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

Complex Notification Advice

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

Complex Telephone Service

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

Confirmation Advice

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

Customer

means a person to whom a Telephone Number is Issued.

Customer Access Module

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

Customer Authorisation

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

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

Cutover Date

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

Cutover Time

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

Disconnection

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

Donor Carrier or Donor CSP

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

Donor Transit Routing

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

(a) receives a call from an Originating Access Service Deliverer (OASD) without an indication of the correct terminating Access Service Deliverer (ASD);

(b) determines that the Telephone Number has been Ported;

(c) determines the terminating ASD for the call; and

(d) delivers the call to the terminating ASD.

Electronic Cutover Advice

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

Emergency Retarget

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

Emergency Retarget Authorisation

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

Emergency Return

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

Emergency Return Authorisation

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

Emergency Return Request Period

means the period of time to restore service to Telephone Numbers associated with Ports using the Cat. C Process in accordance with clause 4.4.67.

Expiry Notification

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

Fault Centre

means the central group of the involved parties in a Port which handle fault rectification for LNP processes.

Final Cutover Notification Interface

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

(a) ECAs;

(b) TECAs;

(c) Confirmation Advices;

(d) Completion Advices; and

(e) Reject Advices.

Gaining Access Seeker

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

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

Gaining Carrier

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

Gaining CSP

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

Give Back

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

Give Back Notification

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

Implementation Schedule

means an agreement between the Gaining CSP's project manager and the Losing Carrier's project manager which includes the relevant activities for the Port specified in clause 4.4.54.

Issued (number)

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

Local Number Portability

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

Local Service

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

Local Time

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

Losing Access Seeker

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

Losing Carrier

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

Losing CSP

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

National Public Holiday

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

Network Provider

means an OASD, Prime Service Deliverer, PSS or a Transit Service Deliverer.

Numbering Plan

means the *Telecommunications Numbering Plan 2015*.

Originating Access Service Deliverer

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

Pending Disconnection

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

Port

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

Portability Service Supplier

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

Ported Local Number Register

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

Ported Telephone Number

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

Porting Inquiry Period

means the period commencing:

(a) two hours after the transmission/receipt of an ECA or TECA for a Telephone Number being Ported using the Cat. A Process; or

(b) two hours after the transmission/receipt of an ECA, and ending at the delivery of the Completion Advice for a Telephone Number being Ported using the Cat. D Process.

Porting Notification Advice

means a SNA, a CNA, a TSNA or a TCNA.

Porting Notification Order

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

(a) CCAs;

(b) CNAs;

(c) Confirmation Advices;

(d) Expiry Notifications;

(e) Give Back Notifications;

(f) Port pending advices;

(g) Port pending cancellations;

(h) Receipt Advices;

(i) Reject Advices;

(j) Retargets;

(k) SNAs;

(l) TSNAs;

(m) TCNAs;

(n) TCCAs; and

(o) Withdrawals.

Porting Request

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

Pre-Port Number Validation

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

Pre-selection

is outlined in Part 17 of the Act.

Prime Service Deliverer

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

Provisioning Centre (of a Carrier and/or CSP)

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

Quarantine

means the status of a Telephone Number which has been Ported and Given Back to the Donor Carrier and which is held by the Donor Carrier and is not Issued to any Customer except in accordance with clause 6.1.12.

Receipt Advice

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

Receipt Time

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

Reject Advice

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

Resale

means the billing of the Customer by a CSP for the use of telecommunication services where the Service Provider is not the ASD of the service.

Retarget

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

Reversal

means the reinstatement of a Customer's service with the Losing CSP during the Reversal Period in accordance with clauses 4.2.38 to 4.2.40 for Telephone Numbers Ported using the Cat. A Process or clauses 4.5.36 to 4.5.38 for Telephone Numbers Ported using the Cat. D Process. Reversals are not permitted for the Cat. C Process. Reverse has a corresponding meaning.

Reversal Period

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

(a) four hours after the completion of the cutover; and

(b) the end of the Standard Hours of Operation; or

(c) as otherwise agreed between the appropriate parties.

Service Account Number

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

Service Information

means the Customer's account number(s) for Telephone Number(s), that have been authorised to port, or any information returned by the losing Carrier as part of the PNV process, unless otherwise agreed in Bilateral Agreements.

Simple Notification Advice

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

Simple Telephone Service

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

Standard Hours of Operation

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

Standard Porting

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

Standard Telephone Service

has the same meaning as in the *Telecommunications (Consumer Protection and Services Standards) Act 1999*.

Standard Time

means:

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

(b) Eastern Daylight Saving Time (GMT plus 11 hours) when in effect in New South Wales.

Telephone Number

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

Third Party Porting

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

Transfer

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

Transfer Complex Cutover Advice

means an advice contained within a PNO from the Gaining Carrier to the Donor Carrier.

Transfer Complex Notification Advice

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

Transfer Electronic Cutover Advice

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

Transfer Reversal

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

Transfer Simple Notification Advice

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

Transit Service Deliverer

means a Carrier that connects with and passes call traffic from the OASD to another Transit Service Deliverer or the Terminating Access Service Deliverer.

ULLS Call Diversion

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

ULLS Transfer

means the successful transfer of a ULLS between the Losing AS and the Gaining AS.

Unconditioned Local Loop Service

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

Withdrawal

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

2.3 Interpretations

In the Code unless the contrary appears:

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

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

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

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

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

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

3 GENERAL

3.1 Non-discrimination

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

3.2 Privacy and Use of Information

3.2.1 A Carrier or CSP who receives any type of information as described in the Code must use this information only in accordance with Part 13 of the Act and the *Privacy Act 1988* (Cth).

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

3.2.3 Information provided for the purposes of LNP must only be used in accordance with the following:

(a) Port transactions are provided between CSPs and their Carriers for the purposes of LNP and must only be used for Porting, the routing of calls or in association with the delivery of carriage services, for customer and network fault management and complaint handling, but must not be used for any other purposes. Any other purposes includes marketing purposes.

(b) The contents of the Ported Local Number Register are provided for the purposes of LNP and must only be used by Network Providers for activities associated with complaint handling, the routing of calls and for customer and network fault management or to assist in the identification of ASDs for Pre-selection and Resale to minimise the number of rejects, but must not be used for any other purposes. Any other purposes includes marketing purposes.

3.3 Categorisation of Ports

3.3.1 The Gaining CSP must initially nominate a category to be used to Port a Telephone Number.

3.3.2 Subject to clause 3.3.3, the default process for Porting a Simple Telephone Service is the Cat. A Process. However the Gaining CSP may alternatively use the Cat. C Process for a Telephone Number associated with a Simple Telephone Service.

3.3.3 Where a Customer Ports Simple Telephone Services that are associated with a particular Losing CSP's customer group for that Customer, the default process for Porting is the Cat. C process, unless otherwise agreed in Bilateral Agreements. For the avoidance of doubt, a customer group is considered to be a group of numbers with similar characteristics where the Losing CSP provides PABX functionality using exchange facilities.

3.3.4 Subject to clause 3.3.3, a Losing Carrier must not reject an SNA for a Telephone Number associated with a Simple Telephone Service on the basis that it is a Complex Telephone Service.

3.3.5 A Port associated with a Simple Telephone Service must be Ported by the Losing Carrier using the Cat. A Process if;

(a) it is submitted as an SNA by the Gaining Carrier; and

(b) it meets all validation requirements in the Code; and

(c) the Gaining Carrier submits a valid ECA.

3.3.6 Ports associated with a Complex Telephone Service must use the Cat. C Process.

3.3.7 The Losing Carrier must use the Cat. A Process to Port a Telephone Number associated with a Simple Telephone Service if requested by the Gaining Carrier if the Port Request passes the validations in clause 4.2.4.

3.3.8 The Gaining CSP must assume the coordinating role for any joint projects/manual processes required to facilitate a Port using the Cat. C Process. The Losing Carrier must provide all reasonable assistance to ensure that a Port using the Cat. C Process is implemented efficiently and in accordance with any agreed schedule of work.

3.4 Provision of Service Information

3.4.1 The Gaining CSP must ensure it has a valid CA from a Customer before seeking Service Information.

3.4.2 The Losing Carrier or CSP must provide the Service Information to the Gaining Carrier, in response to a request from the Gaining CSP that is required to facilitate a successful Port.

NOTE: This ensures that the end user's legitimate wishes, as expressed to the Gaining CSP, are complied with in an efficient and timely manner.

3.4.3 The Losing CSP does not need to take any action to disconnect Customer's Telephone Number(s).

3.5 General Requirements

3.5.1 All Carriers and CSPs must ensure that there is sufficient transmission, switching and processing capabilities in place to support Porting activity. However, if a Losing CSP, Donor Carrier or Gaining CSP or their Carriers identify that their ability to provide LNP becomes restricted due to constraints which could not be reasonably foreseen on transmission, switching or processing capacity (including system outages), the identifying Carrier or CSP must notify other relevant LNP participants and set out what measures are or have been taken to mitigate the problem and give an estimated time for the rectification of the problem.

3.5.2 After implementation of the Port by the Losing Carrier, all calls to that Telephone Number shall be routed to the Gaining Carrier's network. Bearing in mind the routing requirements of the

Numbering Plan, the Gaining Carrier and CSP shall terminate these calls to provide "any-to-any connectivity" and in such a way that the caller does not mistake call termination as a fault.

NOTE: The dial plan of the Local Number Portability Network Plan (G520:2005) outlines the process to meet this obligation.

3.5.3 The Code takes an 'all or nothing' approach with the Porting of multiple Telephone Numbers associated with the Losing CSP's products, e.g. if there are 20 Telephone Numbers associated with a single Hunt Group then all 20 Telephone Numbers must be submitted in the same complex batch. Where technically possible, CSPs must offer Customers the option to rationalise multiple Telephone Numbers either before or after but not during the Porting process, with the exception of pre-arranged orders as referred to in clauses 3.5.5 and 3.5.6.

3.5.4 The Gaining CSP must advise the Customer that any changes to its service may impact Porting.

3.5.5 Where there is activity pending or in progress associated with the Telephone Numbers in an SNA or CNA (with the exception of pre-arranged service orders) already in place when the SNA or CNA is received and the completion of those service orders must impact on the Port process, the SNA or CNA must be rejected.

NOTE: An example of an activity that will impact on the Port process is where a current Simple Telephone Service is to be included in an existing line hunt group which will result in the Telephone Number being part of a Complex batch for Porting purposes.

3.5.6 Pre-arranged service orders are service orders where the Losing Carrier is aware of the Porting requirement and can accommodate the completion of the service order without any impact on the Port.

NOTE: An example of a pre-arranged service order is where a single Telephone Number is to be removed from an existing Line Hunt group and the CNA only contains the remaining Telephone Numbers in the line hunt group.

3.5.7 Once the SNA or CNA has been confirmed by the Losing Carrier, the Losing Carrier must not initiate any activity associated with the Telephone Numbers in the SNA or CNA, including Customer or CSP initiated changes that impact on the Port process.

3.5.8 The Losing Carrier must action the first SNA or CNA that has successfully passed through the file and record format validations of the Losing Carrier's Porting system. Any subsequent SNA or CNA on the same Telephone Number received during the period the first Porting Notification Advice is in force must be rejected.

3.5.9 For those transactions sent via the Final Cutover Notification Interfaces, Confirmation Advices are normally sent during the Standard Hours of Operation, however for those which respond to information received towards the end of Standard Hours of Operation, Confirmation or Reject Advices may be sent outside Standard Hours of Operation.

3.5.10 Lead Times are determined by the Losing Carrier. These may vary by product including variations due to the size of the product or the number of sites to which a particular service is offered.

3.5.11 Completion Advices are normally sent during the Standard Hours of Operation, however for those Ports which occur towards the end of Standard Hours of Operation, Completion Advices may be sent outside Standard Hours of Operation.

3.5.12 The Losing Carrier and Donor Carrier must maintain the LNP facility in its or their network as implemented in accordance with the Code, until such time as the Telephone Number is subsequently Ported, Transferred or Given Back.

3.5.13 The Porting implementation process shall be considered to be successfully completed when the Losing Carrier and the Donor Carrier has or have implemented Porting or Transfer (as appropriate) in accordance with the Code, the end of the Reversal Period (where appropriate) has been reached without a Reversal request being received and the end of the Emergency Return Request Period (where appropriate) has been reached without an Emergency Return request being received.

