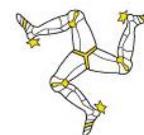




Isle of Man Service Fixed Number Portability Ordering and Process Specifications

Covering :

- **Fixed Number Portability**, which is the porting of an 01624 number or numbers between two Networks.
- **Fixed Line Migration**, which is the transfer of service and associated 01624 number or numbers between two Operators on the MT Wholesale network (WLR – Wholesale Line Rental). Fixed Line Migration covers:
 - WLR single line and associated services including voice and broadband.
 - WLR POTS analogue PBX lines with hunting preferences.
 - WLR ISDN 2.
 - WLR ISDN 30.



Summary

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Document approval and sign-off

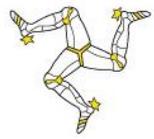
V 2.0

Name	Company	Date	Name	Company	Date
Graham Shimmin	Manx Telecom	20/4/2017	Graham Shimmin	Manx Telecom	02/8/2017
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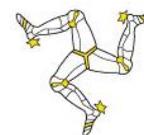
Name	Company	Date	Name	Company	Date
Paul Adamson	Manx Telecom	16/1/2018	Graham Shimmin	Manx Telecom	12/4/2018
Grant Stephens	Sure	16/1/2018	Grant Stephens	Sure	12/4/2018
			Tim Cass	Wimanx	12/4/2018



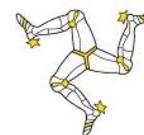


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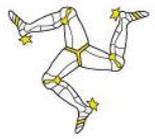
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1 Introduction

1.1 Background

1.1.1 This document describes the process for porting an 01624 number from one supplier to another on the Isle of Man, covering:

- **Fixed Number Portability**, which is the porting of an 01624 number or numbers between two Networks.
- **Fixed Line Migration**, which is the transfer of service and associated 01624 number or numbers between two Operators on the MT Wholesale network (WLR – Wholesale Line Rental). Fixed Line Migration covers:
 - WLR single line and associated services including voice and broadband.
 - WLR POTS analogue PBX lines with hunting preferences.
 - WLR ISDN 2.
 - WLR ISDN 30.

1.1.2 These services will be incorporated into this document to align the processes and administration of the services and leverage the availability of the Porting XS NPC (Number Portability Clearinghouse) functionality that can be used to facilitate the service migrations listed above.

1.1.3 These services currently have their own service definitions and processes. The documentation for each of these services will be amended as required once the new processes have been finalised.

1.1.4 Each service that is ported will follow its own set of processes that that are required for the particular type of service that is to be ported. All agreed pre requisites for each type of port is to be agreed by the working party.

1.2 Scope

1.2.1 This document describes the process for porting an 01624 number from one supplier to another on the Isle of Man, covering

- **Fixed Number Portability (FNP)**, which is the porting of an 01624 number or numbers between two Networks.
- **Fixed Line Migration (FLM)**, which is the transfer of service and associated 01624 number or numbers between two Operators on the MT Wholesale network (WLR – Wholesale Line Rental). Fixed Line Migration covers:
 - WLR single line and associated services including voice and broadband.
 - WLR POTS analogue PBX lines with hunting preferences.
 - WLR ISDN 2.
 - WLR ISDN 30.

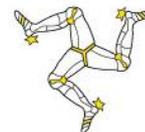


- 1.2.2 Fixed Line Migration for POTS includes transfer of lines which include both voice service and broadband provision. In these cases, the end-user will transfer both the voice and broadband service from one Operator to another (both Operators providing services on the MT Wholesale network).
- 1.2.3 This document does not cover the process for splitting voice and broadband services, i.e. in situations where an end-user wants to take his or her voice and broadband services from different providers. Operators will process any requests for broadband only transfers using the current MAC process (Migration Authorisation Code).
- 1.2.4 For the avoidance of doubt this document does not cover transfer of broadband services between Operators, except where broadband services are bundles with voice as part of a Fixed Line Migration.
- 1.2.5 When porting a number from a wholesale service, the gaining operator has the option to request the Wholesale Provider Re-number and maintain the wholesale service.
- 1.2.6 The Business Rules do not address the internal procedures and processing that each Operator is required to undertake to support the required functionality.
- 1.2.7 The provisions of the Business Rules apply to Service Portability ordering process from the point when a Subscriber requests a new account with the Gaining Network through number portability, to the point when the Subscriber has an active account on the Gaining Network and all other Operators have been informed of the port. The process also allows for a number to be ported to an account that is already active with a number allocated by the Gaining Operator.
- 1.2.8 Some parts of the Business Rules are written at a functional level, detailing for example the actions to be undertaken by an Operator, whilst other parts, such as the exchange of messages, are written at a detailed technical level to ensure compatibility between the relevant Operators.
- 1.2.9 The provisions in these Business Rules may not apply where a specific port is carried out pursuant to a Court Order or Isle of Man Communications Commission direction or determination, and the Court or Isle of Man Communications Commission has mandated specific requirements. For the avoidance of doubt, the Business Rules do not apply to number portability relating to mobile numbers.
- 1.2.10 Sections 1-15 of these Business Rules describes the processes for Fixed Number Portability. Section 16 covers Fixed Line Migration by exception, i.e. it describes those elements of the process for Fixed Line Migration which are not common to the processes for Fixed Number Portability and Fixed Line Migration.

1.3 Related documents



1.3.1 This document contains a comprehensive description of the specification and processes for Fixed Number Portability and Fixed Line Migration. For a complete view of the systems for Fixed Number Portability and Fixed Line Migration, it can be read in conjunction the Porting XS system specification for the services.



2 Interpretation

2.1 Definitions

2.1.1 Where used in this document, the following terms shall, unless the context requires otherwise, have the meanings ascribed below:

“All Call Query” or “ACQ” or “Direct Routing”: Is the method of traffic routing determined by Isle of Man Communications Commission for use to support the number portability service in The Isle of Man, in which prior to routing a call to a ported number, the calling network queries its local copy of a centralised database of ported numbers in order to obtain current routing information and route the call directly to the number.

“Calling Line Identifier” or “CLI”: The telephone number of the calling number as sent using the network’s calling line identification feature set.

“CLI Check”: A check that the person applying for number porting is in possession of an active number used and specified as part of the porting validation/authorisation process.

“Fixed Number Portability”: The porting of an 01624 number or numbers between two networks.

“Fixed Line Migration”: The transfer of service and associated 01624 number or numbers between two providers on the MT Wholesale network (WLR – Wholesale Line Rental). Fixed Line Migration covers:

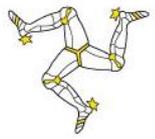
- WLR single line and associated services including voice and broadband.
- WLR POTS analogue PBX lines with hunting preferences.
- WLR ISDN 2.
- WLR ISDN 30.

“Gaining Operator” and “Gaining Network”: The Operator that is to gain the number that is being ported, and the Network belonging to that Operator to which the number is being ported, respectively.

“Interactive Voice Response” or “IVR”: An automated telephone information system that interacts with the caller through a combination of fixed voice menus and data extracted from databases in real time, to which the caller may respond by pressing digits on the telephone or speaking words or short phrases.

“Line Re-number”: The allocation of a new 01624 number to a wholesale service by the Wholesale Provider.

“Losing Operator” and “Losing Network”: The Operator that is to cease serving the number that is being ported, and the Network belonging to that Operator from which the number is being ported respectively.



“Migration”: The transfer of a fixed line service, with associated number(s) from a Losing Operator to a Gaining Operator within the MT Wholesale network.

Negative Acknowledgement (NACK): A message from the NPC to a Losing Operator or Gaining Operator indicating that the Operator’s request cannot be completed due to an error in the porting process or a rejection of the Subscriber’s porting request, and indicating the nature of the error using the appropriate error code as set out in Annex 3.

“Number Portability Clearinghouse” or “NPC”: The entity engaged by the Operators and licensed by Isle of Man Communications Commission to operate the number portability administration service and centralised database which underlie the provision of number portability services in The Isle of Man.

“Operator”: An entity holding an Individual Operating Licence granted by Isle of Man Communications Commission pursuant to the Telecommunications Act, 1984 which provides voice telephone services (including call termination) services to the public in The Isle of Man.

“Port” or “porting”: The transfer of a telephone number from being active on one Operator’s network to another, using number portability as outlined in these FNP Business Rules.

“Porting Identification Code” or “PIC”: A unique identifier provided by the NPC to the Subscriber requesting porting to enable the Subscriber to complete Validation of a number or block of numbers.

“Porting Request Form”: A legal instrument signed by or on behalf of the Subscriber by an authorized person, in which the Subscriber requests porting, and appoints the Gaining Operator as their agent to port their number(s) from the Losing Operator.

“Range Holder”: The Operator to whom the number range was allocated that contains the number that is being ported.

“Reject Code”: Code used by the Losing Operator or Network to communicate as part of the Porting Approval Response to the Gaining Operator or Network the reason or reasons for rejection of a porting request.

“Response Code”: Response generated by Losing Operator or Gaining Operators at specific stages of the porting process

“Subscriber”: The customer of fixed voice services who is the legal owner of the account to which the number being ported is assigned.

“Service”: service delivered i.e. FNP/WLR POTS/WLR PBX/WLR ISDN.

“Wholesale Line Rental (WLR)”: A service provided by Manx Telecom Wholesale to retail Operators enabling the retail Operator to provide voice services direct to end



users across a line provided by Manx Telecom Wholesale.

“VoIP”: A Voice over Internet Protocol service offered by an operator, regardless of the underlying technology platform, access method or subscriber device.

Description of Messages

2.1.2 These FNP Business Rules provide for a series of messages to be sent between Operators, the NPC and the Subscriber to facilitate the porting process. These messages are defined below:

Porting Approval Request: is the initial message sent by the Gaining Operator to the NPC that initiates the porting request. The Porting Approval Request shall contain:

- a) the number(s) to be ported;
- b) Statement of whether the number(s) to be ported are associated with a WLR line and therefore whether the transfer should be Fixed Number Portability or Fixed Line Migration. This information is conveyed using the onnet indicator in the PXS system.
- c) the account number of the Subscriber with the Losing Network;
- d) the number to be used to validate the porting request;
- e) the name of the Losing Network;
- f) the Subscriber contact details (e-mail or mobile number which must be owned by the Subscriber and which it is the responsibility of the Gaining Operator to ensure is owned by the Subscriber) used for porting messages; and,
- g) the date porting will take place, which shall be the date established by the process. Note that porting cannot be deferred and these FNP Business Rules do not currently provide for the specification of a porting date, so this field shall be marked “default”.

Port Request Received Response: is the message sent by the NPC to the subscriber to confirm port request received.

Negative Acknowledgement (NACK): A message from the NPC to a Losing Operator or Gaining Operator indicating that the Operator’s request cannot be completed due to an error in the porting process or a rejection of the Subscriber’s porting request, and indicating the nature of the error using the appropriate error code as set out in Annex 3.

Porting Approval Response: is the message sent by the Losing Operator to the Gaining Operator via the NPC once the Losing Operator has performed the validation checks; the Porting Approval Response message indicates whether or not the Losing Operator will permit the number to be ported.

Porting Deactivation Request: is the message sent by the Gaining Operator via the



NPC to the Losing Operator. The Gaining Operator activates the Subscriber's number on its network and sends the Porting Deactivation Request to the Losing Operator instructing it to deactivate the number on its network.

Porting Deactivation Response: is the message sent by the Losing Operator to confirm the Subscriber number has been deactivated from its network and the porting operation is complete.

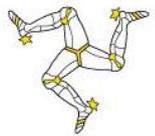
Timed Out: is the message sent by the NPC to indicate that a porting transaction has been cancelled due to the expiry of the period of time allowed by the NPC for completion of a porting action.

Validation: is the function enabling the gaining operator to validate the Subscriber using the agreed list of pre requisites for each service type and to confirm the Subscriber's possession of the number to be ported to the NPC by means of the Subscriber making a call to the NPC Interactive Voice Response (IVR) platform if part of the porting process for that particular service.

E164 Broadcast: is the message sent by the NPC to all Operators to initiate a change in the routing information for a number held by the Operators' routing databases and to apply direct routing to either the Recipient or Block Network for all calls destined for the ported number. This message may either be an E164Ported, E164Terminated or E164Reactivate message, in accordance with these FNP Business Rules.

