

**COMMUNICATIONS
ALLIANCE LTD**



INDUSTRY CODE

C540:2023

LOCAL NUMBER PORTABILITY

Industry Code C540:2023 Local Number Portability

First published as ACIF C540:1999

Second edition as ACIF C540:2003

Third edition as ACIF C540:2005

Fourth edition as ACIF C540:2005

Fifth edition as ACIF C540:2006

Sixth edition as ACIF C540:2007

Seventh edition as C540:2013

In 2016 - Incorporating Variation No.1/2016

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

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EXPLANATORY STATEMENT

This is the Explanatory Statement for the **Local Number Portability** Industry Code C540:2023 (the Code).

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

Background

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

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

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

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

To support the requirement for industry to meet its obligation to provide portability for Telephone Numbers, industry met within Australian Communications Industry Forum (ACIF) to develop a Code and supporting guidelines for operations, IT specifications and a Network Plan. These have been in inter-operator operation since the launch of LNP in Australia. The 1997 Numbering Plan has since been replaced by the *Telecommunications Numbering Plan 2015* (the Numbering Plan), which sets out the current roles for LNP.

Previous Regulatory Arrangements

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

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

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

Why Previous Regulatory Arrangements were Inadequate

The 1999 LNP Code was published in an environment where:

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

What the Code Accomplishes

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

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

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

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

Two or more individual industry participants may still agree to different arrangements, provided that those arrangements meet the minimum level defined in the Code and the

ability of other industry participants to interwork with parties to those arrangements in accordance with minimum acceptable practices is not impacted.

How the Objectives are Achieved

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

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

Registration of the Code by the ACMA ensures that all telecommunications providers who fall within the established sections of the industry (as set out in section 109 and 110 of the Act) are bound by the Code, whether or not the providers have chosen to adopt it voluntarily through the Communications Alliance process. The LNP procedures and processes used will be uniform.

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

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

Processes and Procedures

Processes and procedures described in the Code include:

- the Porting of Telephone Numbers associated with both Simple Telephone Services (e.g., single line telephone services) and Complex Telephone Services associated with Portable Telephone Numbers. For the purposes of the Code there are three main processes:
 - (i) Cat. A Process (a process using an automated method within a standard timeframe typically used to Port Telephone Numbers associated with Simple Telephone Services);
 - (ii) Cat. C Process (a process which requires some manual processing, typically used to Port Complex Telephone Services);
 - (iii) Cat. D Process (a process using an automated method within a standard timeframe for services usually Ported by the Cat. A Process and which are on ULLS Call Diversion).
- Third Party Ports where the Donor Carrier is neither the Losing Carrier nor the Gaining Carrier.
- Retarget and Withdrawal of Ports.
- The ability to Retarget the date on which a Port is to occur a maximum of two times. Where the need for further Retargeting is required, it is assumed that the original Port process will be withdrawn or, in the case of Cat. A or Cat. D, be allowed to expire and a new Port process initiated.
- Reversal or Emergency Return in the event that problems are encountered after Porting has been implemented.
- The need for a Reversal or Emergency Return may arise for a variety of reasons. For example, fault conditions in the Gaining Carrier or CSP's network or the call redirection arrangements implemented in the Donor Carrier or CSP's network.
- Give Back and Quarantining of Telephone Numbers.
- Pre-Port Number Validation.
- Handling of disputes relating to Customer Authorisation (CA).

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

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

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

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

Benefits to Consumers

The Code provides benefits to consumers that are derived from the implementation of industry-wide refined LNP processes. These refined processes are certain in their operation, as well as being cost effective and efficient. In addition, these processes have the effect of minimising Porting times and lost calls and ensure that the existing porting framework remains fit for purpose and Customer centric in transition to an IP environment.

Consumers will benefit from the changes made in this version of the Code by the introduction of service metrics designed to reduce the overall porting times for Cat A and Cat C Ports.