3.5.14 The Losing Carrier or CSP will be responsible for the deactivation of any voice service it provides on the local number/s upon the completion of a successful port cutover. The LNP Process may not automatically cancel any voice service (for example a service provided over the NBN). Where cancellation is required the Losing CSP will need to coordinate these tasks separately.

3.6 Service Metrics

3.6.1 For Standard Porting, the key service metrics are:

(a) for Cat. A Process those metrics in clause 4.2.33;

(b) for Cat. C Process in accordance with clause 4.4 for the following:

(i) the time period from CA authorisation to CNA submission to the Losing Carrier;

(ii) the period from CNA submission to the agreed cutover completion;

(iii) the total period from CA authorisation to the agreed cutover completion; and

(c) for Cat. D Process those metrics in clause 4.5.31.

3.6.2 For Third Party Porting, the key service metrics are:

(a) for Cat. A Process those metrics in clause 5.2.20;

(b) for Cat. C Process:

(i) the time period from CA authorisation to TCNA submission to the Losing Carrier;

(ii) the period from TCNA submission to the agreed cutover completion; and

(iii) the total period from CA authorisation to the agreed cutover completion.

3.6.3 In calculating service metrics Losing or Gaining parties must include those Ports that have completed during the month. Ports that are still pending or not completed must not be included in the calculations.

3.6.4 The Losing CSP and Gaining Carrier must calculate the service metrics for each month, however they may be reported less frequently than monthly.

3.7 Complex Batches

3.7.1 All Telephone Numbers associated with a particular Losing CSP's product for that Customer that are to be Ported must be identified as such by the Gaining Carrier in the CNA. That is, a batch reference number must be allocated by the Gaining CSP covering all the Telephone Numbers associated with a particular Losing CSP's product for that Customer. Confirmation of the CNA, CCA, Withdrawal and Retarget must be done at a batch level.

3.7.2 Where a Customer's Porting request contains Telephone Numbers that would normally be Ported using the Cat. A Process, the Porting request may be submitted using the Cat. C Process and all Telephone Numbers should be given the same batch reference number to indicate that they belong together. However it is possible for the Gaining CSP to elect to separately Port the Customer's Telephone Numbers in different groups to allow Porting at different times. In which case a unique batch reference number must be assigned to each group.

3.7.3 The following must apply for the creation of a Complex Batch:

(a) the batch must contain one or more Telephone Number;

(b) the batch may contain Telephone Numbers that would normally be Ported by way of the Cat. A Process or Cat. C Process;

(c) the Telephone Numbers must be in either a working or reserved status;

(d) Telephone Numbers in a batch containing more than one product must be grouped contiguously by the product;

(e) all Telephone Numbers associated with the Losing CSP's product must be supplied in a single batch; and

(f) Emergency Returns and Emergency Retargets apply to the complete batch i.e. part batch Emergency Returns are prohibited.

3.8 After Hours Porting

3.8.1 All CSPs acknowledge that Customers wishing to Port Telephone Numbers may require those Telephone Numbers to be Ported at a time convenient to the requirements of its business, including any time outside Standard Hours of Operation. However the Code does not impose an obligation on Carriers or CSPs to

process, or continue to process to completion, a Port outside the Standard Hours of Operation unless those conditions described in clauses 3.8.3 and 3.8.4 are met.

3.8.2 Carriers and CSPs may enter into Bilateral Agreements covering Porting or the continuation of Porting outside Standard Hours of Operation.

3.8.3 Subject to clause 3.8.4, Carriers and CSPs must offer Porting, or the continuation of Porting, outside Standard Hours of Operation if requested to by another Carrier or CSP.

3.8.4 Carriers and CSPs are not obliged to offer Porting, or the continuation of Porting, outside Standard Hours of Operation unless a Bilateral Agreement is in place between the participants providing the terms and conditions for the Port or continuation of Porting, outside Standard Hours of Operation.

NOTE: The offer of Porting, or the continuation of Porting, outside Standard Hours of Operation is subject to the provisions of Section 462 of the Act. A simple request to a Carrier or CSP to provide Porting other than during Standard Hours of Operation is not a sufficient criteria for the provision of Porting outside Standard Hours of Operation. A Bilateral Agreement must be in place before a Carrier or CSP is required to provide Porting or the continuation of Porting outside Standard Hours of Operation.

3.8.5 It is recognised that the majority of Ports that occur outside Standard Hours of Operation normally use the Cat. C process. However arrangements can be made under Bilateral Agreements for any category of Port to occur outside Standard Hours of Operation. The same category applies regardless of when the Port occurs, and the same service levels must also apply.

3.9 Resources

3.9.1 The Losing and Gaining Carriers, CSPs, and the Donor Carrier must provide sufficient staff to manage operational procedures covering Standard Hours of Operation.

3.10 Carrier Contact List

3.10.1 All Carriers who participate in LNP must ensure that they have supplied and keep up to date the information specified in Section 14 of the *Local Number Portability IT Specifications and Operations Manual* (G602.1:2015) to Communications Alliance.

NOTE: Communications Alliance will maintain an industry list with the contact information for LNP. Communications Alliance will periodically engage those nominated representatives to ensure that the list is accurate.

3.11 Bilateral Agreements

3.11.1 Parties to the Code may agree terms and conditions in their Bilateral Agreements for the provision of all appropriate and relevant service information that is required to facilitate and

support the process for the implementation of a Customer's Port Request in an efficient and expeditious manner.

3.11.2 The Act and the Numbering Plan requires Carriers and CSPs who hold Portable Telephone Numbers to provide LNP. The Act recognises that the terms and conditions on which LNP is to be provided are to be agreed between the Carriers and CSPs (referred to in the Code as Bilateral Agreements).

3.12 Porting Delays

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

4 STANDARD PORTING PROCESS

4.1 General Process Requirements

Application of Standard Porting Process

4.1.1 The Porting Processes described in this Section applies to the Gaining or Losing Carriers and CSPs where either Carrier is the Donor CSP or Carrier. If neither is the Donor CSP or Carrier then Section 5 must also apply.

Customer to Complete and Submit CA

4.1.2 To initiate a Port, the Gaining CSP must obtain a CA.

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

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

4.1.4 Upon request from the Customer the Losing CSP must inform the Customer what costs, including termination payments, and any other contractual obligations that may apply.

NOTE: The Gaining C/CSP should retain all CAs received for a minimum period of two years from when a CA is received from the Customer

CA Validation by Gaining CSP

4.1.5 Upon obtaining a CA from a Customer, the Gaining CSP must perform validation checks:

(a) obtaining and recording the Service Account Number for the Customer;

(b) verifying that the Telephone Numbers to be Ported by the Cat. C Process conform with clause 3.7.3; and

(c) confirming that the date of the CA is not more than 90 calendar days old.

4.1.6 If a CA cannot be validated as required by clause 4.1.5 the Gaining CSP must not process the Porting Request.

CA Validation Enquiries

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

CA Enquiries, Disputes and Complaints

4.1.8 If a Customer raises a dispute regarding an Authorisation the Losing CSP may request a copy of the written CA or details contained within the electronic CA from the Gaining CSP to resolve the Customer's complaint.

4.1.9 The Gaining CSP must provide a copy of the written CA or details contained within the electronic CA within two Business Days of receipt of a request by a CSP, unless a longer period is agreed between the Gaining CSP and the Losing CSP.

Unauthorised Ports

4.1.10 As a result of a Customer dispute regarding the authorisation of a Port, the CA is deemed to be invalid if any of the following criteria are satisfied:

(a) the Gaining CSP who initiated the Port is unable to provide on request a CA or where appropriate authorisation for the agent to act on the Customer's behalf within the timeframes specified in clause 4.1.9;

(b) the CA relating to that Telephone Number is not complete and is missing some of the mandatory information outlined in *Customer Authorisation* Industry Guideline (G651:2015);

(c) information supplied is indecipherable; or

(d) the authorisation date of the CA is more than 90 days before receipt of the PNO file sent by the Gaining Carrier to the Losing Carrier.

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

Timeframe Calculation Methodology

4.1.12 The following time frame calculation methodology must apply to the communication of all transaction types that are contained in a PNO between Carriers:

(a) the Receipt Time of a PNO transaction is the time the PNO which contains the PNO transaction has been received;

(b) transactions received before 7.00 a.m. (Standard Time) on a Business Day are deemed to have a receipt date of that Business Day;

(c) transactions received after 7.00 a.m. (Standard Time) on a Business Day are deemed to have a receipt date of the next Business Day; and

(d) transactions received on a day other than a Business Day are deemed to have a receipt date of the next Business Day.

Daily PNO File Transfer

4.1.13 One successful PNO file must be sent per Business Day to each party involved in Porting with the Carrier. Additional PNO files may be sent, subject to Bilateral Agreements.

4.1.14 The Gaining Carrier must assign each PNO file a file sequence number.

4.2 Category A Porting Process

4.2.1 A Telephone Number to be Ported using the Cat. A Process must be obtained from a CA which has been validated by the Gaining Carrier and CSP in accordance with clause 4.1.5.

Simple Notification Advice (SNA) - Cat. A Process

4.2.2 To initiate a Port the Gaining Carrier must forward an SNA to the Losing Carrier, via a PNO.

4.2.3 The SNA must include:

(a) area code and service number of Telephone Number to be Ported;

(b) Service Account Number;

(c) Porting Category (A); and

(d) CA date.

SNA Validation - Cat. A Process

4.2.4 Upon receipt of an SNA from the Gaining Carrier, the Losing Carrier must validate that the Telephone Number associated with the SNA:

(a) is Issued;

(b) is associated with the Service Account Number details provided;

(c) is a Simple Telephone Service;

(d) has not already been Ported to another Carrier;

(e) is not Disconnected or Pending Disconnection at the time the SNA is received by the Losing Carrier;

(f) has a CA date that is not more than 90 calendar days old; and

(g) does not have a current Porting Request pending.

SNA Confirmation Advice - Cat. A Process

4.2.5 If the SNA is successfully validated in accordance with clause 4.2.4, the Losing Carrier must provide an SNA Confirmation Advice to the Gaining Carrier within one Business Day of the receipt of the SNA.

SNA Reject Advice - Cat. A Process

4.2.6 If the SNA is not successfully validated according to clause 4.2.4, the Losing Carrier must provide an SNA Reject Advice to the relevant Gaining Carrier within one Business Day of the receipt of the SNA. The SNA Reject Advice must include the:

(a) area code and service number of Telephone Number to be Ported; and

(b) reason for rejection (coded).

Lifetime of a Port - Cat. A Process

4.2.7 The lifetime of a Port using the Cat. A Process is deemed to be the period from the date of receipt of a valid SNA to the date 30 calendar days from that receipt date, unless the Port is Retargeted.

4.2.8 If the Port is Retargeted, then the lifetime is changed to be the period from the date of receipt of a valid SNA to the expiry of the

period of 30 calendar days from the date of receipt of a valid Retarget.

SNA Retarget - Cat. A Process

4.2.9 A Port using the Cat. A Process must be limited to a total of two SNA Retargets.

4.2.10 Subject to clause 4.2.9, and if the SNA has been confirmed, the Gaining Carrier may Retarget the Port by notifying the Losing Carrier in a PNO, up to one Business Day before the expiry of the 30 calendar day time limit for the Port and prior to the issue of an ECA.

4.2.11 The Port must then follow the LNP processes set out in the Code.

4.2.12 The SNA Retarget must include the area code and service number of the Telephone Number to be Ported.

SNA Retarget Validation - Cat. A Process

4.2.13 Upon receipt of a Retarget from the Gaining Carrier, the Losing Carrier must validate that:

(a) a valid SNA exists in its systems for the Retarget;

(b) the Retarget request is in accordance with the timeframe specified in clause 4.2.10.

4.2.14 If successfully validated, the Losing Carrier must Retarget the Port in its systems.

SNA Retarget Confirmation Advice - Cat. A Process

4.2.15 If the Retarget is successfully validated in accordance with clause 4.2.13, the Losing Carrier must provide a Confirmation Advice to the Gaining Carrier within one Business Day of receipt of the Retarget.

SNA Retarget Reject Advice - Cat. A Process

4.2.16 If the Retarget is not successfully validated according to clause 4.2.13, the Losing Carrier must provide a Reject Advice, including the reason for rejection (coded), to the Gaining Carrier within one Business Day of receipt of the Retarget.