Abbreviations

ACQ	All Call Query
CLI	Caller Line Identity
FLM	Fixed Line Migration
CRF	Customer Requirement Form
FNP	Fixed Number Portability
GO	Gaining Operator
IVR	Interactive Voice Response
LO	Losing Operator
NACK	Negative Acknowledgment
NPC	Number Portability Clearinghouse
PIC	Porting Identification Code
VoIP	Voice over Internet Protocol
WLR	Wholesale Line Rental



3 Summary of the process for Fixed Number Portability

3.1 Overview

- 3.1.1 The process for porting a fixed number is premised upon the following actions (either expressly or impliedly done) by the Subscriber:
- a) The Subscriber opens an account for fixed telephone service with the Gaining Operator (the Subscriber may already have an active account with the Gaining Operator prior to making a porting request) to which the Subscriber requests that the Gaining Operator assign a telephone number which is already assigned to the Subscriber's existing account with the Losing Operator;
 - b) The Subscriber (through the Gaining Operator) requests all Operators to change their call routing arrangements so that calls will be routed to the Subscriber's service with the Gaining Operator.
- 3.1.2 Once completed, the porting process should ensure that all incoming communications/calls placed to the Subscriber's ported number are directly routed to and terminated on the Subscriber's new account on the Gaining Network.
- 3.1.3 The total time for the completion of all stages involved in the porting of a fixed number shall not exceed five (5) working days.
- 3.1.4 The porting process is asynchronous and sequential, that is, a sequence of actions is specified with each action starting only after completion of the previous action.
- 3.1.5 The porting process:
- a) maximises the checking that can be performed automatically by the NPC in order to reduce the workload on the Operators; and,
 - b) limits the information on the process that needs to be held by the NPC and the Losing Operator. For the avoidance of doubt:
 - Information held by the Losing Operator or Network, Gaining Operator or Network or the NPC which they have obtained for the purpose of porting a number can only be used for that purpose and no other purpose.
 - If problems occur then the porting transaction is failed – the Operators should cooperate to resolve the problem or the Subscriber should take the necessary actions to resolve the problem and then a new porting transaction should be started.
- 3.1.6 For the avoidance of doubt, the specifications contained in this document cover porting of a number by a single Operator where the Operator is transferring its customer from one network to another – for example, where an Operator wishes to migrate the voice service for its customer from Wholesale Line Rental to a self-



provided IP service.

3.2 Account classification

- 3.2.1 These Service Portability Business Rules apply only to 01624 number portability and are therefore limited to telephone numbers assigned and used for fixed or VoIP services (irrespective of the technology platform or user device used for the VoIP service).

3.3 Validation

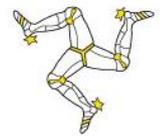
- 3.3.1 Validation is the process by which the Gaining Operator, the NPC and the Losing Operator ensure that porting is requested by the Subscriber or a person who is authorized to make changes to the account from which a number is being ported, and that the Subscriber is entitled to portability. Validation may, and are designed to be combined with the process of Subscriber checking (including any identity checks required by law and any credit checks) that an Operator would carry out for a new Subscriber, irrespective of whether or not they request service portability.
- 3.3.2 The following are the main elements of Validation:
- a) Recording the identity of the subscriber person requesting a port – The Gaining Operator is required to obtain a record of the Subscriber's consent for the transfer and the port, and to retain that record of consent for at least six (6) months following the transfer/port as a deterrent to fraudulent requests;
 - b) Checking possession of the number to be ported, which is carried out as follows: The NPC will issue the Subscriber who has requested the port with a unique PIC. The subscriber will be invited to call the designated IVR enabled number, 190. When connected to the IVR, the Subscriber will be asked to enter the number they wish to port followed by the PIC via their 'phone key pad. This input will be received by the NPC which will check that the number to be ported and the PIC provided matches the number and PIC entered by the customer.

3.4 Overview of the Fixed Porting Procedure

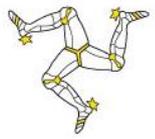
- 3.4.1 These FNP Business Rules set out the rules and procedures which are intended to ensure that the porting process works effectively, efficiently and reliably. These rules anticipate that Operators will implement their own internal procedures which will ensure compliance with the FNP Business Rules, and also with the Operators other internal business processes. Therefore, these rules mandate the processes between the Operators and the Subscriber only to the extent that certainty and conformity of those processes is essential to effective, efficient and reliable porting.
- 3.4.2 The porting process shall comprise, and all Operators shall comply with, the following steps in respect of any porting transaction:



- 3.4.2.1 The Subscriber applies for a new account with number portability from another operator to the Gaining Operator, or requests that an existing number from another Operator be ported to the Subscriber's existing account with the Gaining Operator.
- 3.4.2.2 The Subscriber is given information about porting, their identity is checked, and all required information is collected.
- 3.4.2.3 The Gaining Operator confirms that service can be provided to the Subscriber. Additional credit and other checks may be performed at this stage according to the Gaining Operator's own procedures and processes.
- 3.4.2.4 The Subscriber signs the Porting Request Form.
- 3.4.2.6 The Gaining Operator sends a Porting Approval Request message to the NPC, ensuring that the onnet flag is not checked, and the NPC carries out validation of the order through the steps set out in Section 3.3. above.
- 3.4.2.8 If the initial NPC checks are successful, the NPC sends an Initial Validation Response message to the Gaining Operator, and then an email or SMS to the Subscriber to confirm whether the initial Validation checks have been passed or not.
- 3.4.2.9 If the initial NPC validation checks are unsuccessful the NPC will send the Initial Validation Response including the relevant NACK reason code to the Gaining Operator, and the NPC will send an email or SMS to the Subscriber to advise that the porting request has been rejected and that the Subscriber should contact the Gaining Operator to discuss the reasons for the rejection. In such cases the porting procedure must be started from the beginning once the matter preventing successful porting has been resolved.



- 3.4.2.10 If the initial NPC checks are successful, the NPC sends an email or SMS to the subscriber advising their porting request is being processed and forwards the Porting Approval Request to the Losing Operator. The Losing Operator performs the porting approval checks and sends the Porting Approval Response to the NPC indicating whether or not the number can be ported. Where the Losing Operator rejects the port, it must include the relevant rejection code in the Porting Approval Response.
- 3.4.2.11 Where the port has been rejected by the Losing Operator the NPC will send the Porting Approval Response including the relevant rejection reason code to the Gaining Operator, and an email or SMS to the Subscriber to advise that the porting request has been rejected and that the Subscriber should contact the Gaining Operator to discuss the reasons for the rejection. In such cases the porting procedure must be started from the beginning once the matter preventing successful porting has been resolved.
- 3.4.2.12 Where the port is accepted by the Losing Operator, the NPC will send the Porting Approval Response to the Gaining Operator, and the Gaining Operator then activates the ported number on its network and sends the Porting Deactivation Request to the NPC. The NPC advises the subscriber that their number has been ported by sending an email to the nominated contact point, and updates all Operators' routing databases via an E164 message.
- 3.4.2.13 The NPC then forwards the Porting Deactivation Request to the Losing Operator.
- 3.4.2.14 The Losing Operator deactivates the number on its network and sends the Porting Deactivation Response to the NPC to confirm the porting request has been completed and can be closed.



3.5 Treatment of non-personal post-pay accounts

- 3.5.1 Non-personal post pay accounts are accounts held by companies and other organisations.
- 3.5.2 For such accounts there are two cases:
 - a) The account contains the name of an authorised signatory that is specified on the bill and;
 - b) There is no authorised signatory specified on the bill.
- 3.5.3 Where the account contains the name of an authorised signatory, that person shall be authorised to conduct the port as the “Subscriber”.
- 3.5.4 For non-personal post pay accounts which do not bear the name of the authorised signatory for the Subscriber, then the Gaining Operator shall require the porting form to be signed by an appropriate legal representative of the organisation using the form set out in Annex 5, and shall check the identity of the representative and documentation proving that they are the legal representative. Once verified that person shall be authorised to conduct the port as the “Subscriber”.



3.6 Treatment of multi-line accounts

- 3.6.1 A single porting request form may be signed for more than one number irrespective of the method used by the Operators to handle the request but Operators may use separate forms for each number if they wish.
- 3.6.2 The Gaining Operator may choose either of the following approaches or a combination of them relating to different numbers within the total set of numbers to be ported:
 - a) Individual numbers may be ported separately as separate transactions using the same procedure as for a single number account except that the numbers may share the same porting request form; or,
 - b) A contiguous or non-contiguous set of numbers (including multiple blocks) may be ported as a single transaction with any one of the numbers being specified for matching with the IVR call. If the Losing Operator refuses to port any number out of this set then the whole transaction is refused. All numbers within the porting request will be ported at the same time.
- 3.6.3 In practice the Gaining Operator should avoid sending numbers that may be refused in a block with other numbers.

3.7 Porting hours, batch processing and batch limits

- 3.7.1 The porting process will start when an agreement to port a number has been concluded. Validation requirements need to be agreed by operators. For the avoidance of doubt, porting is subject to technical feasibility and all operators will use best endeavours to resolve any technical matters which might result in the refusal or rejection of a porting transaction.
- 3.7.2 The NPC's porting window is 09.00 AM - 10.00 PM, Monday to Friday, excluding Isle of Man Public Holidays. The Gaining Operator may accept requests for porting at any time and may send a Porting Approval Request to the NPC at any time. The Operators are required to process porting transactions during working hours, 9.00 AM to 5.00 PM on any Porting Day. Therefore, for the purposes of these FNP Business Rules:
 - a) any message received by an Operator before 5 .00 PM on a Porting Day shall be deemed to have been received on that Porting Day;
 - b) unless otherwise specified, where an action that is required to be taken or thing required to be done by an Operator is required to be taken or done on a Porting Day, that action must be taken or thing must be done prior to 5.00 PM on that Porting Day.



- 3.7.3 The Losing Operator shall respond by 5.00 PM on the next Porting Day to any Porting Approval Request that it receives on a Porting Day.
 - 3.7.4 Where the Gaining Operator has received a Porting Approval Response that accepts the porting by 5.00 PM on a Porting Day, the Gaining Operator shall take the necessary actions (see later) and send the subsequent Porting Deactivation Request by 5.00 PM on the day after the second day (i.e. the third day) after the Porting Approval Response is received.
 - 3.7.5 The Losing Operator shall respond to any Porting Deactivation Request by 5.00 PM on the Porting Day after the Porting Day on which it was received.
 - 3.7.6 Notwithstanding the limited porting hours, the NPC is available 24 hours per day, seven (7) days per week, including Public Holidays to support testing, save for nominated maintenance windows.
- 3.8** Porting messages may be sent outside normal working hours, save as follows:
- a) During maintenance: With manual Operators via a GUI, if the NPC is out of service then the GUI will not work and so no messages will be lost.



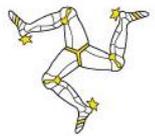
- b) For operators using electronic exchange of porting messages with the NPC, e.g. webservice/XML, the Operator's underlying message exchange mechanism should ensure that messages cannot be sent to the NPC that is out of service.

3.9 General Considerations

- 3.9.1 Subscribers may have complex contractual agreements with the Losing Operator involving benefits and a minimum period of contract. Subscribers may be uncertain of the details of these agreements such as the termination date of the contract and the penalty payable for early termination. The Gaining Operator should advise the Subscriber to ascertain any early termination penalties with the Losing Operator before they sign the Porting Request Form.
- 3.9.2 Any early termination charges shall be paid by the Subscriber to the Losing Network once the porting process has been completed, however payment of such charges shall not affect the porting process.
- 3.9.3 The Subscriber may not cancel porting by contacting the Losing Operator.
- 3.9.4 After receipt of a Porting Approval Request message, the Losing Operator shall not contact the Subscriber to make special offers to retain or "Win-back" the Subscriber (see Section 12.3) for sixty (60) days following the port.