Changes to the Quarantine and Give Back processes will also assist CSPs in circumstances where the re-Issue of a Number may be required. This in turn will benefit Consumers who find themselves in a scenario where they need to make these requests to their Gaining C/CSP.

Benefits to Industry

The Code provides benefits to the industry by:

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

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

Cost to Industry

There are costs associated with the establishment and maintenance of the support systems and operational arrangements that are needed to implement the Code for new LNP participants. However, these costs are expected to be outweighed by the benefits that are derived from the implementation of standard industry LNP arrangements. The 2023 Code revision will place additional cost burdens upon existing LNP participants due to changes in quarantine / give back processes and additional reporting requirements. These costs will be incurred via IT development, system upgrades and resource training.

Other Public Interest Benefits and Considerations

It should be noted that the Code contains some provisions relating to call routing Porting information. In particular, Network Providers who directly route calls to Ported Telephone Numbers have obligations to ensure the correct routing of calls. The provisions in the Code are intended to enable the correct routing of telecommunications traffic. It is

anticipated that these provisions will be supplemented by other bilateral, or industry agreed arrangements.

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

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

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

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

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

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

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

2005 Revision

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

This version of the Code was also changed to ensure consistency with the 1997 Numbering Plan.

2006 Revision

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

2007 Revision

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

2013 Revision

The Code was updated in 2013 to:

- remove Cat. B processes due to lack of industry utilisation;
- remove all references to specific sections of the Numbering Plan to accommodate future changes to that document;

- refer to rather than duplicate existing arrangements as set out in other regulatory instruments such as the TCP Code and Numbering Plan obligations;
- clearly allocate responsibilities against Carriers and CSPs;
- mandate the use of the Service Account Number as the means of port validation, replacing previous Wholesale Account Number requirement;
- introduce standardised PNV processes; and
- support transitional arrangements in preparation for an IP environment whilst ensuring that the existing porting framework remains fit for purpose and Customer centric.

2015 Variation

In 2015 the following variations were made to the Code (which was registered in February 2016):

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

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

2016 Variation

During discussions in the Fixed Line Action Group (FLAG) at Communications Alliance from mid-2015, it was noted that the 2013 Code Revision did not deliver the substantial reduction in mismatched Service Account and Telephone Number rejects as was expected.

After a lengthy trial by Telstra and Optus of over 100,000 ported numbers where an account number was either not validated or not rejected when mismatched with a telephone number, it was established that no reversals associated with account number validation resulted. Conversely, the benefits in avoiding rework, reducing cycle time and improving the customer experience were substantial.

In 2016 the following revisions were made to the Code:

- Remove the need for Wholesale Service Providers to participate in Service Account Validation; and
- Remove the requirement to Reject where Service Account Number is not associated with the telephone number(s).

Service Account is to remain as a mandatory field, and a standard validation (except where associated with a Wholesale Service Provider), but any mismatches are not to be rejected. This will minimise any IT and process changes required.

2023 Revision

In 2023 the following revisions were made to the Code:

- Inclusion of service metrics for Cat A and Cat C Ports;
- Reduced porting times for Cat A Ports;
- Simplification of processes and reduction of Porting time for Cat C Ports;
- Changed arrangements to Quarantine Disconnected Ported Telephone Numbers so that the Gaining C/CSP holds the Ported Telephone Number, and the Give Back occurs at the end of the relevant Quarantine period.
- PLNR obligations added to the Code and removed from the Guideline.
- Response Codes cross referenced from Guideline
- All time values in transactions are to be specified in Standard Time (Australian Eastern Standard Time or Australian Eastern Daylight-Saving Time if any eastern seaboard State has introduced Daylight Saving Time, at that time); and
- Updates in various clauses to clarify the party to which obligations apply.