SNA Withdrawal - Cat. A Process

4.2.17 The Gaining Carrier may Withdraw a valid SNA by notifying the Losing Carrier in a PNO prior to the ECA and at least one Business Day prior to the expiry of the Port.

4.2.18 Upon receipt of the PNO containing the valid Withdrawal, the Losing Carrier must Withdraw the Porting Request in its systems, resulting in the cancellation of the Port.

4.2.19 Any further Porting Request in respect of the Telephone Number that is the subject of a Withdrawal must follow the LNP processes set out in the Code.

SNA Withdrawal Validation - Cat. A Process

4.2.20 Upon receipt of a Withdrawal from the Gaining Carrier the Losing Carrier must validate that it has a confirmed SNA for that Telephone Number for that Carrier.

SNA Withdrawal Confirmation Advice - Cat. A Process

4.2.21 If the Withdrawal is successfully validated in accordance with clause 4.2.20, the Losing Carrier must provide a Confirmation Advice to the Gaining Carrier within one Business Day of receipt of the Withdrawal.

SNA Withdrawal Reject Advice - Cat. A Process

4.2.22 If the Withdrawal request is not successfully validated according to clause 4.2.20, the Losing Carrier must provide a Reject Advice, including the reason for rejection (coded), to the Gaining Carrier within one Business Day of receipt of the Withdrawal.

Expiry of a Port - Cat. A Process

4.2.23 If an ECA is not received by the Losing Carrier up to and including 30 calendar days after either the receipt of a valid SNA by the Losing Carrier or the receipt of a valid SNA Retarget by the Losing Carrier in accordance with clauses 4.2.9 to 4.2.12, the Losing Carrier must cancel the Porting Request and provide an Expiry Notification Advice to the Gaining Carrier via a PNO the next Business Day.

Electronic Cutover Advice (ECA) - Cat. A Process

4.2.24 After receipt of an SNA Confirmation Advice in accordance with clause 4.2.5, the Gaining Carrier must provide an ECA to the Losing Carrier via a Final Cutover Notification Interface unless otherwise agreed in Bilateral Agreements.

4.2.25 The ECA must include the:

(a) area code and service number of Telephone Number to be Ported; and

(b) Service Account Number.

4.2.26 An ECA cannot be Retargeted.

ECA Validation - Cat. A Process

4.2.27 Upon receipt of an ECA from the Gaining Carrier, the Losing Carrier must implement the ECA immediately if:

(a) there exists a valid SNA for the Telephone Number from that Carrier in its systems; and

(b) the valid SNA was received no less than two Business Days prior to the receipt of the ECA.

4.2.28 ECAs received by the Losing Carrier after 04.59 PM in Standard Hours of Operation must be rejected, unless otherwise agreed in Bilateral Agreements.

4.2.29 ECA Confirmation or Reject Advices are normally sent during the Standard Hours of Operation, however for those ECAs which are received towards the end of Standard Hours of Operation their related Confirmation or Reject Advices may be sent outside Standard Hours of Operation.

4.2.30 The Losing Carrier must ensure that Porting is implemented in accordance with clause 4.2.33.

ECA Confirmation Advice - Cat. A Process

4.2.31 If the ECA is successfully validated in accordance with clauses 4.2.27 and 4.2.28, the Losing Carrier must provide an ECA Confirmation Advice to the Gaining Carrier within 15 minutes of receipt of the ECA.

ECA Reject Advice - Cat. A Process

4.2.32 If the ECA is not successfully validated in accordance with clauses 4.2.27 and 4.2.28, the Losing Carrier must provide an ECA Reject Advice, including the reason for rejection (coded), to the Gaining Carrier within 15 minutes of receipt of the ECA.

Activation Targets - Cat. A Process

4.2.33 The Losing Carrier must activate a Port when a valid ECA is received during Standard Hours of Operation in accordance with the following targets:

(a) at least 90% activated within 30 minutes of receipt of the valid ECA by the Losing Carrier; and

(b) at least 99% activated within two hours of receipt of the valid ECA by the Losing Carrier.

Completion of a Port - Cat. A Process

4.2.34 The Losing Carrier must forward an electronic Completion Advice to the Gaining Carrier after the Local Number Portability facility has been implemented in the Losing Carrier's network.

4.2.35 Completion Advices must be batched and sent to the Gaining Carrier at least every 15 minutes.

4.2.36 If the Gaining Carrier has not received a Completion Advice from the Losing Carrier the Gaining Carrier can enquire, within the Porting Inquiry Period, about the status of the Porting Request with the Losing Carrier by telephone. Confirmation of this request, by e-mail or other method as agreed, must be provided by the Gaining Carrier to the Losing Carrier.

4.2.37 Upon receipt of a request in accordance with clause 4.2.36, the Losing Carrier must advise the Gaining Carrier by telephone, or other agreed method, within 30 minutes of receipt of the request for information:

(a) the reason for the delay; and

(b) the expected time of the delivery of the Completion Advice.

Reversal of a Port - Cat. A Process

4.2.38 In circumstances where the Gaining Carrier or CSP or Losing Carrier is unable to finalise the cutover of a Porting Request, the Gaining Carrier or CSP may initiate a Reversal of the Porting Request. Where a Customer rescinds or cancels an agreement in accordance with the applicable fair trading legislation during the Reversal Period, the Gaining CSP must initiate a Reversal.

NOTE: The Reversal process can apply to a Port either to or from the Donor Carrier.

4.2.39 A Gaining Carrier or CSP may Reverse a Porting Request during the Reversal Period in accordance with the following procedures:

(a) the Gaining Carrier Provisioning Centre must notify the Losing Carrier Provisioning Centre by telephone of the Reversal requirement during the Reversal Period and also forward notification by e-mail or other method, as agreed, which must include alternate Customer contact details if available. The Losing CSP must retain each notification and produce the notifications upon reasonable request from the Gaining CSP for the purposes of resolving any disputes in relation to a Reversal request;

(b) the Losing Carrier must reinstate the Customer's service in the Losing Carrier's network and reverse Porting in its systems within four hours of receipt of the Reversal notification;

(c) the Losing Carrier must advise the Gaining Carrier Provisioning Centre by telephone when the Reversal is completed;

(d) the Gaining CSP must test for successful inbound/outbound calls; and

(e) the completion of a Reversal results in the cancellation of the LNP order. Any Porting request in respect of the relevant Telephone Number must be initiated by a new SNA.

4.2.40 Any Reversal request received by the Losing Carrier after the Reversal Period may be rejected. Porting the Customer back to the Losing Carrier must follow the LNP processes set out in this Section.

4.3 Pre-Port Number Validation (PNV)

A PNV is an inter-carrier validation process intended primarily for Cat. C Ports which requires the Losing Carrier and Losing CSP to share and confirm the Service Information related to a single end customer's Telephone Numbers to the Gaining Carrier in order to facilitate the efficient porting of those Telephone Number/s. PNV may be requested by the Gaining Carrier prior to the submission of a SNA or CNA and only after it has received a valid LNP CA.

The PNV process will provide the Gaining Carrier with validation of Telephone Numbers in a proposed Port. The results of the PNV will be communicated by e-mail by the Losing Carrier to the Gaining Carrier, unless otherwise agreed.

The PNV results will only be valid for the day of the issue of the response from the Losing Carrier. The accuracy of the information provided by the Losing Carrier is dependent on the information provided by the Gaining Carrier and the current data available in the Losing CSP or Carrier systems. The Losing Carrier or CSP will not undertake a physical audit of the nominated site but will collate the PNV response based on information available in its systems at the time of compiling the PNV response.

Information regarding both stand-alone and associated telephone numbers will be provided in the PNV response from the Losing Carrier. All PNV requests are limited to a single Customer address. An individual PNV request per Customer address will be required, including a Sequence Number per PNV request.

A pro forma PNV request form is attached in Local Number Portability IT Specifications and Operations Manual Part 1 – General, Give Back and Ported Local Number Register Processing Industry Guideline (G602.1:2015).

Defined Contact points for PNV

4.3.1 Each Carrier and CSP who participates in the LNP Process will provide defined contact points for the sending and receiving of PNV requests. This should include a group email address for the receipt of any PNV requests, a contact telephone number and the name of the primary operational contact person for PNV requests or escalations.

4.3.2 Each PNV request sent to the Losing Carrier should include the name and contact details of the representative requesting the information.

4.3.3 Each PNV response sent to the Gaining Carrier should include the name and contact details of the representative confirming the information.

PNV Responsibilities of the Gaining Carrier

4.3.4 Unless otherwise agreed, all PNV requests must be transmitted electronically by e-mail to the Losing Carrier's PNV contact using the PNV request form.

The following information must be included in the PNV request form:

(a) the Customer's name;

(b) the Customer's site address (single address only per

request);

(c) the main Customer Telephone Number to Port and the associated Service Account Number;

(d) all known Telephone Numbers involved in the proposed Port (number ranges are to be provided when the Service Account Number is the same for all of the known Telephone Numbers, otherwise individual Service Account Numbers are required per Telephone Number);

(e) a unique Sequence Number;

(f) the Gaining Carrier's contact details;

(g) the date CA was authorised;

(h) all known Reserved Telephone Numbers involved in the proposed complex port;

(i) an indication that there are Reserved Telephone Numbers associated with the proposed complex port; and

(j) an indication if this is a Large PNV Request (eg including Centrex/Customnet Spectrum Services or >500 numbers).

4.3.5 PNV requests must be received by the Losing Carrier before 8.00am on a Business Day to ensure they are deemed to have been received on that day. PNV requests received after 8.00am or on a non-Business Day are deemed to be received on the next Business Day.

PNV Responsibilities of the Losing Carrier

4.3.6 On receipt of the PNV request from the Gaining Carrier, the Losing Carrier and Losing CSP will validate the PNV request and begin processing or identify the reason why the request cannot be processed.

4.3.7 If the PNV request cannot be processed, the Losing Carrier will reject the PNV request and notify the Gaining Carrier by e-mail. As part of its response, the Losing Carrier will advise why the PNV request could not be processed.

4.3.8 The Losing Carrier will respond to a PNV request utilising the PNV Response Codes and PNV Reject Codes in *Local Number Portability IT Specifications and Operations Manual Part 1 – General, Give Back and Ported Local Number Register Processing* Industry Guideline (G602.1:2015).

4.3.9 The Losing Carrier will process the PNV request and provide a response to the Gaining Carrier within the following timeframes:

(i) 80% in three Business Days; and

(ii) 99% in five Business Days.

4.3.10 If a PNV request is classified as a Large PNV, as determined by the Losing Carrier, the Losing Carrier should send an initial response to the Gaining Carrier indicating that detailed investigation is required. This initial response should be sent within 3 Business Days. The Losing Carrier should provide a full response to a Large PNV request within 10 Business Days.

4.3.11 The Losing Carrier must identify in a PNV response which Telephone Numbers are associated and which Telephone Numbers are stand alone.

4.3.12 The Losing Carrier must add in any additional Telephone Numbers that are associated with other Telephone Numbers in the proposed Port and have not initially been identified in the request.

4.3.13 Where one or more of the Telephone Numbers in the PNV request is at a different address and it is clear to the Losing Carrier that these Telephone Numbers belong to the same Customer, the Losing Carrier should confirm that the site address for these Telephone Numbers is different and provide that address in the PNV response.

4.3.14 The Losing CSP agrees to validate Service Account Number information provided in a PNV request and confirm details of the correct Service Account Number to be used for porting where these are different.

Escalation for Outstanding PNV Advices

4.3.15 Where the Gaining Carrier has not received advice about the PNV, the matter may be escalated to the defined contact points specified by each LNP Carrier.

PNV Responses

4.3.16 Following receipt of a PNV request, the Losing Carrier must provide, by e-mail, a PNV response to the Gaining Carrier. This response must validate and update (where required) the information provided by the Gaining Carrier in the request by updating the PNV request form provided by the Gaining Carrier. This response must:

(a) add any additional Telephone Numbers associated with the service(s) to be Ported that were either missing and/or associated with the Losing Carrier's product for the proposed Port;

(b) include all associated Service Account Numbers for the services provided on the PNV request and correct those incorrectly stated;

(c) indicate which Telephone Numbers are associated numbers or stand-alone numbers;

(d) indicate if any of the Telephone Numbers in the proposed Port are disconnected/inactive and cannot be Ported;

(e) indicate if any of the Telephone Numbers in the proposed Port are linked to secondary services that would be disconnected by the Losing Carrier if the Port proceeds. Common examples of secondary services that are linked with a Telephone Number and cancelled by the porting transaction are ADSL, Payphones, Securitel, and Argent.