3.10 Response Timeframes and Porting Procedure Timeline

- 3.10.1 The following timeframes shall apply to the Operator's responsibility to respond to messages forwarded by the NPC with the appropriate reply or action as indicated by these FNP Business Rules:
 - a) "Deadline 1": 5.00 PM on the Porting Day following receipt of the Porting Approval Request, by which time the Gaining Operator must submit the Porting Approval Request to the NPC.
 - b) "Deadline 2": 5.00 PM on the second Porting Day following the Porting Day on which the Porting Approval Request was received by the Losing Operator from the NPC, by which time the Losing Operator shall transmit the Porting Approval Response to the Gaining Operator via the NPC.
 - c) "Deadline 2": 5.00 PM on the second porting day after the porting day on which the Porting Approval Response was received from the NPC, provided that the Porting Approval Response was received by 5.00 PM on a Porting Day, by which time the Gaining Operator shall activate the number on its network and transmit the Porting Deactivation Request to the Losing Operator via the NPC.
 - d) "Deadline 3": 5.00PM on the Porting Day immediately following the Porting Day on which the Porting Deactivation Request was received, by which time the Losing Operator shall complete the actions set out in section 9.1.1.
- 3.10.2 Failure by any Operator to complete a required action before the relevant Deadline in respect of any porting transaction shall be logged by the NPC and reported to the Isle of

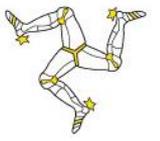


Man Communications Commission.

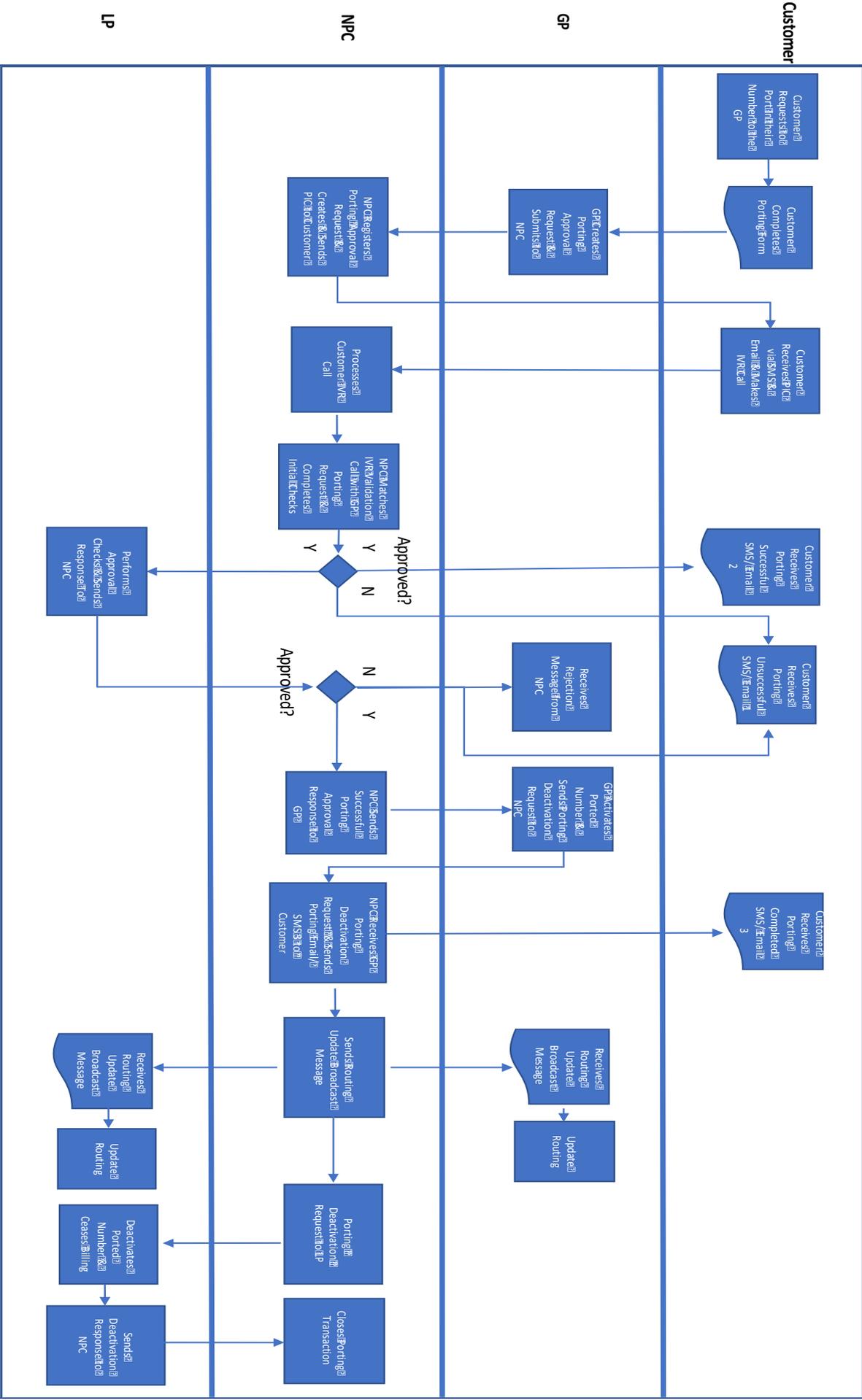
3.10.3 The following are the NPC's timeout periods applicable to each Porting Approval Request or Porting Approval Response. Failure of any of these timeframes shall result in the porting transaction being aborted:

- a) "Time Limit 1": 5:00 PM on the third Porting Day following the day of receipt of the Porting Approval Request by the NPC;
- b) "Time Limit 2": 5:00 PM on the third Porting Day following the day of receipt of the Porting Approval Request by the Losing Operator;
- c) "Time Limit 3": 5:00 PM on the fourth Porting Day following the day of receipt of the Porting Approval Response by the Gaining Operator;
- d) "Time Limit 4": 5:00 PM on the third Porting Day following the day of receipt of the Porting Deactivation Request by the Losing Operator;

3.10.4 The end to end FNP process is illustrated below.



Standard Fixed Number Porting Transaction Process





3.10.4 The following are the email or SMS messages that may be sent by the NPC to the Subscriber during the porting process (note that these may be amended as the PXS system is refined):

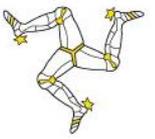
Message	Header	Text
Email/SMS-1	Transferring your phone number	Your request to transfer your telephone number to your new provider was unsuccessful. Please contact your new operator for further details.
Email/SMS-2	Transferring your phone number	Your request to transfer your telephone number was successful, and is being processed.
Email/SMS-3	Transferring your phone number	Your telephone number will be transferred soon and will be activated on the network of your new operator.

3.11 FNP coordinated with Re-Numbering

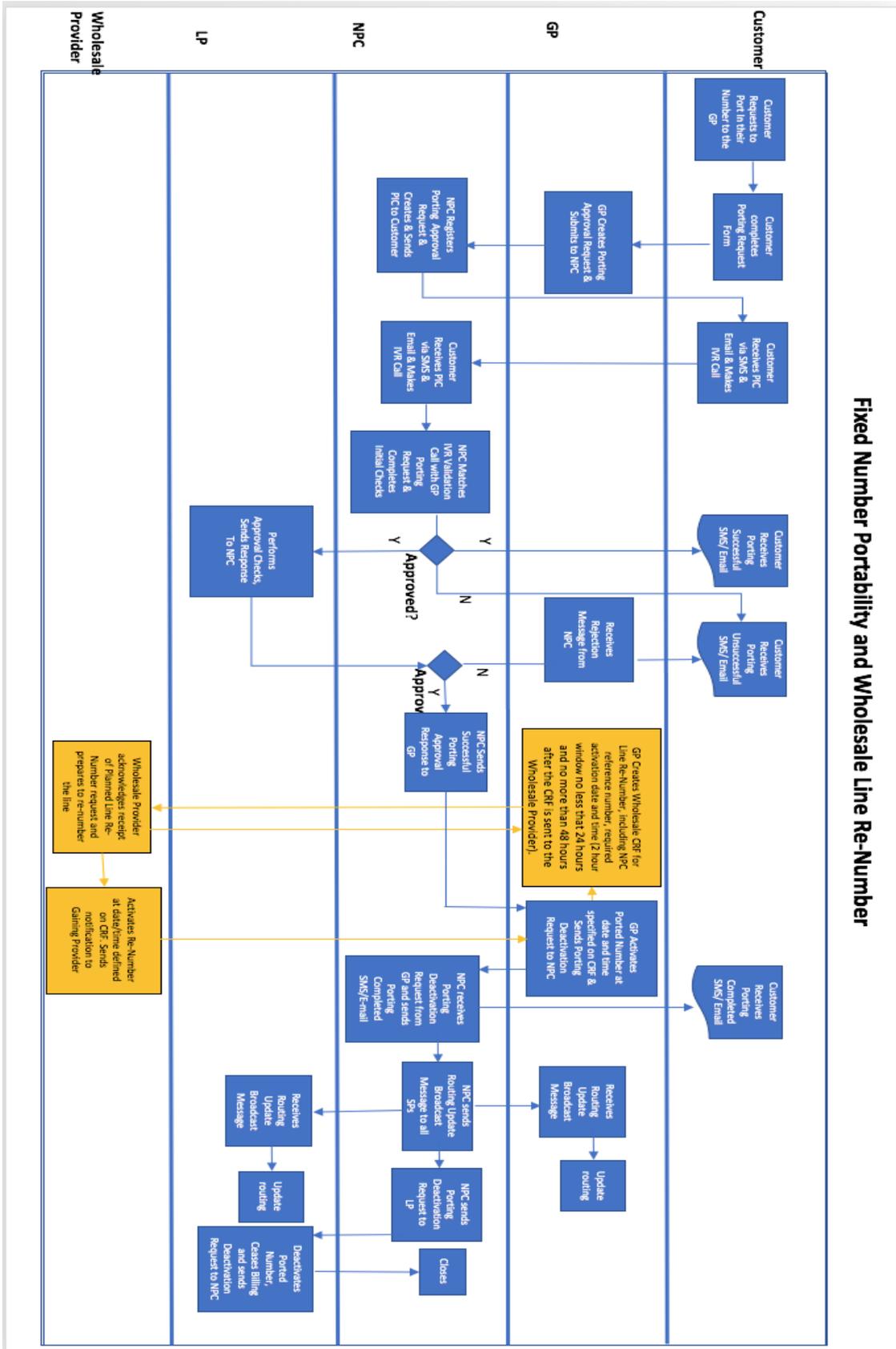
3.11.1 Where a number is ported from a Wholesale service the Gaining Operator has the option to request the Wholesale Provider Re-number and maintain the wholesale service in the Gaining Operator's name.

3.11.2 FNP and the Re-numbering process will be coordinated in these cases in the following way.

- a) Once the customer has successfully completed validation through the IVR and porting has been approved to the Losing Operator by the NPC, the Gaining Operator will send a CRF to the Wholesale Provider. The CRF will include the NPC reference number, and a two-hour time slot for the Re-numbering. The requested time window must be no less than 24 hours and no more than 48 hours after the CRF is sent to the Wholesale Provider.
- b) On receiving the CRF, the Wholesale Provider will send an acknowledgement that it has received the CRF to the Gaining Operator. The Wholesale Provider will prepare to Re-number the line.
- c) The Wholesale Provider will Re-number the line during the time window requested by the Gaining Operator and will inform the Gaining Operator that this is done.