Alexander R. Osborne

Chair

Local Number Portability Working Committee

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INTRODUCTION

1.1 Introduction

- 1.1.1 Section 112 of the *Telecommunications Act 1997* (Cth) (the Act) sets out the intention of the Commonwealth Parliament that bodies and associations in the telecommunications industry develop codes relating to the telecommunications activities of those bodies.
- 1.1.2 The development of the Code has been facilitated by Communications Alliance through a Working Committee comprised of representatives from the telecommunications industry and Government regulatory agencies.
- 1.1.3 The Code should be read in the context of other relevant Codes and Guidelines, including:
- (a) Telecommunications Consumer Protections Code (C628);
 - (b) Number Management – Use of Numbers by Customers Code (C566);
 - (c) LNP IT Specifications and Operations Manual Part 1 – General, Give Back and Ported Local Number Register Processing Guideline (G602.1);
 - (d) LNP IT Specifications and Operations Manual Part 2 – Category A Processing Guideline (G602.2);
 - (e) LNP IT Specifications and Operations Manual Part 4 – Category C Processing Guideline (G602.4);
 - (f) LNP IT Test Strategy Guideline (G603);
 - (g) NBN Access Transfer Code (C647);
 - (h) Integrated Public Number Database (IPND) Code (C555); and
 - (i) Customer Authorisation Guideline (G651).
- 1.1.4 The Code should be read in conjunction with related legislation, including:
- (a) the Act;
 - (b) the *Telecommunications Numbering Plan 2015* (Cth);
 - (c) the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (Cth); and
 - (d) the *Privacy Act 1988* (Cth).
- 1.1.5 If there is a conflict between the requirements of the Code and any requirements imposed on a Carrier or CSP by statute, the Carrier or CSP will not be in breach of the Code by complying with the requirements of the statute.
- 1.1.6 Statements in boxed text are a guide to interpretation only and not binding as Code rules.

1.2 Registration with the ACMA

- 1.2.1 The Code is to be registered with the Australian Communications and Media Authority (ACMA) pursuant to section 117 of the Act.

1.3 Scope

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

NOTE: C/CSPs are expected to make their own arrangements to facilitate seamless and prompt intra-carrier Porting of Telephone Numbers between C/CSPs.

C/CSPs should refer to Telecommunications Consumer Protections Code (C628) for information relating to changing suppliers.

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

- (a) Carriers; and
- (b) Carriage Service Providers.

- 1.3.3 The Code deals with the telecommunications activities of Carriers and CSPs (together, "Suppliers"), as defined in section 109 of the Act, including the following:

- (a) carrying on business as a Carrier; or
- (b) carrying on business as a Carriage Service Provider.

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

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

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

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

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

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

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

- (a) Gaining AS submits TULL request to AP (with cutover date/time just after planned Cat. A Port of the Telephone Number),
- (b) AP acknowledges and confirms TULL request,
- (c) Gaining Carrier submits Cat. A Simple Notification Advice (SNA) to Losing Carrier and Transfer Simple Notification Advice (TSNA)* to Donor Carrier,
- (d) Losing Carrier confirms Cat. A SNA and Donor Carrier confirms TSNA*,
- (e) Gaining Carrier submits Transfer Electronic Cutover Advice (TECA)* to Donor Carrier,
- (f) Donor Carrier implements TECA* and sends TSNA* Completion Notification to Gaining Carrier
- (g) Gaining Carrier and CSP activates their own Call Diversion for that Telephone Number,
- (h) Gaining Carrier submits Cat.A Electronic Cutover Advice (ECA) to Losing Carrier,
- (i) Losing Carrier confirms Cat.A ECA,
- (j) Losing Carrier activates the Telephone Number port and issues electronic Completion Advice to the Gaining Carrier,
- (k) AP cutover ULL at specified date/time and issues confirmation to AS,
- (l) AS removes Call Diversion.

The above process assumes the gaining party will manage any errors, rejections, retargets, withdrawals or expiries where these occur, and will have to modify the TULL and Telephone Number porting schedules accordingly. This close co-ordination and monitoring is required and needs to be managed by the Gaining AS (who is also the Gaining Carrier).
* TSNA/TECA steps only required where the Losing Carrier is not the Donor Carrier.