(f) note any site addresses of any services that belong to the same Customer that are different to the main site address and have been listed in the proposed Port; and

(g) reject individual Telephone Numbers in a PNV request if it is clear that certain Telephone Numbers in a PNV belong to a completely different end Customer at a completely different address (e.g. if a Telephone Number is incorrectly listed in a PNV due to a typing error).

Wholesale Service Providers

4.3.17 Where a PNV request has been received and some of the Telephone Numbers to be Ported are billed by a CSP other than the Losing Carrier or the Gaining Carrier, then the Service Account Number for those Telephone Numbers must be validated by the Losing CSP. The Losing Carrier is responsible for forwarding the request to the Losing CSP for validation and for providing a response to the Gaining Carrier.

Service Performance Metrics

4.3.18 PNV performance metrics are in accordance with clause 4.3.9.

NOTE: PNV requests must adhere to the format as set out in Local Number Portability IT Specifications and Operations Manual Part 1 – General, Give Back and Ported Local Number Register Processing Industry Guideline (G602.1:2015).

4.4 Category C Porting Process

Complex Notification Advice (CNA) - Cat. C Process

4.4.1 To initiate a Port, the Gaining Carrier must forward a CNA to the Losing Carrier via a PNO.

4.4.2 A Gaining CSP must not initiate a Port without validating the CA for that Port in accordance with clause 4.1.5.

4.4.3 The CNA must include for each Telephone Number to be Ported:

(a) area code and service number of Telephone Number to be Ported;

(b) Service Account Number;

(c) Porting category (C);

(d) Customer contact details;

(e) Gaining CSP unique batch reference number;

(f) Gaining CSP's project manager name and contact details; and

NOTE: In some cases the Gaining Carrier may perform the project management on behalf of the Gaining CSP.

(g) CA date.

CNA Receipt Advice - Cat. C Process

4.4.4 The Losing Carrier must provide to the Gaining Carrier within one Business Day of receipt of a CNA a Receipt Advice to confirm that the CNA has been received.

CNA Validation - Cat. C Process

4.4.5 Upon receipt of the CNA from the Gaining Carrier, the Losing Carrier and CSP must validate that the:

(a) Telephone Number is Issued;

(b) Telephone Number is associated with an active complex or simple service;

(c) Service Account Number details provided match those recorded in the Losing CSP's systems;

(d) Telephone Number has not already been Ported to another Carrier;

(e) Telephone Number is not Disconnected or Pending Disconnection at the time the CNA is received by the Losing Carrier;

(f) batch reference number is valid;

(g) Telephone Numbers to be Ported conform with clause 3.7.3;

(h) date of the CA is not more than 90 calendar days old; and

(i) Porting Request is not already pending in Losing Carrier's systems.

CNA Confirmation Advice - Cat. C Process

4.4.6 The Losing Carrier must provide a CNA Confirmation Advice, at the Batch level, to the Gaining Carrier for all CNAs successfully validated under clause 4.4.5 within five Business Days of the receipt of the CNA. The CNA Confirmation Advice must include the following information:

(a) Gaining CSP's batch reference number; and

(b) details of the Losing CSP's project manager's name and contact details.

4.4.7 A validated CNA used for a Cat. C Process remains valid for a period of 120 calendar days from the day the CNA is received by the Losing Carrier.

Manual Porting Process Co-ordination

4.4.8 Upon receipt of the Losing Carrier's Confirmation Advice, the Gaining CSP's nominated Project manager must contact the Losing Carrier's nominated project manager to agree the Cutover Date, Commencement Time, resources and processes required to implement the Port as identified in clauses 4.4.51 to 4.4.55. The Gaining CSP must be responsible for the coordination of the Porting process as per clause 3.3.8.

CNA Reject Advice - Cat. C Process

4.4.9 The Losing Carrier must provide Reject Advice, at the Telephone Number level, to the relevant Gaining Carrier for all CNAs which are not successfully validated under clause 4.4.5 within five Business Days of the receipt of the CNA. The CNA Reject Advice must include:

(a) area code and service number of Telephone Number to be Ported;

(b) Gaining CSP batch reference number; and

(c) reason for rejection (coded).

CNA Resubmission - Cat. C Process

4.4.10 Correction of a CNA rejected in accordance with clause 4.4.9 is the responsibility of the Gaining CSP.

4.4.11 If a rejected CNA has been corrected by the Gaining CSP, the Gaining Carrier may submit a new CNA to the Losing Carrier.

4.4.12 The Losing Carrier must treat a rejected CNA as finalised and any resubmitted CNA must be treated as if it were being notified to the Losing Carrier for the first time.

Lifetime of a Port - Cat. C Process

4.4.13 The lifetime of a Port using the Cat. C Process is deemed to be the period from the date of receipt of a valid CNA to the expiry of the period of 120 calendar days from that receipt date.

4.4.14 A CNA cannot be Retargeted.

Retargeting of a Port - Cat. C Process

4.4.15 A Retarget can occur for a CCA. If the CCA has been confirmed, then the Gaining Carrier can only Retarget the Porting Request with a CCA Retarget.

4.4.16 A Port using the Cat. C Process is limited to a total of two CCA Retargets.

4.4.17 Retargets of CCAs must be at the batch level.

Withdrawal of a Port - Cat. C Process

4.4.18 A Gaining Carrier may Withdraw a CNA or CCA by submission of a Withdrawal request, at batch level, via a PNO.

4.4.19 A Withdrawal can occur for a CNA or a CCA. If the CCA has been confirmed, then the Gaining Carrier can only Withdraw the Porting Request with a CCA Withdrawal.

4.4.20 Upon receipt of a valid Withdrawal from the Gaining Carrier, the Losing Carrier must Withdraw the Porting Request in its systems, resulting in cancellation of the Port.

4.4.21 Any further Porting Request in respect of the batch that is the subject of a Withdrawal must follow the LNP processes set out in the Code.

CNA Withdrawal - Cat. C Process

4.4.22 Subject to clause 4.4.18, the Gaining Carrier may submit a CNA Withdrawal for a valid CNA by notifying the Losing Carrier in a PNO up to one Business Day prior to the expiry of the Port.

CNA Withdrawal Validation - Cat. C Process

4.4.23 Upon receipt of a CNA Withdrawal from the Gaining Carrier, the Losing Carrier must confirm that it has a valid CNA.

CNA Withdrawal Confirmation Advice - Cat. C Process

4.4.24 If the CNA Withdrawal is successfully validated in accordance with clause 4.4.23, the Losing Carrier must provide a Confirmation Advice to the Gaining Carrier within one Business Day of receipt of the Withdrawal.

CNA Withdrawal Reject Advice - Cat. C Process

4.4.25 If the CNA Withdrawal is not successfully validated in accordance with clause 4.4.23, the Losing Carrier must provide a Reject Advice, including the reason (coded), to the Gaining Carrier within one Business Day of receipt of the Withdrawal.

Expiry of a Port - Cat. C Process

4.4.26 A Port request must be cancelled and an Expiry Notification must be provided by the Losing Carrier to the Gaining Carrier whenever a Port Request using the Cat. C Process has reached the 120 calendar day time frame from receipt of a valid CNA.

Complex Cutover Advice (CCA) - Cat. C Process

4.4.27 After receipt of confirmation of the CNA and following agreement on the Cutover Date and Commencement Time, the Gaining Carrier is to forward the CCA to the Losing Carrier no less than five Business Days prior to the agreed Cutover Date. The CCA must contain the following information:

(a) Gaining CSP batch reference number; and

(b) Cutover Date and Commencement Time.

CCA Receipt Advice - Cat. C Process

4.4.28 The Losing Carrier must provide a CCA Receipt Advice, to the Gaining Carrier within one Business Day of receipt of the CCA.

CCA Validation - Cat. C Process

4.4.29 A Losing Carrier must perform the following validation checks on CCAs received from Gaining Carriers:

(a) confirm details match with the corresponding CNA for the nominated batch;

(b) confirm that the Cutover Date is within the lifetime of the Port; and

(c) confirm that the Cutover Date and Commencement Time are agreed by both project managers.

CCA Confirmation Advice - Cat. C Process

4.4.30 A Losing Carrier must provide a CCA Confirmation Advice to the Gaining Carrier for all CCAs within three Business Days of receipt of the CCA.

CCA Reject Advice - Cat. C Process

4.4.31 A Losing Carrier must provide a CCA Reject Advice, at the Batch level, to the relevant Gaining Carrier for all CCAs which are not successfully validated within three Business Days of the receipt of the CCA. Where a CCA is rejected, there is no impact to the

CNA's status. Reject Advices must include the following information:

(a) Gaining CSP's batch reference number; and

(b) the reason for rejection (coded).

CCA Resubmission - Cat. C Process

4.4.32 Correction of a CCA rejected in accordance with clause 4.4.31 is the responsibility of the Gaining CSP.

4.4.33 If a rejected CCA has been corrected by the Gaining CSP, the Gaining Carrier may resubmit the CCA to the Losing Carrier. The CCA must be treated like it has been received for the first time and follow the processes outlined in clauses 4.4.27 to 4.4.31.

4.4.34 The Losing Carrier must perform validation checks on any resubmitted CCA as if the CCA was being notified to the Losing Carrier for the first time. These include:

(a) confirm there is still a valid CNA for the nominated batch and that details match that CNA;

(b) confirm that the Cutover Date is within the lifetime of the Port; and

(c) confirm that the Cutover Date and Commencement Time are agreed by both project managers.

CCA Retarget - Cat. C Process

4.4.35 Subject to clause 4.4.15, and if the CCA has been confirmed, the Gaining Carrier may Retarget the Port Cutover Date by sending a CCA Retarget notification to the Losing Carrier in a PNO, up to five Business Days prior to the current Cutover Date and no less than five Business Days before the new Cutover Date.

4.4.36 The new Cutover Date and Commencement Time must be by agreement between the Gaining CSP and Losing Carrier project managers. It is the responsibility of the Gaining CSP to Retarget the Port.

4.4.37 Retargeted Port Cutover Dates must not be greater than the expiry date of the Port.

4.4.38 The CCA Retarget must include the:

(a) Gaining CSP's batch reference number; and

(b) (new) Cutover Date and Commencement Time.

CCA Retarget Receipt Advice - Cat. C Process

4.4.39 The Losing Carrier must provide a CCA Retarget Receipt Advice to the Gaining Carrier within one Business Day of receipt of the Retarget.

CCA Retarget Validation - Cat. C Process

4.4.40 Upon receipt of a CCA Retarget from the Gaining Carrier, the Losing Carrier must validate that:

(a) a valid CCA exists in its systems for the Retarget;

(b) the Retarget request is in accordance with the timeframe specified in clause 4.4.35; and

(c) the (new) Cutover Date and Commencement Time is agreed between the project managers.

4.4.41 If successfully validated, the Losing Carrier must Retarget the Port in its systems.

CCA Retarget Confirmation Advice - Cat. C Process

4.4.42 If the CCA Retarget is successfully validated according to clause 4.4.40, the Losing Carrier must provide a Confirmation Advice to the Gaining Carrier within three Business Days of receipt of the Retarget.

CCA Retarget Reject Advice - Cat. C Process

4.4.43 If the CCA Retarget is not successfully validated according to clause 4.4.40, the Losing Carrier must provide a Reject Advice, including the reason (coded), to the Gaining Carrier within three Business Days of receipt of the Retarget.

CCA Withdrawal - Cat. C Process

4.4.44 The Gaining Carrier may submit a Withdrawal for a valid CCA by notifying the Losing Carrier in a PNO, at least one Business Day prior to the Cutover Date.

CCA Withdrawal Validation - Cat. C Process

4.4.45 Upon receipt of a CCA Withdrawal from the Gaining Carrier, the Losing Carrier must validate that:

(a) it has a valid CCA for that batch; and

(b) the Withdrawal request is in accordance with the timeframe specified in clause 4.4.44.

CCA Withdrawal Confirmation Advice - Cat. C Process

4.4.46 If the CCA Withdrawal is successfully validated in accordance with clause 4.4.45, the Losing Carrier must provide a Confirmation Advice to the Gaining Carrier within one Business Day of receipt of the Withdrawal.