3.11.3 FNP coordinated with Line Re-numbering is shown in the illustration below.



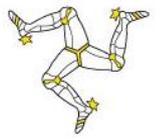


3.12 FNP with planned date and time

3.12.1 When a fixed number is ported, the Gaining Operator has the option to request a planned date and time for the fixed number port to take place. A minimum of 4 working days' notice is required for the Losing Operator and MT Wholesale to coordinate its internal resource. The timed porting window is 1.5 hrs. that starts at the requested porting time. If repatriation is required, the porting window will be 3 hrs. Inter operator charges will be standardised on MTW TRC rates. *Note: a port between Sure and WiManx or vice versa, as LO & GO, still requires MTW involvement if a wholesale service is involved.*

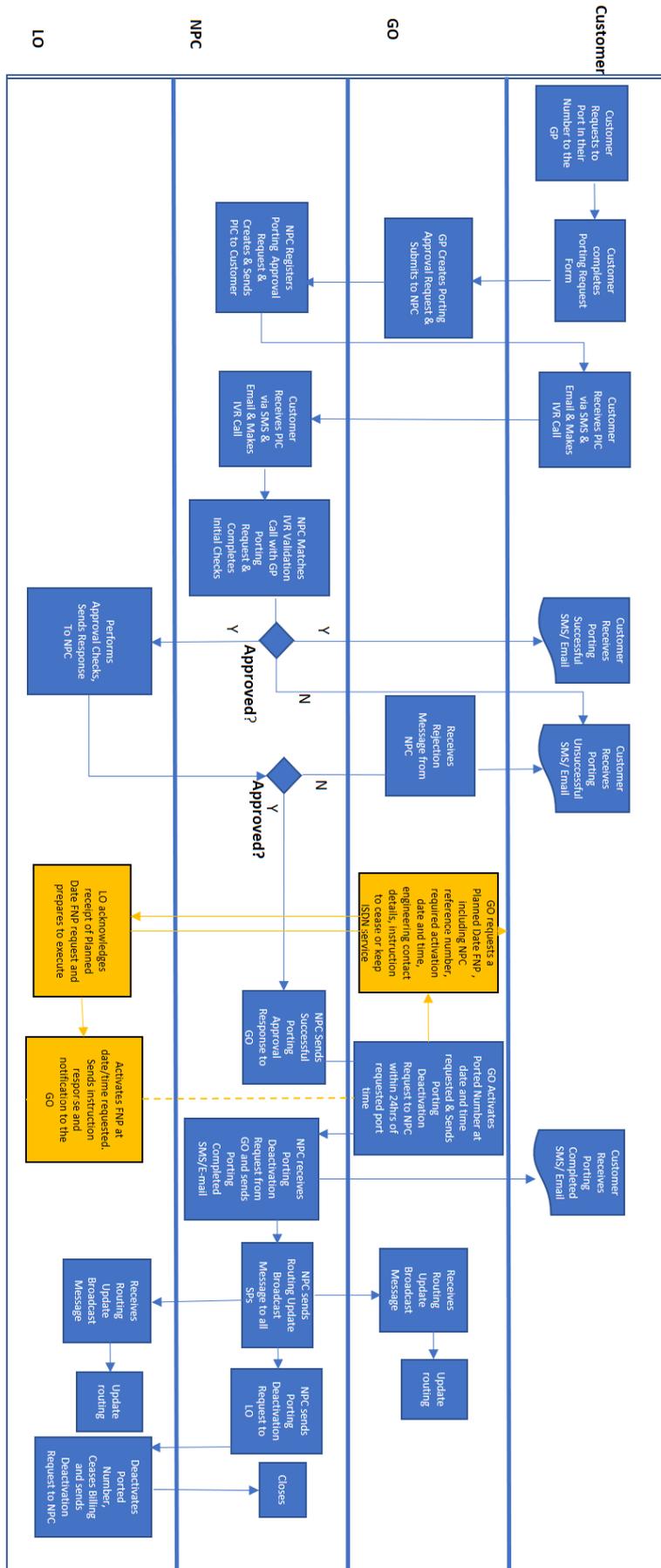
3.12.2 FNP with a planned date and time will be coordinated in the following way.

- a) Once the customer has successfully completed validation through the IVR and porting has been approved by the Losing Operator to the NPC, the Gaining Operator can send a CRF to the Losing Operator and MT Wholesale for a port with a planned date and time (servicedelivery@sure.com, wholesaleorders@manxtelecom.com, support@wimanx.com).
 - a. The CRF will include (in the additional notes field)
 - i. FNP with timed port request.
 - ii. type of existing service and the number range
 - iii. NPC reference number
 - iv. fixed date and time for the port to take place
 - v. engineering contact details
 - vi. instruction to cease/keep the ISDN service
- b) On receiving the request, the Losing Operator and MT Wholesale will send an acknowledgement that it has received the request to the Gaining Operator. The Losing Operator will prepare to port the number.
- c) The Losing Operators engineer and MT Wholesale will contact the Gaining Operators engineer (from information provided on CRF) at the date/time stated to confirm they are proceeding with port.
- d) The Gaining Operator will send the instruction request to the NPC during the 24 hours before the changeover date.
- e) The Losing Operator will send the instruction response during the timed porting process.
- f) The Losing Operator will port the number at the time requested by the Gaining Operator and will inform the Gaining Operator that this is done. MT Wholesale will also complete their work in-line with the CRF at the time requested.
- g) In the event that the new service is not working a Gaining Operator engineer should contact Losing Operator and MT Wholesale to instigate roll-back/repatriation quoting case number.
- h) If the requested porting date and time is missed by Gaining Operator for any reason, the port will be aborted, and new port request will need to be submitted. The LO and MTW may raise charges for an aborted planned port.



- i) It is the responsibility of the Gaining Operator to coordinate the porting windows to ensure the ports do not time out.

3.12.3 The process for a FNP with planned date and time is shown in the illustration below.





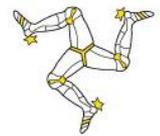
4 Gaining Operator Subscriber Handling and Initial Verification

4.1 Introduction

- 4.1.1 The FNP Business Rules do not seek to unduly fetter the Gaining Operator in how it organises its retail and customer acquisition processes, or how it provides number portability to Subscribers and potential Subscribers.
- 4.1.2 Notwithstanding the foregoing, number portability is permitted only where the legal entity who requests number portability from the Gaining Operator is the same legal entity that holds the account with the Losing Operator or can demonstrate ownership of the number being ported. Where a change of the legal entity is required, for example from a personal account to a corporate account, this change should be made either with the Losing Operator before the porting process is started, or with the Gaining Operator after the porting process has been completed.
- 4.1.3 Once started, the porting process is designed to be carried out as quickly as possible. Therefore if the Subscriber wishes to arrange for porting to take place at a specific date and time in the future, the Gaining Operator can either:
- a) Store the porting request and submit it to the NPC at a later date which satisfies the wishes of the Subscriber; or,
 - b) Advise the Subscriber that they should submit the porting request at a later date, calculated to result in porting within the required timeframe.
- 4.1.4 In the case of accounts with multiple numbers, a subset of the numbers may be ported as individual numbers with the others remaining with the existing Operator, except that DDI blocks may not be broken up (DDI numbers are currently allocated in blocks of 10) and can only be ported as a block.

4.2 Responsibilities of the Gaining Operator

- 4.2.1 The Gaining Operator shall have the following responsibilities when accepting a porting request from any person.
- 4.2.1.1 The Gaining Operator or its agent shall advise all Subscribers that request number portability that:
- a) porting will be refused if the Subscriber gives incorrect information about their account or if the Subscriber's account is suspended or the sending of outgoing traffic (calls or messages) is barred by the Losing Operator at the time the Porting Approval Request is submitted;
 - b) the Subscriber will have to provide all details to the Gaining Operator as no details or arrangements will be shared between the Losing Operator and the Gaining Operator;
 - c) the Subscriber remains liable to pay any outstanding sums to the Losing



Operator. If the Subscriber ports their number before a minimum term contract has expired they will be liable to pay any early contract termination charges. The Gaining Operator should expressly advise the Subscriber that these charges may be equal to or greater than the number of remaining months of their contract multiplied by the monthly subscription rate;

- d) some services provided by the Losing Operator may not be available with the Gaining Operator;
- e) Voicemail messages held on the Losing Operator's systems will be lost at the time of porting;
- f) The cost of calls originated by and terminated to the number(s) to be ported may be more expensive after the porting process is completed; and,
- g) Once the NPC matches the Porting Approval Request from the Gaining Operator with the Subscriber's Validation call, the Subscriber may not cancel the porting process.

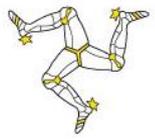
4.2.1.2 The Gaining Operator shall obtain a record of consent from the Subscriber (see definitions).

4.2.1.3 The Gaining Operator shall establish which services the Subscriber wishes to switch alongside his/her fixed voice service, e.g. fixed broadband.

4.2.1.4 The Gaining Operator shall ensure that the Subscriber is informed of and understands the implications of switching, e.g. that any preferences they have made for directory listings (or ex-directory), or other service features the Losing Operator has supplied, will not be supplied automatically by the Gaining Operator, and that the Subscriber should request these from the Gaining Operator if he/she so wishes.

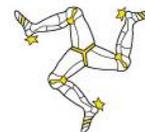
4.2.1.5 The Gaining Operator shall verify that the person requesting porting is the Subscriber in relation to the account with the Losing Operator from which the number is being ported, or is duly authorised by the Subscriber. The Gaining Operator shall require the Subscriber to provide a copy of a bill from the Losing Operator for the number to be ported which is not more than three (3) months old, or a print out of their Subscriber details from the Losing Operator's online customer portal which is not more than one (1) month old, and shall verify the authority of the requesting person as follows:

4.2.1.6 If the account is personal, or if it is non-personal but bears the name of the authorised signatory for the Subscriber entity, the Gaining Operator shall check the identity information of the person requesting porting against the information about the authorised signatory on the Losing Operator's bill or account information provided. If the person requesting porting is the authorised signatory, the process may proceed. If not, the Gaining Operator shall advise the Subscriber to contact the Losing Operator to correct the information, obtain a corrected bill or account information, and then request number portability. The Gaining Operator should accept a marriage certificate or other legal documentation as evidence of a change of name and accept the match of identity information with one name and account information with another name provided that the names



are linked by appropriate legal documentation.

4.2.1.7 If the account is non-personal and does not bear the name of the authorised signatory for the Subscriber, then the Gaining Operator shall require the porting form to be signed by an appropriate legal representative of the Subscriber using the form of words provided in Appendix 5, and shall check the identity of the representative and documentation proving that they are the legal representative



- 4.2.1.8 Porting requests involving Pre-paid accounts do not require the checking by the Gaining Operator of the Losing Operator's bill since Pre-paid accounts do not generate bills.
- 4.2.1.9 The Subscriber may still proceed to take a new account with the Gaining Operator but without number portability until this check has been passed.
- 4.2.1.10 The Gaining Operator may check the account on the online customer portal of the Losing Operator in the presence of the Subscriber if the Subscriber has access to their account on-line with the Losing Operator .
- 4.2.1.11 The Gaining Operator shall require the Subscriber to sign the Porting Request Form in the form set out in Annex 1, in which the Subscriber requests porting, and appoints the Gaining Operator as their agent to port their number(s) from the Losing Operator.
- 4.2.1.12 The Gaining Operator shall retain the signed porting request form for at least six months from the date on which the porting was completed, plus evidence of the legal representative of a non-personal Subscriber.
- 4.2.1.13 The Gaining Operator shall provide the Subscriber with instructions as to how to Validate and approve the porting request.
- 4.2.1.14 When all the above requirements have been met, the Gaining Operator shall send the Porting Approval Request to the NPC.
- 4.2.1.15 The following guidelines must be followed by the Gaining Operator when verifying ID information and obtaining signed documents:
1. The Gaining Operator should ensure that relevant documents should be signed by the Subscriber or its authorised representative, in the presence of the Gaining Operator's staff or agents;
 2. The Gaining Operator must inspect the Subscriber's or the Subscriber's authorised representative's ID information, in the presence of the Subscriber or the Subscriber's authorised signatory. Therefore copies sent by mail or fax or other form of electronic communications may not be used.
 3. A signature may be given by an authorised representative under a Power of Attorney provided that the Gaining Operator checks the Power of Attorney and the identity of the person signing under the Power of Attorney through checking their identity.

4.3 Porting of multiple numbers

- 4.3.1 It shall be possible to port multiple numbers (multiple numbers are considered to be two or more numbers) as a single transaction provided that the numbers are all under the same account with the Losing Operator. The numbers to be ported need not be contiguous. The porting of all of the numbers included in the transaction may be validated by a Validation call to the IVR enabled number from any one of the numbers



in the porting request. Note, for the avoidance of doubt, that DDI numbers can only be ported in blocks of 10 which may not be broken up.

- 4.3.2 If a large list of numbers is to be ported then the Gaining Operator may wish, at its own or the Subscriber's request, to divide the porting into subsets ported on different days. Each subset shall be made by a separate Porting Approval Request and will be processed as a separate porting transaction.
- 4.3.3 Multiple number portings shall be handled through the NPC in the same way as single number portings, except that where the volume of numbers to be ported will materially impact the ordinary day to day porting traffic the Gaining Operator should contact the Losing Operator by email to give a reasonable advance warning of the start date for the porting, the list of numbers to be ported, and the start dates for each transaction if the numbers are being ported in subsets using different transactions on different days. The Losing Operator shall not use this warning information for Win-back.
- 4.3.4 Transactions involving ten or more numbers shall not be included in any assessment of the service levels provided by the NPC but shall be performed on a "best efforts" basis.