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

1.4 Objectives

1.4.1 The objectives of the Code are:

- (a) to put in place operational arrangements which enable a Customer to retain and use the same Telephone Number when changing CSP where that CSP uses another Carrier network even though the relevant number range will still be allocated to the Donor Carrier;
- (b) to set out competitively neutral processes by which Carriers and CSPs may exchange information with each other in

accordance with the requirements of Part 13 of the Act and the *Privacy Act 1988* (Cth); and

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

1.5 Commencement Date

- 1.5.1 Except as provided in this clause 1.5, this Code will commence on the day of registration with the ACMA.
- 1.5.2 The obligations under clause 6.1.2 will commence at the same time as clause 7.2.2 in industry Code C566 Number Management – Use of Numbers by Customers, within 12 months from the day of registration.
- 1.5.3 The capability to meet service metrics under clauses 3.6.2, 3.6.6 and 3.6.7 will be completed 6 months from the date of registration and obligations under clause 3.6.8 for clauses 3.6.2, 3.6.6 and 3.6.7 will commence from that time.

1.6 Code Review

The Code will be reviewed 18 months after the date of registration and every 5 years subsequently, or earlier in the event of significant developments that impact on the Code or a chapter within the Code.

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

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

- (a) receiving;
- (b) investigating;
- (c) facilitating the resolution of;
- (d) making determinations in relation to;
- (e) giving directions in relation to; and
- (f) reporting on

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

2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

2.1 Acronyms

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

ACMA

means Australian Communications and Media Authority.

AP

means Access Provider

AS

means Access Seeker

ASD

means Access Service Deliverer

CA

means Customer Authorisation

Cat. A Process

means Category A Process

Cat. C Process

means Category C Process

Cat. D Process

means Category D Process

CCA

means Complex Cutover Advice

CNA

means Complex Notification Advice

C/CSP

means Carrier/Carriage Service Provider

ECA

Electronic Cutover Advice

LNP

means Local Number Portability

OASD

means Originating Access Service Deliverer

PABX

means Public Automatic Branch Exchange

PNO

means Porting Notification Order

PNV

means Pre-Port Number Validation

PSS

means Portability Service Supplier

SNA

means Simple Notification Advice

TCCA

means Transfer Complex Cutover Advice

TCNA

means Transfer Complex Notification Advice

TECA

means Transfer Electronic Cutover Advice

TSNA

means Transfer Simple Notification Advice

TULL

means ULLS Transfer

ULLS

means Unconditioned Local Loop Service

2.2 Definitions

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

Access Provider

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

Access Seeker

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

Access Service Deliverer

means the Carrier to whose network the Telephone Number is directly connected.

Act

means the *Telecommunications Act 1997* (Cth).

Bilateral Agreement

means any agreement between two parties.

Business Day

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

Carriage Service

has the same meaning as in the Act.

Carriage Service Provider

has the meaning given by section 87 of the Act.

Carrier

has the meaning given by section 7 of the Act.

Category A Process

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

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

Category C Process

means the process to Port Telephone Numbers that require manual processing coordination. This is the default process for Telephone Numbers associated with Complex Telephone Services.

Category D Process

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

Commencement Time

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

Completion Advice

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

Complex Cutover Advice

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

Complex Notification Advice

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

Complex Telephone Service

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

Confirmation Advice

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

Customer

means a person to whom a Telephone Number is Issued.

Customer Access Module

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

Customer Authorisation

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

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

Cutover Date

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

Cutover Time

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

Disconnection

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

Donor Carrier or Donor CSP

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

Donor Transit Routing

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

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

Electronic Cutover Advice

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

Emergency Retarget

means the change of a Cutover Date and Commencement Time on the day of the proposed Cutover as per clauses 4.4.50 to 4.4.55.

Emergency Retarget Authorisation

means the authorised agreement between the Gaining C/CSP and the Losing C/CSP to implement an Emergency Retarget if required.

Emergency Return

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

Emergency Return Authorisation

means the prior agreement authorised by the Customer and agreed between the Gaining C/CSP and the Losing C/CSP to implement an Emergency Return if required.