CCA Withdrawal Reject Advice - Cat. C Process

4.4.47 If the CCA Withdrawal is not successfully validated in accordance with clause 4.4.45, the Losing Carrier must provide a Reject Advice, including the reason (coded), to the Gaining Carrier within one Business Day of receipt of the Withdrawal.

Completion of a Port - Cat. C Process

4.4.48 A completion advice is not sent for Ports using the Cat.C process.

4.4.49 As part of preparation for a Port using the Cat. C Process, the Losing Carrier and Gaining CSP may nominate contacts within their organisations who must confirm that the agreed Porting activity has been completed.

Reversal of a Port - Cat. C Process

4.4.50 As Reversals are not permitted in the Cat. C Process, due care in the preparation and coordination of the Porting of these Telephone Numbers with the Customer and between Carriers and CSPs needs to be taken.

Project Management Process - Cat. C Process

4.4.51 The project management process must commence following the receipt of confirmation of a CNA.

4.4.52 While the Port is being organised, each project manager must respond to messages or failed attempts at contact by the other project manager within one Business Day. Each project manager must respond to any messages or failed attempts to contact by the other project manager while the Port is occurring within 60 minutes.

4.4.53 Upon receipt of the Losing Carrier's project manager's details in a CNA, the Gaining CSP's project manager must initiate the first contact. The project managers must develop and agree, in conjunction with the Customer's nominated contact, an Implementation Schedule. The Gaining CSP must obtain an agreement to the Implementation Schedule from the Customer and the Losing Carrier. The Gaining CSP's project manager must be responsible for the Implementation Schedule.

4.4.54 The Implementation Schedule including all relevant activities which are conducted by the Losing Carrier must be forwarded to the Losing Carrier's project manager by the Gaining CSP. The Implementation Schedule must include for agreement:

(a) Cutover Date and Commencement Time for each Batch (in Local Time and Standard time);

(b) agreed expected time for Port activities to be completed from the Cutover Date and Commencement Time;

(c) details of contacts for advising the Port has been completed by the Losing Carrier;

(d) procedures to be followed if expected time for any activity is exceeded by the Losing Carrier;

(e) procedures to agree that an Emergency Retarget and Emergency Return request is warranted and the time in which the Emergency Return period starts and finishes;

(f) the service which is to be provided to the Customer by the Losing Carrier and CSP in the event of an Emergency Return;

(g) procedure and contacts for reporting and resolving a fault during Porting and time frames for resolution; and

(h) details of contacts for agreeing that the Port has been successfully completed.

4.4.55 Once the Implementation Schedule has been agreed between the Gaining CSP and the Losing Carrier, all amendments must be documented by the Gaining CSP. The Losing Carrier must make

all reasonable endeavours to accommodate any changes. Both parties must ensure that they have sufficient resources and ability to deliver all milestones in the Implementation Schedule before it is agreed.

Emergency Retarget

4.4.56 Where a Port cannot proceed on the agreed Cutover Date and a CCA Retarget Request or a CCA Withdrawal Request has not been provided within one clear Business Day prior to the agreed Cutover Date, an Emergency Retarget may be called.

4.4.57 An Emergency Retarget Request period commences on the day of Cutover and ends at the scheduled time of Cutover in the Implementation Schedule, or another time agreed by the project managers or other nominated representatives.

4.4.58 The Emergency Retarget may be requested by either the Gaining Carrier or CSP or the Losing Carrier or CSP. However, the Gaining CSP's agreement must be obtained to allow the Emergency Retarget to proceed. The Gaining Carrier must confirm that agreement in writing. In the event that the Gaining CSP does not agree to an Emergency Retarget, the Port continues unless an Emergency Return is requested and confirmed.

4.4.59 Unless the Emergency Retarget is initiated by the Customer, the Gaining CSP is responsible for advising the Customer of the Emergency Retarget and obtaining the Customer's agreement.

4.4.60 The Gaining CSP must provide the Losing Carrier with a written confirmation of the request, either by e-mail or other method, as agreed, at the time the Emergency Retarget is to be implemented but no later than one Business Day after the commencement of the Emergency Retarget.

4.4.61 The Gaining CSP and the Losing Carrier must agree on a new Cutover Date and Commencement Time with both parties manually updating their respective systems with new Cutover details. The completion of the Port following the Emergency Retarget requires a CCA Retarget to be submitted following agreement to the Cutover Date and Commencement Time in accordance with clauses 4.4.73 and 4.4.74.

4.4.62 There is a limit of only one Emergency Retarget per Port unless otherwise agreed. The Emergency Retarget does not impact on the total number of Retargets allowed for the Port.

4.4.63 The Emergency Retarget does not change the expiry Date of the Port and the new agreed Cutover Date following an Emergency Retarget must be before the Expiry Date of the Port.

Emergency Return

4.4.64 The Emergency Return process should only be used as a last resort. Where the Cutover of the Port has already commenced and it is determined that the Port cannot proceed, the Emergency Return process must be used.

4.4.65 Subject to 4.4.64, to initiate an Emergency Return either the Gaining CSP's or the Losing Carrier's project manager must

immediately contact their counterpart by telephone and request an Emergency Return. Once both parties agree that an Emergency Return is warranted, the Gaining CSP's project manager will send an email as formal notification.

4.4.66 The Emergency Return request must be received within the Emergency Return Request Period, and may include requests that relate to failures within the Losing Carrier or CSP's or the Gaining Carrier or CSP's network and must be actioned as soon as the Gaining Carrier or Gaining CSP determines an Emergency Return is required.

4.4.67 The Emergency Return Request Period commences immediately after the scheduled time of Cutover in the Implementation Schedule. The Emergency Return Request period ends:

(a) four hours after the agreed completion time if during Standard Hours of Operation;

(b) four hours into the next Business Day where cutovers have been completed outside the Standard Hours of Operation; or

(c) at a time agreed by the project managers or other nominated representatives.

4.4.68 The Gaining CSP and Losing Carrier must agree on the Emergency Return arrangements as part of the Implementation Schedule prior to the agreed Cutover Date of the Port.

4.4.69 After agreement has been reached on the Emergency Return arrangements, the Gaining CSP must provide an Emergency Return Authorisation in the agreed format to the Losing Carrier before the end of the Emergency Return request period as per 4.4.67.

4.4.70 When an Emergency Return is implemented and completed then the completion of the Port must be finalised before the expiry date of the CNA. Should the Gaining Carrier and CSP not be able to complete the Port before the Expiry Date then the Port expires. The completion of the Port following the Emergency Return requires a CCA Retarget to be submitted following agreement to the new Cutover Date and Commencement Time.

4.4.71 The Emergency Return does not impact on the total number of Retargets allowed for the Port.

4.4.72 The Emergency Return does not change the expiry date of the Port and the new agreed Cutover Date must be before the expiry date of the Port in accordance with clauses 4.4.73 to 4.4.75.

Completion of the Porting Request following an Emergency Retarget or Emergency Return

4.4.73 Where an Emergency Retarget or Emergency Return is implemented and completed then the Cutover of the Port must be finalised before the current expiry date. An Emergency Retarget or Emergency Return does not extend the lifetime of the Port. If the Gaining Carrier or CSP is unable to complete the Port before the current expiry date then the Port expires.

4.4.74 The completion of the Port following the Emergency Retarget or Emergency Return requires a CCA Retarget to be submitted following agreement to the new Cutover Date and Commencement Time.

4.4.75 The Gaining Carrier must send a CCA Retarget to the Losing Carrier to complete the Port where the new Cutover Date and Commencement Time is prior to the current expiry date.

4.5 Category D Porting Process

4.5.1 A Telephone Number to be Ported using the Cat. D Process must be obtained from a CA which has been validated by the Gaining CSP in accordance with clause 4.1.5.

4.5.2 For the avoidance of doubt, the Cat. D Process must only be used where the telephone number to be ported is active on the ULL AP's network and is associated to a ULLS Call Diversion by the same Gaining Carrier.

Simple Notification Advice (SNA) - Cat. D Process

4.5.3 A Gaining Carrier must not forward a SNA without validating the CA for that Port.

4.5.4 A Gaining Carrier must not forward a SNA unless it has received a confirmation of the associated ULLS request.

4.5.5 To initiate a Port, the Gaining Carrier must forward a SNA to the Losing Carrier.

4.5.6 The SNA must include:

(a) area code and service number of Telephone Number to be Ported;

(b) Gaining AS ULLS Call Diversion account number;

(c) the date the Customer authorised the Telephone Number to be Ported;

(d) Porting category (D); and

(e) ULLS Service Number.

SNA Validation - Cat. D Process

4.5.7 Upon receipt of a SNA from the Gaining Carrier, the Losing Carrier must validate that the Telephone Number associated with the SNA:

(a) is Issued;

(b) is associated with the service account number details;

(c) is associated with a service that is classified in the Code as Portable using the Cat. D Process;

(d) has not already been Ported to another Carrier;

(e) is not Disconnected or Pending Disconnection at the time the SNA is received by the Losing Carrier;

(f) does not have a current Porting Request pending; and that:

(g) the date the Customer provided a CA is not more than 90 calendar days old;

(h) the ULLS Service Number and the Telephone Number to be Ported are associated;

(i) the ULLS Request has been confirmed; and

(j) a Port request is within 30 calendar days of the call diversion implementation.

NOTE: For the avoidance of doubt, the call diversion is to be placed on the Telephone Number at the time of the ULLS Cutover implementation.

SNA Confirmation Advice - Cat. D Process

4.5.8 If the SNA is successfully validated in accordance with clause 4.5.7, the Losing Carrier must provide an SNA Confirmation Advice to the Gaining Carrier within one Business Day of the receipt of the SNA.

SNA Reject Advice - Cat. D Process

4.5.9 If the SNA is not successfully validated according to clause 4.5.7, the Losing Carrier must provide an SNA Reject Advice to the relevant Gaining Carrier within one Business Day of the receipt of the SNA. The SNA Reject Advice must include the:

(a) area code and service number of Telephone Number to be Ported; and

(b) reason for rejection (coded).

SNA Resubmission - Cat. D Process

4.5.10 Correction of an SNA, which has been rejected, is the responsibility of the Gaining CSP.

4.5.11 If a rejected SNA has been corrected by the Gaining CSP, the Gaining Carrier may resubmit a new SNA to the Losing Carrier.

4.5.12 The Losing Carrier must treat a rejected SNA as finalised and any resubmitted SNA must be treated as if it were being notified to the Losing Carrier for the first time.

Lifetime of a Port - Cat. D Process

4.5.13 The lifetime of a Port Request using the Cat. D Process is deemed to be the period from the date of receipt of a valid SNA to the date 30 calendar days from that receipt date.

SNA Retarget - Cat. D Process

4.5.14 Retargeting is not permitted in the Cat. D Process.

SNA Withdrawal - Cat. D Process

4.5.15 A Gaining CSP may Withdraw a Porting Request for a valid SNA by notifying the Losing Carrier in a PNO prior to the ECA and at least one Business Day prior to the expiry of the Port.

4.5.16 Upon receipt of the PNO containing the valid Withdrawal, the Losing Carrier must withdraw the Porting Request in its systems, resulting in cancellation of the Porting Request.

4.5.17 Any further Porting Request in respect of the Telephone Number that is the subject of a Withdrawal must follow the LNP processes set out in the Code.

SNA Withdrawal Validation - Cat. D Process

4.5.18 Upon receipt of a Withdrawal from the Gaining Carrier the Losing Carrier must validate that it has in place a confirmed SNA for that Telephone Number for that CSP.

SNA Withdrawal Confirmation Advice - Cat. D Process

4.5.19 If the Withdrawal is successfully validated in accordance with clause 4.5.18, the Losing Carrier must provide a Confirmation Advice to the Gaining Carrier within one Business Day of receipt of the Withdrawal.

SNA Withdrawal Reject Advice - Cat. D Process

4.5.20 If the Withdrawal request is not successfully validated according to clause 4.5.18, the Losing Carrier must provide a Reject Advice to the Gaining Carrier within one Business Day of receipt of the Withdrawal.

Expiry of a Port - Cat. D Process

4.5.21 If an ECA is not received by the Losing Carrier up to and including 30 calendar days after the receipt of an SNA by the Losing Carrier, the Losing Carrier must cancel the Porting Request and provide an Expiry Notification Advice to the Gaining Carrier via a PNO the next Business Day.

Electronic Cutover Advice (ECA) - Cat. D Process

4.5.22 After receipt of an SNA Confirmation Advice in accordance with clause 4.5.8, the Gaining Carrier may provide an ECA, to the Losing Carrier via a Final Cutover Notification Interface.