4.4. Non-personal accounts

- 4.4.1 Non-personal Accounts are those held by organisations such as companies, partnerships, Government Departments and clubs where the account is in the name of the organisation rather than of any individual.
- 4.4.2 For accounts in the name of an organisation, the Porting Request Form shall be accompanied by a letter on the letterhead paper of the organisation. The letter shall be signed by an authorised signatory and shall explicitly authorise the porting by specifying the numbers to be ported within the authorised transactions and (where applicable) the closure of the account with the Losing Operator. Only the following combinations may be accepted:



	Porting arranged by (e.g. person in store)	Authorisation letter signed by	Porting Request Form signed by
Option A	Authorised signatory	Authorised signatory	Authorised signatory
Option B	Delegated authority	Authorised signatory & countersigned by delegated authority	Delegated authority

A template Letter of Authorisation is provided in Annex 5.

4.4.3 The Gaining Operator shall check that:

- 4.4.3.1 The Losing Operator's bill shows all the numbers to be ported;
- 4.4.3.2 The organisation name shown as the account holder on the Losing Operator's bill matches the organisation name on the letterhead;
- 4.4.3.3 The signatures on the Porting Request Form and the Letter of Authority conform to option A or Option B in the above table and;
- 4.4.3.4 The person requesting the porting matches the photograph on the ID and the name on the ID matches the Authorised signatory in the case of Option A or the Delegated authority in the case of Option B.

4.4.4 The Gaining Operator shall enter the transaction request or requests for the porting in the database. Validation shall be completed by the NPC.

4.4.5 If the list of numbers to be ported is being divided into subsets as separate transactions to be ported in stages on different days then each transaction should be entered separately.

4.4.6 The Losing Operator may request by sending an email to the Gaining Operator, for the Gaining Operator to provide a copy of the Porting Request Form and/ or any letter of authorisation from a responsible signatory of the Subscriber. The Gaining Operator must provide the requested documents by email within 2 working days of receiving the request from the Losing Operator, however the porting process must continue without delay or interruption to completion whilst the requested documents are being provided by the Gaining Operator to the Losing Operator. Should the porting request be subsequently proven to be inappropriate or not authorised by the Subscriber, then the porting transaction will be reversed using the reverse porting process.



4.5 Summary of information sent by the Gaining Operator via the NPC to the Losing Operator

4.5.1 The following table summarises the information additional to the number to be ported to be sent by the Gaining Operator via the NPC to the Losing Operator for the different cases.

Account type	Personal account	Non-personal account
Information	<ul style="list-style-type: none"> - Porting Approval request number; - Confirmation that identity information has been checked and retained that matches the account information; - Number or Number(s)/ range to be ported; - Losing Operator for the Number or Number(s)/ range to be ported. - Whether the number(s) to be ported are associated with a Fixed Line Migration – in which case the process set out in Section 16 should be followed. 	<ul style="list-style-type: none"> - Porting Approval Request number; - Confirmation that identity information has been checked and retained that matches the account information or that the person is an authorised legal representative; - Number or Number(s)/ range to be ported; - Losing Operator for the Number or Number(s)/ range to be ported. - Whether the number(s) to be ported are associated with Fixed Line Migration – in which case the process set out in Section 16 should be followed.



5 NPC Verification of the Porting Approval Request

5.1 NPC Verification Checks

- 5.1.1 Activity by the NPC is triggered by the receipt of a Porting Approval Request.
- 5.1.2 Successful Validation occurs where the 'phone number and PIC provided by the subscriber via his or her call to the IVR platform matches the number to be ported and PIC issued by the NPC.
- 5.1.3 The Gaining Operator shall not allow the Subscriber to request postponement of the porting after the request has been validated.
- 5.1.4 Where validation of the matching PIC is successful, the NPC shall check the Porting Approval Request to ensure that:
 - a) The identity of the Donor Operator is consistent with the information held by the database;
 - b) The number to be ported is not already subject to a porting process;
 - c) Whether the service to be switched is an FLM – in which case the process set out in Section 16 should be followed.
 - d) Recipient Operator has confirmed that it has checked ID information and obtained a record of consent;
 - e) The Recipient Operator has confirmed that it has checked ID information against the account information and found a reasonable match;
 - f) The Porting Start Date is less than or equal to sixty (60) calendar days after the date of the most recent previous porting of the number to be ported.

5.2 NPC Responses to Porting Approval Request

- 5.2.1 Where any of the checks in 5.1.4 above fails, the NPC shall send a NACK message including the appropriate error code (s), as set out in Annex 3.3.
- 5.2.2 When validation is successful, and the checks set out in 5.1.4 are passed, the NPC shall:
 - a) send the Initial Validation Response message to the Gaining Operator confirming that the porting is proceeding and;
 - b) send an email (or SMS to a mobile number specified by the Subscriber) to the Subscriber;
 - c) send the Porting Approval Request to the Losing Operator.
- 5.2.3 In the event that a Porting Approval Request is not validated by Time Limit 1, the NPC shall:
 - a) Send a Time Out Message to the Gaining Operator; and,
 - b) Discard the Porting Approval Request.



6 Actions by the Losing Operator on receiving a Porting Approval Request

6.1 Introduction

6.1.1 The provisions of this section apply separately for each transaction.

6.2 Requirements of the Losing Operator

6.2.1 The following requirements apply on receipt of a Porting Approval Request that has been Validated and verified by the NPC.

6.2.2 Any fixed telephone number may be ported unless the voice telephone service related to that number is subject to a valid suspension which commenced prior to the Subscriber's Validation of a porting request, and which had the effect of preventing the Subscriber from the making of outgoing voice calls using that number. A Losing Operator shall not reject any Porting Approval Request received in respect of a number unless the Subscriber's service related to the number to be ported was subject to a valid suspension prior to the Validation of the Porting Approval Request.

6.2.3 If the Porting Approval Request is rejected the Losing Operator shall indicate the results of each check that it has performed. Where a block of numbers is being ported and a refusal reason relates to a specific number then the Losing Operator shall indicate which number the refusal reason relates to. Failure of one number in a block will result in the entire porting transaction being rejected.

6.2.4 The Losing Operator may omit any checks that it wishes, however, all checks which the Losing Operator intends to carry out in respect of a transaction shall be performed and all refusal reasons shall be given in a single Porting Approval Response. For example, the Losing Operator shall not send a Porting Approval Response after it has encountered one reason for refusal but before it has completed all the checks.

6.2.5 Without prejudice to the generality of the foregoing the Losing Operator shall comply with the following:

6.2.5.1 The Losing Operator shall handle all Porting Approval Requests in the order in which they were received.

6.2.5.2 The Losing Operator shall check that the Subscriber is not already subject to suspension of any service for reasons unrelated to payment. If the Losing Operator refuses the port for such reasons it shall indicate the appropriate rejection code set out in Annex 4 in its Porting Approval Response.

6.2.5.3 The Losing Operator shall send a Porting Approval Response, either authorising or refusing the porting, to the Gaining Operator via the NPC by no later than Deadline 2 as defined in para 3.1.1 above set out in the Porting Approval Request.



- 6.2.6 If the NPC does not receive a Porting Approval Response by Deadline 2 as defined in para 3.1.1 above set out in the Porting Approval Request, the NPC should contact the Losing Operator and the Losing Operator should explain the reason to the NPC. The NPC may wait to receive a late Porting Approval Response from the Losing Operator or may advise the Gaining Operator who may terminate the process and start it again later if necessary.
- 6.2.7 If the Porting Approval Response is not sent by Deadline 2 as defined in para 3.1.1 above set out in the Porting Approval Request then it shall be sent as soon as possible thereafter. If the Porting Approval Response has not been sent to the NPC by Time Limit 2, then the porting transaction shall be aborted by the NPC.
- 6.2.8 The failure by any Operator to provide a response within the time specified in these FNP Business Rules shall be a breach of these rules, which will be logged by the NPC and reported to the Isle of Man Communications Commission.



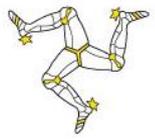
7 Activation by the Gaining Operator

7.2 Activation

- 7.2.7 If the porting has been approved by the Losing Operator, upon receipt of the Porting Approval Response from the NPC the Gaining Operator shall activate the ported number(s) on its network, and send the Porting Deactivation Request to the Losing Operator via the NPC.
- 7.2.8 Where a contiguous or non-contiguous set of numbers (including multiple blocks) is being ported using separate porting transactions for each number, the porting process applies separately to each transaction and so to each number for which porting is requested. Consequently, some numbers in the block may be ported while other numbers in the same block may not if they have been refused or failed the Validation or approval stages of the process.
- 7.2.9 Where a block of numbers is being ported as a single porting transaction, the porting shall continue only if no refusal reason has been given in the Porting Approval Response for any of the numbers included in the transaction. If a subset of the set of numbers to be ported has been refused then the porting shall not continue even for the numbers for which no refusal has been given. The Gaining Operator may request a separate new porting transaction for the numbers for which no refusal has been given.
- 7.2.10 If the Porting Approval Request has been refused, the Gaining Operator may consult the Subscriber to resolve the problem and may submit a new Porting Approval Request. After two refusals for the same number the Gaining Operator shall not submit further requests until it has resolved the problem with the Losing Operator.

7.3 Sending of the Porting Deactivation Request

- 7.3.7 Provided that the Porting Approval Response has been received by 5.00 PM on a Porting Day, the Gaining Operator shall activate the number on its network and send the Porting Deactivation Request by 5.00 PM on the second Porting Day after the Porting Day on which the Porting Approval Response was received. Where the Porting Approval Response is received on a day other than a Porting Day or after 5.00 PM on a Porting Day, the Recipient shall activate the number on its network and send the Porting Deactivation Request by 09.00AM on the following Porting Day ie on the third Porting Day after the Porting Day on which the Porting Approval Response was received.
- 7.3.8 If the Gaining Operator is unable to send the Porting Deactivation Request within the expected timescale, it may send the Porting Deactivation Request at any time up to Time Limit 3. If the Gaining Operator does not send the Porting Deactivation Request by Time Limit 3 then the NPC will abort the porting and the Gaining Operator shall deactivate the ported number. The Recipient may restart the porting process if appropriate.



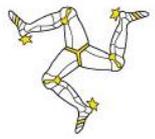
8 NPC Verification of Porting Deactivation Request

8.2 NPC Verification Checks

- 8.2.7 The NPC will perform the following checks on the Porting Deactivation Request message:
- 8.2.7.1 The number to be ported is the subject of a Porting Approval Request made by the same Gaining Operator and the Porting Deactivation Request has been sent within the correct time window;
 - 8.2.7.2 The number is not currently subject to a porting process (i.e. the instruction has been sent twice in error and already actioned) and;
 - 8.2.7.3 A Porting Deactivation Response has not already been sent.
- 8.2.8 If any of the checks in 8.1.1 above fail, the NPC shall send a NACK to the Gaining Operator with the relevant error code as set out in Annex 3.3. The Gaining Operator may resubmit the Porting Deactivation Request once it has addressed the reason for failure indicated by the NPC.

8.3 NPC Messaging

- 8.3.7 If the Porting Deactivation Request passes all of the checks in 8.1.1 above, the NPC shall:
- 8.3.7.1 send an email or SMS to the Subscriber at the nominated contact point to advise that the porting transaction will be completed successfully (Email 3);
 - 8.3.7.2 send an E164 Ported message to all other Operators; and
 - 8.3.7.3 forward the Porting Deactivation Request to the Losing Operator.
- 8.3.8 Following the sending of the messages set out in 8.2.1 above:
- i. Originating calls can then be made from the Gaining Operator Network;
 - ii. Calls originating on the Gaining Network will be received by the Subscriber on the Gaining Network;
 - iii. Calls originating from the Losing Network will be routed to the Subscriber on the Gaining Network; and,
 - iv. Calls from other Operators will be routed to the Subscriber on the Gaining Network.
- 8.3.9 The NPC can, [at the request of an Operator] send the E164 Ported message to a handling point at the Operator that is different from that used for other messages from the NPC.
- 8.3.10 Operators shall process E164 messages from the NPC and update their routing databases in real-time to ensure that routing traffic is not unnecessarily disrupted. Local routing databases and systems must be updated within two minutes of receiving each E164 message from the NPC. Batch or delayed processing of NPC E164 messages is not permitted.



9 Actions following a Porting Deactivation Request

9.2 Losing Operator Obligations

9.2.7 The following requirements apply on receipt of a Porting Deactivation Request.

9.1.1.1: The Losing Operator shall handle all Porting Deactivation Requests in the order in which they were received.

9.1.1.2 : The Losing Operator shall perform the following actions:

9.2.7.1 deactivate the number on its network;

9.2.7.2 close any mailboxes with the loss of any messages stored in them and any other services attached to the ported number and;

9.2.7.3 send a Porting Deactivation Response to the NPC.

9.2.8 The actions in 9.1.1 shall be completed by 5.00PM on the Porting Day immediately following the Porting Day on which the Porting Deactivation Request was received.

9.3 Updating of the NPC

9.3.7 Immediately upon receipt of a positive Porting Deactivation Response, the NPC shall:

9.3.7.1 update its records of the Operator that is serving the ported number and;

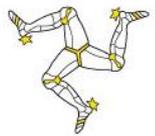
9.3.7.2 forward the Porting Deactivation Response to the Gaining Operator.

9.4 Gaining Operator's Obligations

9.4.7 On receiving a successful Porting Deactivation Response, no further action is needed by the Gaining Operator.

9.5 Actions by other Operators

9.5.7 Upon receiving an E164 Ported message, an Operator, other than the Losing Operator and the Gaining Operator, that is using "all call query" routing shall update its routing information in real-time and no later than two minutes from the time the E164 broadcast message was sent out by the NPC



10 Subsequent Porting of Ported Numbers

10.2 Porting back to the Range Holder

10.2.7 Where the Subscriber requests porting back to the Range Holder (i.e. where the Gaining Operator is the Range Holder), the porting procedure specified above shall apply with the following exceptions:

- a) The NPC shall remove the number from the list of ported numbers and;
- b) The Gaining Operator shall remove any direct routing applied to support previous porting of the number.
- c) All Operators shall update their local copies of the NPC used for routing or routing tables to ensure the correct routing code or approach is applied to route traffic directly to the number on the Gaining Network.

10.3 Subsequent Porting where neither Losing Operator nor Gaining Operator is the Range Holder

10.3.7 Where the Subscriber requests porting where neither the Losing Operator nor the Gaining Operator is the Range Holder, the porting procedure specified above shall apply, except that the number shall not be removed from the list of ported numbers.

10.4 Termination of Service of a Ported Number

10.4.7 Where a Subscriber terminates service after having ported their number away from the Range Holders' network, the Range Holder must be informed so that direct routing of calls can be ceased when the provision of service ceases on the ported number (and the number can eventually be returned to the Range Holder).

10.4.8 Upon termination the Gaining Operator shall send an E164 Terminated message to the NPC immediately. In the event of termination due to inactivity (e.g. of Pre-paid accounts or closure of the post-paid account) the E164 Terminated message shall be sent immediately after the Gaining Operator has completed a quarantine period of no more than six (6) months.

10.4.9 If, before sending the E164 Terminated message, the former Gaining Operator receives a request from the same Subscriber to re-activate the account and the number, then the Gaining Operator may re-activate it.

10.4.10 Thirty (30) days after receiving the E164 Terminated message, the NPC shall:

- 10.4.10.1 remove the number from the list of ported numbers; and,
- 10.4.10.2 send a copy of the E164 Terminated message to all Operators.



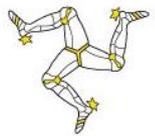
10.4.11 If, during the thirty (30) day period referred to in 10.3.4 above, the former Gaining Operator receives a request from the same Subscriber to re-activate the account and the number, then the Gaining Operator may reactivate the number, in which case it shall:

send an E164 Reactivate message to the NPC; and,

on receipt of the E164 Reactivate message the NPC shall remove the number from the queue of numbers being terminated.

10.4.12 An Operator shall not in any circumstances allocate a number that is not from a block of numbers allocated to it by Ofcom on behalf of the Isle of Man Communications Commission, i.e. they may not re-allocate a number that they have ported in by one Subscriber, to a different Subscriber.

10.4.13 On receipt of an E164 Terminated message, the Range Holder shall apply its normal quarantine rules before re-allocating the number.



11 Database logs and reporting of late responses

11.2 NPC Daily Publication of Late Porting Actions

11.2.7 At 6.00 PM on each Porting Day, the NPC will make available to each Operator involved as either Losing Operator or Gaining Operator, and to the Isle of Man Communications Commission, a list of the actions that have:

- 11.2.7.1 exceeded their time limits and remain active but incomplete; and
- 11.2.7.2 exceeded their time limits and have been aborted on that day.

11.2.8 In each case the data will include:

- 11.2.8.1 The porting reference number;
- 11.2.8.2 The number to be ported;
- 11.2.8.3 The code for the Gaining Operator;
- 11.2.8.4 The code for the Losing Operator;
- 11.2.8.5 Current state of porting if active or indication that the porting has been aborted and;
- 11.2.8.6 Date and time entered current state, failed a specified timer or when aborted.

12 Rules on Cooling-off, Emergency Repatriation, Reverse porting, and Win-back

12.2 Cooling-off

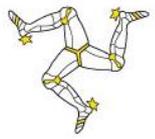
12.2.7 The cooling-off period gives the Subscriber a right to cancel a new contract to which it has ported its number and have the number returned to its previous Operator. It does not remove any otherwise existing obligation to pay for call charges, to pay early termination charges, or to return any equipment that is part of a service package.

12.2.8 Portings within sixty (60) calendar days of a previous porting will normally be refused unless cooling-off applies.

12.1.3 The Cooling-off period for fixed number portability in the Isle of Man is fourteen (14) calendar days, that is, a Subscriber shall be allowed to port back to the Losing Operator in their last porting transaction within fourteen (14) days of completion of that transaction.

12.1.4 Where a cooling-off transaction is permitted, the following procedures shall apply:

- a) The Subscriber should contact the current operator (former Gaining Operator) to



agree that they can leave under cooling-off. This will enable this operator to consider the cooling off request and confirm their approval for the cooling off request to be processed.

- b) If the Subscriber contacts the new Gaining Operator (former Losing Operator) first and informs that they wish to return to them under cooling-off, then the new Gaining Operator should advise the Subscriber to arrange cooling-off with the current operator (former Gaining Operator) before requesting porting.
- c) Following notification of approval for the transaction by the current operator (former Gaining Operator), the Subscriber should request a new account with the new Gaining Operator (former Losing Operator), whom they are re-joining, and initiate a new porting to transfer the number to them. This porting transaction is a normal porting transaction. The current operator (former Gaining Operator) should contact the new Recipient (former Losing Operator) to confirm that they have authorised cooling-off.
- d) The new Gaining Operator will submit a new Porting Approval Request to the NPC with the cooling off/ emergency repatriation indicator marked. The marking of the cooling off/ emergency repatriation indicator will signal to the NPC to proceed with performing the initial validation checks and subsequent submission of the validated porting approval request to the new Losing Operator (former Gaining Operator) without the need to match the Porting Approval Request with a corresponding customer IVR Validation call.

12.1.5 On receipt of the Porting Approval Request from the NPC with the cooling off/ emergency repatriation indicator marked, the Losing Operator will verify that it has agreed to the cooling off request and submit a positive Porting Approval Response to the NPC confirming that the cooling off reverse port can proceed.

12.1.6 Cooling-off does not oblige the former Losing Operator to take the Subscriber back; the Losing Operator may refuse.

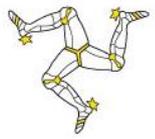
12.2 Emergency Repatriation

12.2.1 Where porting transactions are subsequently found to be fraudulent or inappropriate, then it is important that the numbers involved are repatriated or returned to the Losing Operator quickly.

12.2.2 In such cases, the Losing Operator will request that the Gaining Operator to provide sight of the porting and associated ID documentation in accordance with the Dispute Resolution provisions.

12.2.3 The Losing and Gaining Operators shall work in good faith to investigate reported incidents of fraudulent or inappropriate porting transactions and where agreement cannot be reached shall follow the Dispute Resolution provisions.

12.2.4 Where it is determined that a porting transaction is fraudulent or inappropriate, the number (s) shall be returned promptly to the Losing Operator using the process outlined in section 12.1 above.



12.2.5 Unlike Cooling-off, Emergency Repatriation is not time-bound and can be invoked at any time either a Subscriber or Losing Operator is able to demonstrate that a previous porting transaction was fraudulent or inappropriate.

12.2.6 For emergency repatriations, the Recipient Operator should communicate a repatriation indicator to the NPC.

12.3 Win-back

12.3.1 Win-back is where the Losing Operator initiates contact with a Subscriber who has either requested number portability, or who has already ported their number, where that contact has the intention or effect of encouraging that subscriber to remain with or return to the Losing Operator. This excludes contact made for the recovery of outstanding debts or balances from that subscriber. Win-back is prohibited for sixty (60) calendar days following porting.

12.4 Onward Porting Restriction

12.4.1 The NPC will reject requests to port back or to port to a third operator if the Porting Start Date is within sixty (60) calendar days of the last porting, unless the request is in accordance with 12.1 above (Cooling-off).

13 Management of Customer Complaints

13.1 General Responsibility

13.1.1 The NPC shall not be responsible for dealing with complaints from Customers (which comprise for the purpose of this clause any person who have been a Subscriber in respect of a porting transaction or who have made a request for porting as a Subscriber).

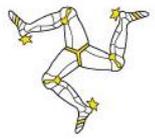
13.1.2 Each Operator shall set up and maintain a customer complaint unit with the responsibility of receiving, reviewing and resolving the complaints made by Customers in respect of the portability services provided.

13.1.3 Primary administrative responsibility for resolving a Customer complaint shall lie with the Gaining Operator. A Customer may lodge a complaint by placing a call to a designated helpdesk which is routed straight to the customer complaint unit of the Gaining Operator for due attention.

13.1.4 The Gaining Operator's customer complaint unit shall acknowledge a Customer's complaint within one day after it is received.

13.1.5 The Gaining Operator's customer complaint unit shall give a progress update to the Customer concerning efforts being made by it to address the problem reported by the Customer, on every Porting Day until the problem is resolved.

13.1.6 The Gaining Operator's customer complaint unit shall record the Customer's



complaints and take all necessary steps to ensure that the complaint or query is resolved within a maximum of five working days from the date the Customer originally makes the complaint.

- 13.1.7 The Gaining Operator's customer complaint unit shall keep records of all complaints made to it and the lessons learnt from these complaints shall be identified and serve as suggested points for the review of the code of practice.
- 13.1.8 The Gaining Operator and Losing Operator shall work positively and collaboratively to ensure that Customers complaints are investigated and resolved promptly and fairly.
- 13.1.9 Where Gaining Operator and Losing Operator are unable to agree on the actions to resolve a Customer's complaint or query within 5 working Days of the complaint being submitted, the Gaining Operator shall refer the complaints to the Isle of Man Communications Commission for resolution.
- 13.1.10 Complaints referred to the Isle of Man Communications Commission shall be resolved in accordance with the Isle of Man Communications Commission [Investigation and enforcement procedures guidelines 2009](#).



14 Dispute Resolution

14.1 Obligation to seek amicable Resolution

14.1.1 Any dispute arising between the Gaining Operator and the Losing Operator regarding number portability processing of individual Customer numbers or related to specific Non-Customer complaints; or any operator and the NPC Administrator shall in the first instance be resolved amicably between the concerned parties.