4.5.23 The Gaining Carrier must not submit an ECA until they have received a completion advice for the associated ULLS cutover.

4.5.24 The ECA must include the:

(a) area code and service number of Telephone Number to be Ported; and

(b) Gaining AS ULLS Call Diversion account number.

4.5.25 An ECA cannot be Retargeted.

ECA Validation - Cat. D Process

4.5.26 Upon receipt of an ECA from the Gaining Carrier, the Losing Carrier must implement the ECA immediately if:

(a) there exists a valid SNA for the Telephone Number from that Carrier in its systems;

(b) the valid SNA was received two Business Days prior to the receipt of the ECA;

(c) the associated ULLS cutover is complete; and

(d) the ULLS Call Diversion is still in place.

4.5.27 ECAs received by the Losing Carrier after Standard Hours of Operation must be rejected, unless otherwise agreed in Bilateral Agreements.

4.5.28 ECA Confirmation or Reject Advices should be sent during the Standard Hours of Operation, however for those ECAs which are received towards the end of Standard Hours of Operation their related Confirmation or Reject Advices may be sent outside Standard Hours of Operation.

ECA Confirmation Advice - Cat. D Process

4.5.29 If the ECA is successfully validated in accordance with clause 4.5.26, the Losing Carrier must provide an ECA Confirmation Advice to the Gaining Carrier within 15 minutes of receipt of the ECA.

ECA Reject Advice - Cat. D Process

4.5.30 If the ECA is not successfully validated in accordance with clause 4.5.26, the Losing Carrier must provide an ECA Reject Advice, including the reason for rejection (coded), to the Gaining Carrier within 15 minutes of receipt of the ECA.

Activation Targets - Cat. D Process

4.5.31 The Losing Carrier must activate a Port when a valid ECA is received during Standard Hours of Operation in accordance with the following targets:

(a) at least 80% activated within 30 minutes of receipt of a valid ECA from the Gaining Carrier; and

(b) at least 99% activated within two hours of receipt of a valid ECA from the Gaining Carrier.

Completion of a Port - Cat. D Process

4.5.32 The Losing Carrier must forward an electronic Completion Advice to the Gaining Carrier after the LNP facility has been implemented in the Losing Carrier's network.

4.5.33 The Completion Advice must be batched and sent to the Gaining Carrier at least every 15 minutes.

4.5.34 If the Gaining Carrier has not received a Completion Advice from the Losing Carrier the Gaining Carrier can enquire, within the Porting Inquiry Period, about the status of the Porting Request with the Losing Carrier by telephone. Confirmation of this request, by e-mail or other method as agreed, must be provided by the Gaining Carrier to the Losing Carrier.

4.5.35 Upon receipt of a request in accordance with clause 4.5.34, the Losing Carrier must advise the Gaining Carrier by telephone, or other agreed method, within 30 minutes of receipt of the request for information:

(a) the reason for the delay; and

(b) the expected time of the delivery of the Completion Advice.

Reversal of a Port - Cat. D Process

4.5.36 In circumstances where the Gaining Carrier or CSP or Losing Carrier or CSP is unable to finalise the cutover of a Porting Request after the ECA is completed, the Gaining CSP may initiate a Reversal of the Porting Request. Where a Customer rescinds or cancels an agreement in accordance with the applicable fair trading legislation during a Reversal Period, the Gaining CSP must initiate a reversal.

NOTE: The Reversal process can only apply to a Port from the Donor Carrier, and will only Reverse the Telephone Number back to an exchange based call diversion

It is the responsibility of the Gaining CSP to contact the ULLS AS if they wish to:

(a) also Reverse the ULLS activation in accordance with ULLS Ordering, Provisioning And Customer Transfer Code (C569:2015); or

(b) continue with the telephone number on call diversion as described in clause 4.5.39.

4.5.37 A Gaining CSP may Reverse a Porting Request during the Reversal Period in accordance with the following procedures:

(a) the Gaining Carrier Provisioning Centre must notify the Losing Carrier Provisioning Centre by telephone of the Reversal requirement during the Reversal Period and also forward notification by e-mail or other method, as agreed, which must include alternate Customer contact details if available. The Losing CSP must retain each notification and must produce the notifications upon reasonable request from the Gaining CSP for the purposes of resolving any disputes in relation to a Reversal request;

(b) the Losing Carrier or CSP must reinstate the Customer's service in its network and reverse Porting in its systems within four hours of receipt of the Reversal notification;

(c) the Losing Carrier must advise the Gaining Carrier Provisioning Centre by telephone when the Reversal is completed; and

(d) the Gaining CSP must test for successful inbound/outbound calls.

4.5.38 Any Reversal request received by the Losing Carrier after the Reversal Period may be rejected. Porting of the Customer back to the Losing Carrier must be achieved in accordance with normal LNP processes specified in this Section.

4.5.39 The Gaining CSP may request a Reversal of a Port using the Cat. D Process without having to initiate a ULLS Reversal. Subject to the time period for ULLS Call Diversion or unless agreed in a Bilateral Agreement, the ULLS Call Diversion must continue to be used until a new Port Request for the Telephone Number can be implemented or the Gaining AS requests a ULLS Reversal.

5 THIRD PARTY PORTING PROCESS

5.1 Introduction

5.1.1 This Section describes the Cat. A Process and Cat. C Process between the Gaining Carrier and the Donor Carrier where the Donor CSP is not the Gaining or the Losing Carrier.

5.1.2 The process between the Gaining Carrier and the Losing Carrier is outlined in Section 4.

5.2 Category A Transfer Process

5.2.1 The Donor Carrier and the Gaining Carrier must follow the process outlined below to implement a Cat. A Process Port where the Donor is not the Losing or the Gaining Carrier.

Transfer Simple Notification Advice (TSNA) - Cat. A Process

5.2.2 The Gaining Carrier must send the Donor Carrier a TSNA in electronic format before the Cutover Date. The TSNA must include the:

(a) Telephone Number;

(b) category of the Telephone Number;

and may include the Gaining CSP's batch reference number.

TSNA Validation - Cat. A Process

5.2.3 The Donor Carrier must perform the following validation checks on a TSNA:

(a) confirm that it is the Donor Carrier for that Telephone Number; and

(b) confirm that it does not have a valid Transfer or Porting Request in place for that Telephone Number.

TSNA Rejection - Cat. A Process

5.2.4 The Donor Carrier must provide a TSNA Rejection Advice to the Gaining Carrier for a TSNA which is not successfully validated within one Business Day of receipt of the TSNA.

TSNA Confirmation - Cat. A Process

5.2.5 The Donor Carrier must provide a TSNA Confirmation Advice to the Gaining Carrier for a TSNA which is successfully validated within one Business Day of receipt of the TSNA.

5.2.6 When a valid TSNA has been received the Donor Carrier must prepare for the Transfer to occur when the TECA is received.

Lifetime of a Third Party Port - Cat. A Process

5.2.7 The lifetime of a Cat. A Process Transfer request is deemed to be the period from the date of receipt of a valid TSNA to the date 90 calendar days from that receipt date unless withdrawn.

Retargeting of a Third Party Port - Cat. A Process

5.2.8 A TSNA cannot be Retargeted.

Expiry of a Third Party Port - Cat. A Process

5.2.9 Where a TECA has not been received by the Donor Carrier up to and including 90 calendar days after the receipt of a valid TSNA by the Donor Carrier, the Donor Carrier must cancel the Transfer request and provide an Expiry Notification Advice to the Gaining Carrier via a PNO the next Business Day.

Withdrawal of a Third Party Port - Cat. A Process

5.2.10 A Gaining Carrier may Withdraw a TSNA by notifying the Donor Carrier at least one Business Day before the expiry of a TSNA.

5.2.11 Upon receipt of the Withdrawal, the Donor Carrier must Withdraw the TSNA in its systems, resulting in the cancellation of the Transfer request.

Withdrawal Validation - Cat. A Process

5.2.12 Upon receipt of a Withdrawal from the Gaining Carrier the Donor Carrier must validate that it has a valid TSNA from the Gaining Carrier for that Telephone Number.

Withdrawal Confirmation Advice - Cat. A Process

5.2.13 If the Withdrawal is successfully validated in accordance with clause 5.2.12 the Donor Carrier must provide a TSNA Withdrawal Confirmation Advice to the Gaining Carrier within one Business Day of receipt of the Withdrawal from the Gaining Carrier.

Withdrawal Rejection Advice - Cat. A Process

5.2.14 If the Withdrawal is not successfully validated in accordance with clause 5.2.12 the Donor Carrier must provide a TSNA Withdrawal Rejection Advice to the Gaining Carrier within one Business Day of receipt of the Withdrawal from the Gaining Carrier.

Cutover of a Third Party Port - Cat. A Process

5.2.15 Where a valid TSNA exists in the Donor Carrier's system, the Gaining Carrier must provide a TECA to the Donor Carrier via the Final Cutover Notification Interface.

5.2.16 The Donor Carrier must implement the TECA immediately if:

(a) there exists a valid TSNA for the Telephone Number from that Carrier in its systems; and

(b) the TECA is received during the Standard Hours of Operation.

5.2.17 TECAs received after Standard Hours of Operation must be rejected unless otherwise agreed in a Bilateral Agreement.

5.2.18 Subject to validation the Donor Carrier must provide the Gaining Carrier with a TECA Confirmation or a TECA Rejection Advice within 15 minutes of receipt of the TECA by the Donor Carrier.

5.2.19 The TECA must be confirmed by the Donor Carrier to the Gaining Carrier before the Gaining Carrier forwards an ECA to the Losing Carrier.

Activation Targets for a Third Party Port - Cat. A Process

5.2.20 When a TECA for a Cat. A Process Transfer is received, the Donor Carrier must activate a Transfer in accordance with the following targets:

(a) at least 80% activated within 30 minutes of receipt of a valid TECA from the Gaining Carrier; and

(b) at least 99% activated within two hours of receipt of a valid TECA from the Gaining Carrier.

Completion of a Third Party Port - Cat. A Process

5.2.21 The Donor Carrier must forward a TSNA Completion Notification for Cat. A Process Transfer after the Local Number Portability facility has been implemented in the Donor Carrier's network.

5.2.22 The Completion Advice must be batched and sent to the Gaining Carrier at least every 15 minutes.

5.2.23 If a Completion Advice for a particular Transfer request has not been received, the Gaining Carrier can enquire about the status of the Transfer request within the Porting Inquiry Period in accordance with the following procedures:

(a) the Gaining Carrier Provisioning Centre must forward an enquiry to the Donor Carrier, by phone to be confirmed by e-mail or other method, as agreed, including Telephone Number to be Transferred, to the Donor Carrier Provisioning Centre;

(b) the Donor Carrier must investigate this enquiry and advise the Gaining Carrier Provisioning Centre by telephone within 30 minutes of the reason for the delay and the expected time of the delivery of the Completion Advice for the Transfer; and

(c) the Donor Carrier must provide regular updates on the Transfer by telephone, to be confirmed by e-mail or other method, as agreed, including Telephone Number to be Transferred, to the Donor Carrier Provisioning Centre.

Transfer Reversal - Cat. A Process

5.2.24 A Transfer Reversal request from the Gaining CSP may be made by phone but must be confirmed by e-mail or other method, as agreed. Transfer Reversal is a process of last resort and all Carriers and CSPs must explore all options before requesting a Transfer Reversal. However if a Transfer Reversal is considered to be necessary then the Donor Carrier must use reasonable endeavours to implement the Transfer Reversal as soon as possible.

5.2.25 The Gaining Carrier, the Losing Carrier and the Donor Carrier are responsible for maintaining records of Transfer Reversal requests.

Completion of the Porting Request following a Transfer Reversal - Cat. A Process

5.2.26 The completion of the Port following the Transfer Reversal requires a new TSNA to be submitted, unless otherwise agreed bilaterally.

5.3 Category C Transfer Process

5.3.1 The Donor and Gaining Carrier must follow the process outlined below to implement a Port using the Cat. C Process where the Donor is not the Losing Carrier, nor the Gaining Carrier.

Transfer Complex Notification Advice (TCNA) - Cat. C Process

5.3.2 The Gaining Carrier must send the Donor Carrier a TCNA at least five Business Days before the Cutover Date and Commencement Time. The TCNA must include:

(a) area code and service number of the Telephone Number to be Ported;

(b) the Gaining CSP's batch reference number;

and may include the Gaining CSP's project manager name and contact details.