14.2 Dispute Resolution Process

14.2.1 The following shall apply to any dispute between Operators arising out of these FNP Business Rules or any aspect of fixed number portability:

- a) Disputes arising shall first be brought to the attention of the responsible section or department which deals with the day-to-day operation of number portability within the relevant Operators' organisations.
- b) Each Operator shall give all other Operators forthwith after issuance of these rules and maintain up to date, details of the responsible persons, by title or position, who can be contacted at the time of an unresolved dispute as the first point of escalation. Operators shall ensure that such person(s) has (have) access to all relevant information and details of any porting transaction.
- c) Each Operator shall give to all other Operators forthwith after issuance of these rules and maintain up to date, details of the hierarchy of people, by title or position, who can be contacted at the time of an unresolved dispute as subsequent and successive points of escalation. These people will have access to the relevant details of the issue.
- d) Where a specific porting transaction is questioned or disputed by either the Losing Operator, Subscriber or Isle of Man Communications Commission :
 - i. The Losing Operator has seven (7) working days from the date the porting transaction is transmitted to the Losing Operator by the NPC, to request sight of Gaining Operator's porting forms and associated ID for an individual porting request. The Losing Operator requesting sight of the Gaining Operator's porting forms and associated ID shall not delay or prevent the porting transaction from being completed within the timeframes specified by the Isle of Man Communications Commission and these rules. For the avoidance of doubt, the Losing Operator shall not delay the porting transaction and shall respond to the porting transaction in accordance to the agreed Number Portability Service timeframes and process. In the case, where a porting transaction is subsequently found to be inappropriate or fraudulent, the number will be returned to the Losing Operator using the cooling off/ emergency repatriation provisions detailed in section 12 of these rules.
 - ii. The Gaining Operator shall provide the requested porting forms and associated ID for a porting request within (2 Porting Days) of a request by a Losing Operator.



- iii. Requests and responses for porting documents shall be submitted by email to the relevant Operator's designated helpdesk.
- iv. Operators shall retain copies (either in paper or electronic formats) for a minimum period of 6 months from the date the porting transaction was initiated.
- e) Where a porting transaction is suspected to be fraudulent or suspicious, the Gaining Operator and Losing Operators shall work in good faith to investigate the transaction validity and agree the appropriate resolution actions within a maximum of 3 Porting Days from the provision of porting documents to the Losing Operator.
- f) Any dispute that cannot be resolved between the Losing Operator and Gaining Operator within five Porting Days, shall be presented to the Isle of Man Communications Commission for resolution in accordance with procedures to be determined by the Isle of Man Communications Commission.
- g) The Losing Operator and the Gaining Operator shall continue to manage and maintain the number portability porting processes and procedures in accordance with these rules notwithstanding any ongoing dispute relating to number portability. For the avoidance of doubt, this means that operators will continue to port customer numbers whilst a number portability dispute is being resolved.



15 NPC Data Synchronisation and Download

15.1 Obligation of Operators

15.1.1 Each Operator shall verify synchronisation of their local routing databases with the NPC on a weekly basis. It is recommended that Operators take a weekly download of the complete set of ported number information as described in the next paragraph and undertake a comparison to identify and correct any anomalies and errors.

15.1.2 An Operator may at any time download a complete set of ported number information from the NPC (the NPC will provide synchronisation files on a 6 hourly basis for all Porting Days) from the reports section or a from a defined ftp session. The CSV file maintained by the NPC (name = "<country><date in form yyyyymmdd>") contains all the ported numbers in the database together with the identity code of the Operator that serves each number. The CSV file is in the following format:

<Number in format eg 350200XX>,<identity code>,<date of end of last complete porting of the number>

The list is sequential based on the ported numbers.



16 Additional Wholesale Service Description for Fixed Line Migration

16.1 Scope of Fixed Line Migration

16.1.1 These rules and procedures are intended to ensure that the wholesale service process for Fixed Line Migrations works effectively, efficiently and reliably. These rules anticipate that Operators will implement their own internal procedures which will ensure compliance with the relevant Service Business Rules, and also with the Operators other internal business processes. Therefore, these rules mandate the processes between the Operators and the Subscriber only to the extent that certainty and conformity of those processes is essential to effective, efficient and reliable wholesale service transfer, and are complementary to the processes and requirements set out elsewhere in this document.

16.1.2 All Fixed Line Migrations occur between two Operators on the MT Wholesale network. Fixed Line Migration covers:

- WLR single line and associated services including voice and broadband.
- WLR POTS analogue PBX lines with hunting preferences.
- WLR ISDN 2.
- WLR ISDN 30.

16.2 Customer Requirement Forms (CRFs)

16.2.1 For Fixed Line Migration request involving transfers of more than one number, the Gaining Operator will also produce a CRF which will be submitted by the Gaining Operator to MT Wholesale. The CRFs will contain all necessary information about the migration which cannot be transmitted through the NPC system, and are therefore particularly important for larger and more complex orders (e.g. multi-line and those including hunting preferences).

16.2.2 CRFs will always be used for Fixed Line Migrations involving multi-line transfers, i.e.

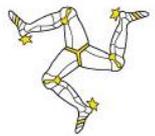
- WLR POTS analogue PBX lines with hunting preferences.
- WLR ISDN 2.
- WLR ISDN 30.

16.3 Process for Fixed Line Migrations

16.3.1 Many features of the Fixed Line Migrations Process are identical to the process for Fixed Number Portability. The major differences are:

- The requirement for a CRF to be submitted by the Gaining Operator to MT Wholesale, explained in 16.2 above.
- The necessity for MT Wholesale, as the provider of the wholesale network, on which retail services are provided, to process elements of the migration.

The process described in this Section has therefore been written “by exception” i.e. if



elements of the process are identical to the process for Fixed Number Portability, they are not described in this section, and only those elements which are different are covered.

16.3.1 The process for Fixed Line Migrations defined here will facilitate the transfer of all services provided on the line and associated with the 01624 number to be transferred, in-line with any applicable MT Wholesale service definition i.e. if a Subscriber has voice only service on their line, the transfer will apply to that service; if the Subscriber has voice and broadband, the transfer will apply to both services, where the Losing Operator currently provides both voice and broadband services. For avoidance of doubt, the process does not apply for Subscribers who wish to receive voice and broadband services from different Operators or wish to migrate only their broadband service between Operators. In the latter case, the Migration Authorisation Code (MAC) process should be followed.

16.4 Overview of the Fixed Line Migration Procedure

16.4.1 The porting process for FLM (Wholesale Line Rental) transfers shall comprise, and all Operators shall comply with, the following steps in respect of any transaction:

16.4.1.1 The Subscriber applies for a new account from the Gaining Operator.

16.4.1.2 The Subscriber is given information about transferring their line, their identity is checked, and all required information is collected.

16.4.1.3 The Gaining Operator confirms that service can be provided to the Subscriber through its wholesale arrangements with the Wholesale Operator. Additional credit and other checks may be performed at this stage according to the Gaining Operator's own procedures and processes.

16.4.1.4 The Subscriber signs the Porting Request Form.

16.4.1.5 The Gaining Operator sends a Porting Approval Request message to the NPC ensuring the onnet flag is checked, and the NPC carries out validation of the order through the steps set out in Section 3.3. above. Correct checking of the onnet flag is solely the responsibility of the Gaining Operator, and any charge for rework required because of incorrect checking of the onnet flag will be paid by the Gaining Operator. If applicable, the Gaining Operator will also include within the Notes field in the porting request, the relevant wholesale product identifier for the service to be provided to the ported number by the Wholesale Operator, and any customer requirements in relation to *services and directory listings. If the notes field is not completed, MT Wholesale will apply default settings to the line. Correct completion of the notes field is solely the responsibility of the Gaining Operator, and any charge for rework required because of incorrect information in the notes field will be paid by the Gaining Operator.

16.4.1.6 For porting requests involving 2 or more numbers, the Gaining Operator may exchange the completed CRF form with the Wholesale Operator by email once the Porting Approval Request has been validated by the NPC.



- 16.4.1.7 If the initial NPC checks are successful, the NPC sends an Initial Validation Response message to the Gaining Operator, and then an email or SMS to the Subscriber to confirm whether the initial Validation checks have been passed or not.
- 16.4.1.8 If the initial NPC validation checks are unsuccessful the NPC will send the Initial Validation Response including the relevant NACK reason code to the Gaining Operator, and the NPC will send an email or SMS to the Subscriber to advise that the porting request has been rejected and that the Subscriber should contact the Gaining Operator to discuss the reasons for the rejection. In such cases the porting procedure must be started from the beginning once the matter preventing successful porting has been resolved.
- 16.4.1.9 If the initial NPC checks are successful, the NPC sends an email or SMS to the subscriber advising their porting request is being processed and forwards the Porting Approval Request to the Losing Operator. The Losing Operator performs the porting approval checks and sends the Porting Approval Response to the NPC indicating whether or not the number can be ported. Where the Losing Operator rejects the port, it must include the relevant rejection code in the Porting Approval Response, including whether the number to be ported can be ported using the wholesale service.
- 16.4.1.10 Where the port has been rejected by the Losing Operator the NPC will send the Porting Approval Response including the relevant rejection reason code to the Gaining Operator, and an email or SMS to the Subscriber to advise that the porting request has been rejected and that the Subscriber should contact the Gaining Operator to discuss the reasons for the rejection. In such cases the porting procedure must be started from the beginning once the matter preventing successful porting has been resolved.
- 16.4.1.11 Where the port is accepted by the Losing Operator, the NPC will send the Porting Approval Response to the Gaining Operator and to the corresponding Wholesale Operator.
- 16.4.1.12 The Gaining Operator engages with the Wholesale Operator to arrange for the ported number to be migrated and retail billing to be activated for the ported number. The Wholesale Operator notifies the Gaining Operator when the number has been migrated to the Gaining Operator and the Gaining Operator sends the Porting Deactivation Request to the NPC. The NPC advises the subscriber that their number has been ported by sending an email to the nominated contact point, but the NPC does not send the E164 routing update broadcast message
- 16.4.1.13 The NPC then forwards the Porting Deactivation Request to the Losing Operator and to the Wholesale Operator.
- 16.4.1.14 The Losing Operator deactivates the ported number on its network and billing system and sends the Porting Deactivation Response to the NPC to confirm the porting request has been completed and can be closed.



16.5 Creation of a CRF for transfers of more than one 01624 number

- 16.5.1 When the Gaining Operator creates the Porting Approval Request for Fixed Line Migration which involves transfer of more than one line with associated 01624 number, it shall also create a CRF. When the Porting Approval Request is passed to the NPC (as in the process for Fixed Number Portability), the CRF is passed by the Gaining Operator to MT Wholesale.
- 16.5.2 Fixed Line Migrations requiring a CRF should proceed to completion on a date agreed between the Subscriber, the Gaining and Losing Operators, and MT Wholesale and set out in the CRF. The timeline and deadlines established in Paragraph 3.10 for Fixed Number Portability therefore do not apply to complex Fixed Line Migrations.

16.6 Interactions between MT Wholesale and the Losing Operator

- 16.6.1 When MT Wholesale receives the CRF from the Gaining Operator and the Porting Approval Request from the NPC, it shall match the CRF and Porting Approval Request for the same Fixed Line Migrations. .
- 16.6.2 MT Wholesale will validate both the CRF and Porting Approval Request and progress migration in-line with customer completion date identified on CRF.
- 16.6.3 When the Losing Operator receives a Porting Deactivation Request from the NPC, it shall cease billing for the service.
- 16.6.4 MT Wholesale will transfer WLR billing from the Losing Operator to the Gaining Operator. MT Wholesale will notify both parties upon completion.

16.7 Messages sent by NPC to subscriber for Fixed Line Migration

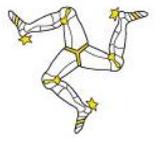
- 16.7.1 The messages sent to the Subscriber by the NPC in the Fixed Line Migration process are as follows (note that these may be amended as the PXS system is refined):

Message	Header	Text
Email/SMS-1	Transferring your phone and broadband service	Your request to transfer your telephone service to your new Operator was unsuccessful. Please contact your new operator for further details.
Email/SMS-2	Transferring your phone and broadband service	Your request to transfer your telephone service was successful, and is being processed.
Email/SMS-3	Transferring your phone and broadband service	Your telephone service will be transferred soon and will be activated on the network of your new operator.

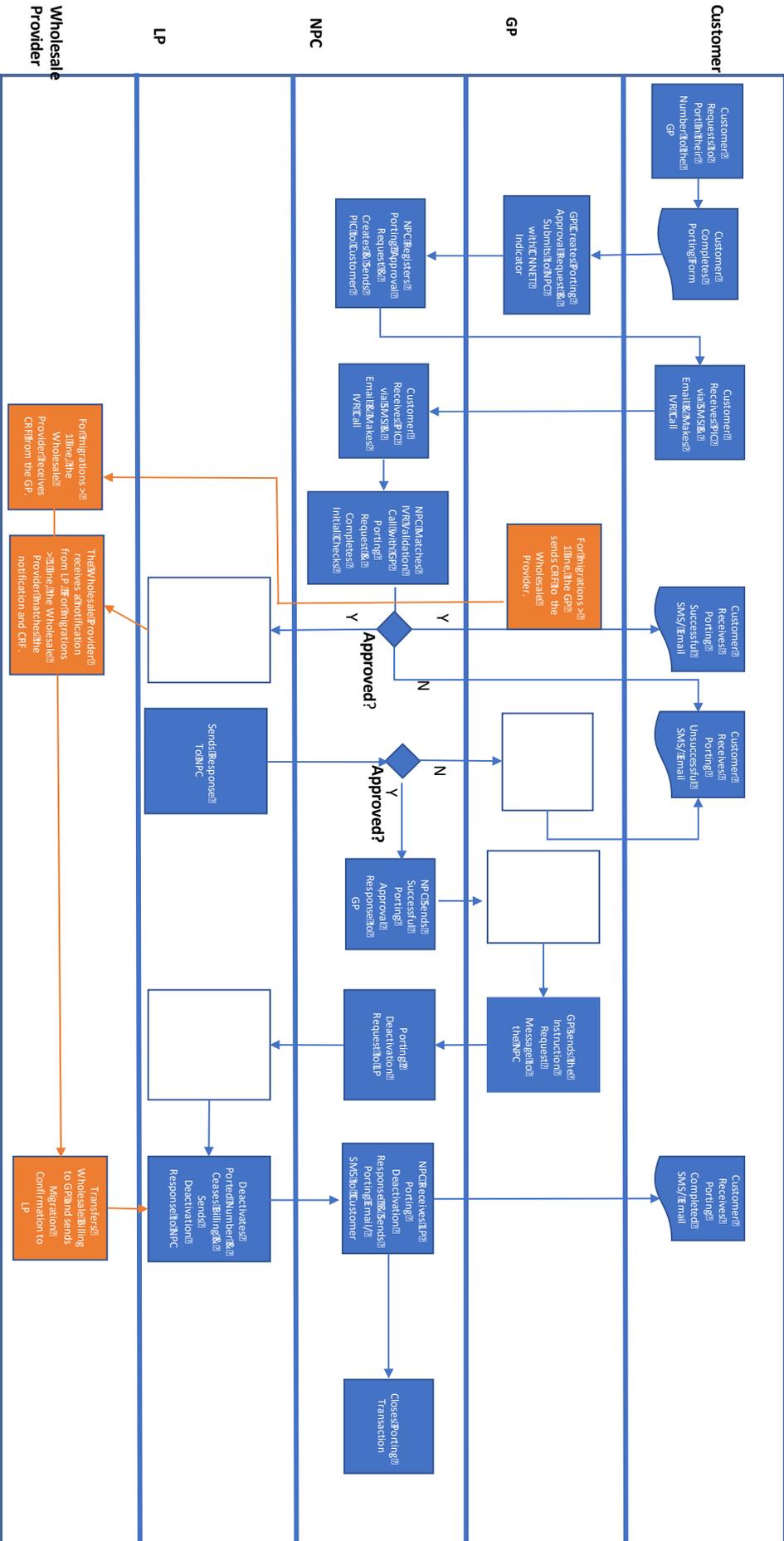


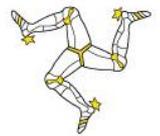
16.8 Process flow diagram

16.3.5.1 The end to end process for Fixed Line Migration is shown below.



Fixed Line Migration Transaction Process





Annex 1 – Porting and migration Form

Separate variants of this form to be used for **Fixed Number Portability** and **Fixed Line Migration**

Operator Logo

Fixed Number

Portability/Fixed Line

Migration Request Form

Number(s) to be ported				
	Porting ASAP			
Current operator				
Customer name				
Customer Address				
Contact Telephone				
Email				
Type of ID Inspected	Passport		Number:	
	Driver's license		Number:	

Customer Declaration

I declare that the information given is correct, that I am appointing **<name of Gaining Operator>** to port my number, and that:

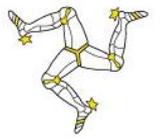
I am the current subscriber for the number to be ported.

I understand that all messages in the voice mailbox and any other ancillary/associated services of my existing operator will be lost.

Any configuration information from my existing account will not be transferred to the new account.

I wish to be a registered subscriber of **<name of Gaining Operator>**.

I understand that I may have to pay any early termination charges due to the Losing Operator.



I understand that I will have to pay the Losing Operator any subscriptions and call charges until the account is closed.

Signed [NAME OF SUBSCRIBER]



Order taken by:

I confirm that I have checked the customer ID	Name:
	Signature
Operator's reference number	



Annex 2 – List of Messages

- Porting Approval Request
- Initial Validation Response
- Porting Approval Response
- Porting Deactivation Request
- Porting Deactivation Response
- E164Ported
- E164Terminated
- E164Reactivate
- Timed Out
- NACK



The following applies only to multiple number (block) portings:

All reject reasons of each number that is being rejected shall be given as a string in the following format:

<number or range of numbers>=<list of reject reasons>;<number or range of numbers>=<list of reject reasons>; etc

An example is:

20012345=03;***12346-***12347=08+13;

This could be used where for example the range ***12340-***12349 is being ported and

- ***12340-***12349 are rejected as there are still auxiliary services still active on the number (08) and because credit limit for post-paid Subscriber has been exceeded (13)



Annex 3 – Response Codes

Annex 3.1 NPC Response Codes for use in the Initial Validation Response

- 00 - Request accepted
- 2 - Request rejected because the number to be ported is not a valid number for the Losing Operator's network (ie is not within their allocated number range or is not a ported number served by them.
- 3 - Request rejected because the number is already subject to a porting process
- 4 - Request rejected because confirmation not given that photographic identity information has been checked satisfactorily and recorded
- 5 - Porting too soon - Request rejected because the porting start date is 14-60 calendar days after the date of the last porting if the number is being ported back to the previous operator or less than 60 calendar days after the date of the last porting if the number is being ported on to a different operator;
- 6 - Request rejected because the number specified for the validation is not one of the numbers to be ported (XML only)
- 7 - Request rejected because there is no related Porting Approval Request made by the same Gaining Operator or the Porting Deactivation Request has not been sent within the correct time window
- 8 Request rejected because the number to be ported and/or the PIC submitted to the NPC via the IVR does not match the PIC assigned to the Subscriber.

Annex 3.2 Losing Operator Response Codes for use in the Porting Approval Response

- 00 - OK - Request accepted
- 31 - A/C Suspended – Request rejected because the account has been suspended at the request of the Subscriber
- 32 - A/C problem - Request rejected because in the case of a request for multiple number portings the numbers are not held under the same account. (used in multiple number portings only)



- 33 –Special - Request rejected because the Subscriber is already subject to suspension of any service for reasons unrelated to payment (used in single and multiple number portings)

Annex 3.3 Codes for use in NACKs

- 2 - Request rejected because the number to be ported is not a valid number for the Losing Operator's network (ie is not within their allocated number range or is not a ported number served by them.
- 3 - Request rejected because the number is already subject to a porting process
- 4 - Request rejected because confirmation not given that photographic identity information has been checked satisfactorily and recorded
- 5 - Porting too soon - Request rejected because the porting start date is 14-60 calendar days after the date of the last porting if the number is being ported back to the previous operator or less than 60 calendar days after the date of the last porting if the number is being ported on to a different operator;
- 6 - Request rejected because the number specified for the validation is not one of the numbers to be ported (XML only)
- 7 - Request rejected because there is no related Porting Approval Request made by the same Gaining Operator or the Porting Deactivation Request has not been sent within the correct time window
- 8 - Request rejected because the number has already been ported (ie the instruction has been sent twice in error and already actioned)
- 9 - Request rejected because a Porting Deactivation Response has already been sent
- 10 - Request rejected because in the case of porting multiple numbers the set of numbers does not match the set in the Porting Approval Request
- 11 - No cooling-off. Request rejected because the porting start date is less than equal to 14 calendar days after the date of the last porting and the porting has not been pre-agreed with the Losing Operator under cooling-off arrangements (used in single and multiple number portings)

Annex 3.4 Losing Operator Response Codes for use in Porting Deactivation Response

- 50 - Instruction completed



Annex 4 – Losing Operator Refusal to port due to Suspension for Reasons Unrelated to Payment

- If the Losing Operator refuses to approve the porting request because the Subscriber requesting porting is subject to suspension of any service for reasons unrelated to payment the Losing Operator shall, within 24 hours of refusing the port, send an email concerning the refusal to the Isle of Man Communications Commission.
- The email shall, at a minimum, (i) identify the Subscriber, (ii) specify when the porting request was received, (iii) specify when the porting request was refused, (iv) identify the requesting Gaining Operator, and (v) provide a detailed explanation of the reasons why the porting request was refused. The Losing Operator shall specifically identify any confidential information contained in the email that cannot be shared with the requesting Gaining Operator.
- Promptly upon receipt of such an email from the Losing Operator, the Isle of Man Communications Commission shall notify the requesting Gaining Operator. The requesting Gaining Operator may, within 24 hours, send a response concerning the matter to the Isle of Man Communications Commission. If sent, any such response shall be by email and shall provide reasons why the port should be allowed. The requesting Gaining Operator shall specifically identify any confidential information contained in the email that cannot be shared with the Losing Operator. The requesting Gaining Operator shall also notify the Subscriber in question that the porting request is under review by the Isle of Man Communications Commission.
- Within 48 hours after the response period for the requesting Gaining Operator has expired, the Isle of Man Communications Commission shall determine whether the porting request shall be refused or allowed. The Isle of Man Communications Commission's decision shall be in the form of an email to both the Losing Operator and the requesting Gaining Operator, setting forth the decision and the reasons thereof.
- Upon receipt of this determination both the Losing Operator and the requesting Gaining Operator shall comply with it.
- If the determination is that the Subscriber is entitled to port and the port should not be refused, then the Gaining Operator may re-submit the port and the Losing Operator shall not refuse it.



Annex 5 – Template letter of authorisation

Annex 5.1 Option A – For presentation by the Subscriber's Authorised Signatory

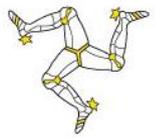
I am an authorised signatory for <organisation>.

I authorise;

- the opening of an account with <Gaining Operator>
- the porting of numbers currently allocated to us in accordance with the accompanying Porting Request Form signed by myself
- the closure of our account with <Losing Operator> for the numbers listed in the Porting Request Form

Signed

<Authorised signatory>



Annex 5.2 Option B – For presentation by a delegated authority

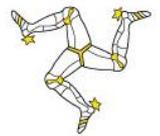
I am an authorised signatory for <organisation>.

I authorise;

- the opening of an account with <Gaining Operator>
- the porting of numbers currently allocated to us in accordance with the Porting Request Form signed by <delegated authority >
- the closure of our account with <Losing Operator> for the numbers listed in the Porting Request Form

Signed

(Authorised signatory)



Annex 6 – Operator Contact Information Template

Annex 6.1 Porting team member numbers

Manx Telecom

Name	Number	Email
Lisa Pugh	01624 636380	Lisa.pugh@manxtelecom.com
Fiona Cracknell	01624 636686	Fional.cracknell@manxtelecom.com
Callum Shepherd	01624 636028	Callum.shepherd@manxtelecom.com

Sure

Name	Number	Email
Service Delivery Team	01481 757 612	servicedelivery@sure.com

One of the team members will pick up any queries.

Wi-Manx

Name	Number	Email
Technical Support Team	01624 641188	support@wimanx.com

One of the team members will pick up any queries.

Annex 6.2 Escalation contacts

Manx Telecom

Name	Number	Email
Andrew Honour	01624 636621	Andrew.honour@manxtelecom.com
Joanne Roberts	01624 636280	Loanne.roberts@manxtelecom.com
Paul Adamson	01624 636115	Paul.Adamson@manxtelecom.com

Sure

Name	Number	Email
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Service Delivery Team	01481 757 612	servicedelivery@sure.com
Marc Lannoy-Trig	01534 753378	marc.lannoytrigg@sure.com
Joe Inder	01481 757474	joe.inder@sure.com

Wi-Manx

Name	Number	Email
Matt Kennedy	01624 641170	matt.kennedy@wimanx.com
Tim Cass	01624 641174	tim.cass@wimanx.com