TCNA Receipt Advice - Cat. C Process

5.3.3 The Donor Carrier must provide to the Gaining Carrier a TCNA Receipt Advice within one Business Day of receipt of the TCNA.

TCNA Validation - Cat. C Process

5.3.4 The Donor Carrier must perform the following validation checks on a TCNA:

(a) confirm that it is the Donor Carrier for that Telephone Number; and

(b) confirm that it does not have a valid Transfer or Port Request in place for that Telephone Number.

TCNA Rejection Advice - Cat. C Process

5.3.5 The Donor Carrier must provide a Rejection Advice to the Gaining Carrier for any TCNA which is not successfully validated as per clause 5.3.4 within two Business Days of receipt of the TCNA.

TCNA Confirmation Advice - Cat. C Process

5.3.6 The Donor Carrier must provide a Confirmation Advice to the Gaining Carrier for the TCNA which is successfully validated under clause 5.3.4 within two Business Days of receipt of the TCNA.

5.3.7 The TCNA Confirmation Advice must include the Gaining CSP's batch reference number and may include the details of the Donor Carrier's point of contact.

5.3.8 Following the confirmation of a TCNA by the Donor Carrier, the Gaining CSP project manager will provide the Donor Carrier project manager with details of the proposed Cutover Date and Commencement Time via e-mail. This information must be received by the Donor Carrier no later than five Business Days prior to receipt of the TCCA.

TCNA Resubmission - Cat. C Process

5.3.9 Correction of a TCNA which has been rejected in accordance with clause 5.3.5 is the responsibility of the Gaining CSP.

5.3.10 If a rejected TCNA has been corrected by the Gaining CSP, the Gaining Carrier may resubmit a new TCNA to the Donor Carrier.

5.3.11 The Donor Carrier must treat a rejected TCNA as finalised and any resubmitted TCNA must be treated as if it were notified to the Donor Carrier for the first time.

Lifetime of a Third Party Port - Cat. C Process

5.3.12 The lifetime of a Transfer request using the Cat. C Process is deemed to be the period from the date of receipt of a valid TCNA to the date 120 calendar days from that receipt date unless withdrawn.

TCNA Retargeting of a Third Party Port- Cat. C Process

5.3.13 A TCNA cannot be Retargeted.

Withdrawal of a Third Party Port - Cat. C Process

5.3.14 A Gaining Carrier may Withdraw a TCNA by notifying the Donor Carrier at least one Business Day prior to the expiry date.

5.3.15 Upon receipt of the Withdrawal, the Donor Carrier must withdraw the TCNA in its system, resulting in the cancellation of the TCNA.

5.3.16 Upon receipt of a Withdrawal from the Gaining Carrier the Donor Carrier must validate that it has a valid TCNA from the Gaining Carrier for that batch.

5.3.17 If the Withdrawal is successfully validated in accordance with clause 5.3.16 the Donor Carrier must provide a TCNA Withdrawal Confirmation Advice to the Gaining Carrier within one Business Day of receipt of the Withdrawal from the Gaining Carrier.

5.3.18 If the Withdrawal is not successfully validated in accordance with clause 5.3.16 the Donor Carrier must provide a Rejection Advice to the Gaining Carrier within one Business Day of receipt of the Withdrawal from the Gaining Carrier.

Transfer Complex Cutover Advice (TCCA) - Cat. C Process

5.3.19 The Gaining Carrier must send the Donor Carrier a TCCA. The TCCA must include:

(a) Gaining CSP's batch reference number; and

(b) Cutover Date and Commencement Time.

TCCA Validation - Cat. C Process

5.3.20 The Donor Carrier must perform the following validation checks on a TCCA:

(a) confirm that it has a valid TCNA from the Gaining Carrier for that batch reference number;

(b) confirm that the Cutover Date and Commencement Time is not less than five Business Days or more than 120 calendar days after the receipt of the TCNA;

(c) confirm that the Cutover Date and Commencement Time is not less than two Business Days after the receipt of the TCCA;

(d) confirm that the Cutover Date and Commencement Time is during the Standard Hours of Operation; and

(e) confirm that the Cutover Date and Commencement Time has been agreed between the Donor and Gaining Carrier and CSP's project managers.

TCCA Receipt Advice - Cat. C Process

5.3.21 The Donor Carrier must provide a TCCA Receipt Advice to the Gaining Carrier for the TCCA within one Business Day of receipt of the TCCA from the Gaining Carrier.

TCCA Rejection Advice - Cat. C Process

5.3.22 The Donor Carrier must provide a TCCA Rejection Advice to the Gaining Carrier for the TCCA which are not successfully validated within two Business Days of receipt of the TCCA from the Gaining Carrier.

5.3.23 A TCCA Reject Advice must not affect the validity of an accepted TCNA.

TCCA Confirmation Advice - Cat. C Process

5.3.24 The Donor Carrier must provide a TCCA Confirmation Advice to the Gaining Carrier for the TCCA which is successfully validated under clause 5.3.20 within two Business Days of receipt of the TCCA from the Gaining Carrier.

5.3.25 Once a TCCA has been accepted the Donor Carrier must prepare its network for the Cutover Date and Commencement Time.

5.3.26 The TCCA must be confirmed by the Donor Carrier to the Gaining Carrier before the Gaining Carrier forwards a CCA to the Losing Carrier.

TCCA Resubmission - Cat. C Process

5.3.27 Correction of a TCCA which has been rejected in accordance with clause 5.3.22 is the responsibility of the Gaining CSP.

5.3.28 If a rejected TCCA has been corrected by the Gaining CSP, the Gaining Carrier may resubmit the TCCA to the Donor Carrier.

5.3.29 The Donor Carrier must treat a rejected TCCA as finalised and any resubmitted TCCA must be treated as if it were notified to the Donor Carrier for the first time.

Retargeting of a Third Party Port - Cat. C Process

5.3.30 A TCCA may be Retargeted.

5.3.31 A Retarget notification of a TCCA must be received by the Donor Carrier no later than two Business Days prior to the Cutover Date and Commencement Time and may only occur twice in relation to a given TCCA.

5.3.32 The Donor Carrier must respond to a Retarget from the Gaining Carrier with a Confirmation or Rejection Advice within two Business Days of receipt of the Retarget.

5.3.33 If a Retarget is received less than two Business Days before the Cutover Date Commencement Time the Transfer proceeds unless the Gaining CSP requests a Transfer Reversal.

Retarget Validation - Cat. C Process

5.3.34 Upon receipt of the Retarget request from the Gaining Carrier, the Donor Carrier must validate the TCCA Retarget to ensure that there is a confirmed TCCA in place for the Gaining Carrier and that sufficient notice has been provided in accordance with clause 5.3.31 and the Transfer has not been Retargeted more than twice.

Retarget Receipt Advice - Cat. C Process

5.3.35 The Donor Carrier must provide a TCCA Retarget Receipt Advice to the Gaining Carrier within one Business Day of receipt of the TCCA.

Retarget Confirmation Advice - Cat. C Process

5.3.36 The Donor Carrier must provide a TCCA Retarget Confirmation Advice to the Gaining Carrier when a Retarget is successfully validated within two Business Days of receipt of the TCCA Retarget.

5.3.37 Upon a receipt of a valid Retarget the Donor Carrier must take the appropriate steps to reflect the changed Cutover Date.

Retarget Rejection Advice - Cat. C Process

5.3.38 The Donor Carrier must provide a TCCA Retarget Rejection Advice to the Losing Carrier within two Business Days of receipt of the TCCA Retarget when a Retarget is not successfully validated.

Expiry of a Third Party Port - Cat. C Process

5.3.39 Where a TCCA has not been received by the Donor Carrier up to and including 120 calendar days after the receipt of a valid TCNA by the Donor Carrier, the Donor Carrier must cancel the Transfer request and provide an Expiry Notification to the Gaining Carrier via a PNO the next Business Day.

Withdrawal of a Third Party Port - Cat. C Process

5.3.40 A Gaining Carrier may Withdraw a TCCA by notifying the Donor Carrier in a PNO at least one Business Day prior to the Cutover Date.

5.3.41 Upon receipt of the Withdrawal, the Donor Carrier must Withdraw the TCCA in its system, resulting in the cancellation of the Transfer request.

Withdrawal Validation - Cat. C Process

5.3.42 Upon receipt of a Withdrawal from the Gaining Carrier the Donor Carrier must validate that it has a valid TCCA from the Gaining Carrier for that batch.

Withdrawal Confirmation Advice - Cat. C Process

5.3.43 If the Withdrawal is successfully validated in accordance with clause 5.3.42 the Donor Carrier must provide a TCCA Withdrawal

Confirmation Advice to the Gaining Carrier within one Business Day of receipt of the Withdrawal from the Gaining Carrier.

Withdrawal Rejection Advice - Cat. C Process

5.3.44 If the Withdrawal is not successfully validated in accordance with clause 5.3.42 the Donor Carrier must provide a TCCA Withdrawal Rejection Advice to the Gaining Carrier within one Business Day of receipt of the Withdrawal from the Gaining Carrier.

Activation Targets for a Third Party Port - Cat. C Process

5.3.45 The Donor Carrier must activate a Transfer at the Cutover Date and Commencement Time in accordance with the following targets:

(a) at least 80% activated, during a calendar month, within 30 minutes from the commencement of the Cutover Date and Commencement Time; and

(b) at least 99% activated, during a calendar month, within two hours of receipt from the commencement of the Cutover Date and Commencement Time.

5.3.46 Upon completion of a Cat. C Transfer, the Gaining CSP's project manager will notify the Donor Carrier's project manager via e-mail that the Transfer has been successfully completed. If a Cat. C Transfer is not completed for any reason, the Gaining CSP's project manager will notify the Donor Carrier's project manager by e-mail that the Transfer has failed and request a Transfer Reversal.

Transfer Reversal - Cat. C Process

5.3.47 Where the Port or Transfer cannot proceed, the Gaining Carrier or CSP may request a Transfer Reversal. Transfer Reversal is a process of last resort and all Carriers and CSPs must explore all options before requesting a Transfer Reversal. However if a Transfer Reversal is deemed necessary then the Donor Carrier must use reasonable endeavours to implement the Transfer Reversal as soon as possible.

5.3.48 When a Gaining CSP requests a Transfer Reversal, the Transfer Reversal request may be made by phone to the Donor Carrier but must be confirmed by e-mail or other method, as agreed. Each Transfer participant is responsible for maintaining records of Transfer Reversal requests.

5.3.49 If the Gaining CSP wishes to complete a Third Party Port following the Transfer Reversal, the Gaining Carrier must submit a Retarget for the TCCA following agreement to the new Cutover Date and Commencement Time.

5.3.50 A Transfer Reversal does not extend the lifetime of the Third Party Port. Should the Gaining Carrier not be able to complete the Third Party Port before the Expiry Date then the Third Party Port expires.

6 GIVE BACK AND TELEPHONE NUMBER QUARANTINE

6.1 Detailed Procedures

6.1.1 If a Ported Telephone Number ceases to be required by a Customer, it must be Given Back to the Donor Carrier in accordance with this Section.

6.1.2 Give Back requirements apply in the following circumstances:

(a) cancellation by the Customer of the Gaining CSP service (other than due to a Port); and

(b) change of the Customer's Telephone Number.

6.1.3 The Gaining Carrier must provide notification of a Give Back to the Donor Carrier via a PNO no later than two Business Days after the date on which the Customer ceases to require the Gaining CSP service on the Telephone Number.

6.1.4 Notification of Give Back via a PNO under clause 6.1.3 must include the following information:

(a) area code and service number for the Telephone Number to be Given Back;

(b) date of disconnection on the Gaining Carrier's network; and

(c) indication of whether the Give Back was the result of a requirement for a change of Telephone Number due to nuisance calls.

6.1.5 The Donor Carrier must validate the Give Back Notification received from the Gaining Carrier in the PNO and confirm with the Gaining Carrier that it has been successfully validated. The Donor Carrier must validate that:

(a) the Give Back Telephone Number is recorded as a Ported Telephone Number to the Gaining Carrier;

(b) it is the Donor Carrier; and

(c) the date of Disconnection provided is prior to the receipt of the Give Back Notification.

6.1.6 After successfully validating the Give Back Notification, the Donor Carrier must respond with a Give Back Confirmation Advice within one Business Day.

6.1.7 If the Give Back Notification identifies Telephone Numbers not currently Ported to the Gaining Carrier's Network, or the date of Give Back is after the date of the Give Back Notification, the Donor Carrier must reject the Give Back Notification and must provide a Reject Advice, including the reason for rejection (coded), within one Business Day.

6.1.8 Correction of Give Back rejects must require the Gaining Carrier to submit another Give Back Notification in a subsequent PNO file.

6.1.9 A Completion Advice must not be forwarded by the Donor Carrier with respect to a valid Give Back Notification.

6.1.10 When the Give Back Notification has been validated, the Donor Carrier must arrange for termination of the LNP facility in its network from the date of the relevant Gaining Carrier PNO.

6.1.11 Subject to clauses 6.1.12 and 6.1.13, the Donor Carrier must Quarantine Give Back Telephone Numbers for a minimum period of six months from the date that the service is terminated on the Gaining Carrier's network except as permitted in the Numbering Plan.

6.1.12 At the time the Code is published the Numbering Plan required recovered Telephone Numbers to be Quarantined for at least one year where the Telephone Number was recovered as a result of nuisance calls or for at least six months in any other case. Notwithstanding this, the Numbering Plan permits a period of Quarantine which is less than six months if the Telephone Number was recovered for a reason other than nuisance calls and;

(a) the CSP had no other suitable Telephone Number for Issue and the customer agrees to have that Telephone Number;

(b) the customer requests service connection at the premises where the Telephone Number was previously used and the customer does not request an alternative new Telephone Number;

(c) the Telephone Number was Issued for a business that is still operating and ownership of the business has changed; or

(d) the new customer and CSP agree to the Issue of that Telephone Number.

NOTE: The Gaining Carrier needs to nominate an authorised person/group to deal with these scenarios.

6.1.13 If a Ported Telephone Number is proven to be incorrectly Given Back, the former Gaining Carrier may approach the Donor Carrier and apply for the release of that Telephone Number from Quarantine. The former Gaining Carrier must outline the circumstances under which the Telephone Number was incorrectly Given Back and the Donor CSP must, if possible, make the necessary changes in the system to stop the Give Back being processed within the Donor Carrier's Network or release the Telephone Number, provided that the Telephone Number has not already been Issued to a new Customer.

NOTE: Conditions under which a telephone number may be returned to a Customer can be found in the Rights of Use of Numbers Industry Code (C566:2005).

6.1.14 The Give Back process must not be used as an alternative to Porting the Telephone Number back to the Donor Carrier. Should the Customer wish to return to a CSP with the Donor CSP with an active service, the Telephone Number must be Ported using the Standard Porting processes.

7 CALL ROUTING PORTING INFORMATION

7.1 Introduction

7.1.1 To facilitate correct routing of calls for local Telephone Numbers that are subject to Porting, Donor Carrier s must provide information about Ported Telephone Numbers and Telephone Numbers that are subject to Porting in a Ported Local Number Register in accordance with the Numbering Plan.

7.2 Ported Local Number Register

7.2.1 Donor Carriers must provide the Ported Local Number Register as a file on a web site that contains the list of Telephone Numbers that have been Ported away from the Donor Carrier or that are subject to Porting activity.

7.2.2 The Donor Carrier must provide an indication of Telephone Numbers:

(a) currently held by another Carrier;

(b) where a Give Back is current;

(c) where a Port Pending status is current; or

(d) where a Port Pending status is concluded (by either a Withdrawal, Expiry Notification or Completion Advice).

7.3 Port between Donor and one other party where the Donor is the Losing party

7.3.1 In the case of a Port where the Donor Carrier is the Losing Carrier, the Donor Carrier must, following a successful Port, provide Donor Transit Routing for that Ported Telephone Number to the Gaining Carrier's network.

7.3.2 Following a successful Port and at the completion of the Reversal Period or the Emergency Return period, the Donor Carrier must update its Ported Local Number Register as soon as possible, but no later than two Business Days after completion of the Port. Updates of the Ported Local Number Registers are to be completed by 3:00 a.m. Standard Time.

7.3.3 The Donor Carrier's network must provide Donor Transit Routing for five Business Days after the Donor Carrier's Ported Local Number Register has been updated. Extension of this period may be agreed in Bilateral Agreements.

7.3.4 All Network Providers who are not the Gaining Carrier or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register. To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers must make arrangements to direct calls to the Gaining Carrier's network within five Business Days of a Telephone Number being included on a Ported Local Number Register.

7.4 Port between Donor and one other party where the Donor is the Gaining party

7.4.1 When an SNA or CNA is sent by the Donor Carrier, the Donor Carrier must update its Ported Local Number Register by 3:00 a.m. Standard Time the next calendar day following the Business Day that the SNA or CNA is sent to identify that the Telephone Number has a pending Port.

7.4.2 All Network Providers who are not the Losing Carrier or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the relevant Ported Local Number Register. To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers must make arrangements to direct calls to the Donor Carrier's network before the start of the Business Day following the day that the Ported Local Number Register is updated.

7.4.3 When an SNA Rejection, a CNA Rejection, a Withdrawal Confirmation or Expiry Notification is received and accepted or a Reversal or Emergency Return is implemented, the Donor Carrier must update its Ported Local Number Register by 3:00 a.m. Standard Time the next calendar day following the Business Day on which the advice is received to identify that the Telephone Number is no longer subject to a pending Port.

7.4.4 When a Reversal is implemented for the Cat. A Process, the Donor Carrier must update its Ported Local Number Register by 3:00am Standard Time the next calendar day following the Business Day on which the advice is received to identify that the Telephone Number is no longer subject to a pending Port.

7.4.5 When an Emergency Return is implemented for the Cat. C Process, the Donor Carrier must not update its Ported Local Number Register as the Telephone Number is still subject to a pending Port until the Port is either completed, withdrawn or expired.

7.4.6 Following a successful Port and at the completion of the Reversal Period or the Emergency Return period, the Donor Carrier must update its Ported Local Number Register as soon as possible, but no later than two Business Days after completion of the Port. Updates of the Ported Local Number Registers are to be completed by 3.00 a.m. Standard Time.

7.4.7 All Network Providers who are not the Losing Carrier or the Gaining (Donor) Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register. To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers must make arrangements to direct calls to the Gaining Carrier's network within five Business Days of a Telephone Number being included on a Ported Local Number Register.

7.5 Third Party Port where the Donor is the neither the Gaining nor Losing party

7.5.1 When a TSNA or TCNA is confirmed the Donor Carrier must update its Ported Local Number Register by 3.00 a.m. Standard Time the next calendar day following the Business Day on which the advice was received to identify that the Telephone Number has a pending Port.

7.5.2 The Donor Carrier's network must provide Donor Transit Routing for that Ported Telephone Number for the OASD from the time of the TSNA or TCNA confirmation.

7.5.3 All Network Providers who are not the Losing Carrier or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register. To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers must make arrangements to direct calls to the Donor Carrier's network before the start of the Business Day following the day that the Ported Local Number Register is updated.

7.5.4 When a Port is successfully withdrawn or expires or a Reversal or Emergency Return is implemented, the Donor Carrier must update its Ported Local Number Register by 3.00 a.m. Standard Time the next calendar day following the Business Day on which the advice was received to identify that the Telephone Number is no longer subject to a pending Port.

7.5.5 When a Port is successfully Withdrawn or expires , the Donor Carriers network must provide Donor Transit Routing for a further five Business Days after the Donor Carrier's Ported Local Number Register has been updated. Extension of this period for Donor Transit Routing may be agreed in Bilateral Agreements.

7.5.6 When a Port is successfully Withdrawn or expires, all Network Providers who are not the current Carrier or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register. To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers must make arrangements to direct calls to the current Carrier's network within five Business Days of a Telephone Number being updated on a Ported Local Number Register.

7.5.7 When a Transfer Reversal is implemented for the Cat. A Process, the Donor Carrier must update its Ported Local Number Register by 3:00 a.m. Standard Time the next calendar day following the Business Day on which the advice is received to identify that the Telephone Number is no longer subject to a pending Port.

7.5.8 Following a successful Port and after the Transfer Reversal period, the Donor Carrier must update its Ported Local Number Register by no later than 3.00 a.m. Standard Time the following Business Day.

7.5.9 Following a successful Port, the Donor Carrier's network must provide Donor Transit Routing for a further five Business Days after

the Donor Carrier's Ported Local Number Register has been updated. Extension of this period for Donor Transit Routing may be agreed in Bilateral Agreements.

7.5.10 Following a successful Port, all Network Providers who are not the Losing Carrier, Gaining Carrier or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register. To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers must make arrangements to direct calls to the Gaining Carrier's network within five Business Days of a Telephone Number being updated on a Ported Local Number Register.

7.6 Give Back of a Ported Telephone Number

7.6.1 When a Give Back is confirmed by the Donor CSP, the Donor Carrier must update its Ported Local Number Register by 3:00 a.m. Standard Time the next calendar day following the Business Day on which the advice was received to identify that the Telephone Number has been Given Back.

7.6.2 All Network Providers who are not the Losing Carrier or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register. To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers must make arrangements to direct calls to the Donor Carrier's network before the start of the Business Day following the day that the Ported Local Number Register is updated.

8 CHANGE OF CSP TOGETHER WITH CHANGE OF ADDRESS

8.1 Change of address rules

If a Customer is changing address on the same day that a Porting Request is to be actioned the following procedures must apply in addition to those that apply under Section 4:

(a) the Gaining CSP must inform the Customer that a Reversal or Emergency Return (as applicable) of the Ported Number may not be possible; and

(b) testing of the Ported Number by the Gaining CSP must be performed at the time of the Port.

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9 REFERENCES

Publication	Title
Industry Codes	
C513:2015	Customer and Network Fault Management
C515:2015	Pre-selection
ACIF C566:2005	Rights of Use of Numbers
C569:2015	Unconditioned Local Loop Service - Ordering, Provisioning and Customer Transfer
C628:2015	Telecommunications Consumer Protections
Industry Guidelines	
ACIF G520:2005	Local Number Portability – Network Plan
ACIF G562:2000	Electronic Customer Authorisation
G602.1:2015	Local Number Portability IT Specifications and Operations Manual - Local Number Portability IT Specifications & Operations Manual Part 1 – General, Giveback and Ported Local Number Processing
G603:2013	Local Number Portability Test Strategy
G613.1:2013	Local Number Portability Test Plan – Part 1
G651:2015	Customer Authorisation
Legislation	
Privacy Act 1988 (Cth)	
Telecommunications Act 1997 (Cth)	
Telecommunications (Consumer Protection and Services Standards) Act 1999 (Cth)	
Telecommunications Numbering Plan 2015 (Cth)	
Competition and Consumer Act 2010 (Cth)	

APPENDIX
A AMENDMENT CONTROL SHEET

TABLE 1

Details of Amendment No.1/2015

Clause No.	Clause detail	Notes
1.1.3	Inclusion of reference to *Customer Authorisation* Guideline (G651:2015).	G651:2015 sets out principles and rules for Customer Authorisation.
4.1.2	Inclusion of reference to *Customer Authorisation* Guideline (G651:2015).	G651:2015 sets out principles and rules for Customer Authorisation.
4.1.4	Boxed note: Guide to Requirements for Customer Authorisation	Deleted – intent captured in *Customer Authorisation* Guideline (G651:2015)
4.1.10 (e)	Deletion of clause 4.1.10(e): "the Customer validly rescinds or cancels a contract within the cooling off period in accordance with the applicable fair trading legislation."	The Australian Consumer Law prohibits any provisioning activity during the cooling off period
4.4.53	Deletion of reference to 'in writing'.	Too prescriptive. Other means of communication are also acceptable.

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

Organisation	Membership	Representative
AAPT	Voting	Bill Nacovski
AAPT	Participating	Geoff Brann
AAPT	Participating	Mark Young
iiNet	Voting	Phillip Dempster
ISPhone	Voting	John Green
Primus	Voting	Mark Duke
Primus	Participating	Simon Raynor
Optus	Voting	Mark Kubale
Optus	Chair (Non -Voting)	David Bolton
Paradigm.One	Participating	Dev Gupta
Symbio Networks	Voting	Edward Parker
Telstra	Voting	Craig McAinsh
Telstra	Participating	David Fabbian
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This Working Committee was chaired by David Bolton. Visu Thangavelu of Communications Alliance provided project management support.

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

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

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