Emergency Return Request Period

means the period of time to restore service to Telephone Numbers associated with Ports using the Cat. C Process in accordance with clause 4.4.59

Expiry Notification

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

Fault Centre

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

Final Cutover Notification Interface

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

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

Gaining Access Seeker

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

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

Gaining Carrier

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

Gaining C/CSP

means the Carrier or CSP to which a Telephone Number has been or is to be Ported. Used in cases where the Gaining party could be the Gaining Carrier or could also be the Gaining CSP.

Gaining CSP

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

Give Back

means the return of a Ported Telephone Number from a Gaining Carrier to the Donor Carrier in accordance with clauses 7.6.1 to 7.6.3. Given Back has a corresponding meaning.

Give Back Notification

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

Issued (number)

means the action of the CSP that in agreeing to supply a Listed Carriage Service to the Customer provides the Customer with a Telephone Number as set out in Industry Code C566 – Number Management Use of Numbers by Customers.

Listed Carriage Service

has the meaning given by section 16 of the Act.

Local Number Portability

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

Local Service

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

Losing Access Seeker

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

Losing Carrier

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

Losing C/CSP

means the Carrier or CSP from which a Telephone Number has been or is to be Ported. Used in cases where the Losing party could be the Losing Carrier or could also be the Losing CSP.

Losing CSP

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

National Public Holiday

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

Network Provider

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

Numbering Plan

means the *Telecommunications Numbering Plan 2015*.

Originating Access Service Deliverer

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

Pending Disconnection

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

Port

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

Portability Service Supplier

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

Ported Local Number Register

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

Ported Telephone Number

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

Porting Inquiry Period

means the period commencing:

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

Porting Notification Advice

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

Porting Notification Order

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

- (a) CCAs;
- (b) CNAs;
- (c) Confirmation Advices;
- (d) Expiry Notifications;
- (e) Give Back Notifications;
- (f) Receipt Advices;
- (g) Reject Advices;
- (h) Retargets;
- (i) SNAs;

- (j) TSNAs;
- (k) TCNAs;
- (l) TCCAs; and
- (m) Withdrawals.

Porting Request

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

Pre-Port Number Validation

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

Pre-selection

is outlined in Part 17 of the Act.

Prime Service Deliverer

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

Provisioning Centre (of a Carrier and/or CSP)

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

Quarantine

means the status of a Ported Telephone Number which has been Disconnected and is held by the Gaining C/CSP prior to being Given Back to the Donor Carrier.

NOTE: For further details on the period of Quarantine and situations that enable a Telephone Number to be removed from Quarantine to be Issued in conjunction with supply of a Listed Carriage Service refer to industry code C566 Number Management – Use of Numbers by Customers.

Receipt Advice

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

Receipt Time

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

Reject Advice

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

Resale

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

Retarget

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

Reversal

means the reinstatement of a Customer's service with the Losing CSP during the Reversal Period in accordance with clauses 4.2.30 to 4.2.33 for Telephone Numbers Ported using the Cat. A Process or clauses 4.5.31 to 4.5.35 for Telephone Numbers Ported using the Cat. D Process. Reversals are not permitted for the Cat. C Process. Reverse has a corresponding meaning.

Reversal Period

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

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

The Reversal Period also applies to a Transfer Reversal.

Rights of Use Holder

has the same meaning as defined in industry code C566 Number Management – Use of Numbers by Customers.

Service Account Number

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

Service Information

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

Simple Notification Advice

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

Simple Telephone Service

means a Local Service which has a one-to-one relationship between the Telephone Number and the relevant Listed Carriage Service.

Standard Hours of Operation

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

Standard Porting

means the Porting process where the Port is between two C/CSPs, one of which is the Donor C/CSP.

Standard Telephone Service

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

Standard Time

means:

- (a) Australian Eastern Standard Time (GMT plus 10 hours); or
- (b) Australian Eastern Daylight-Saving Time (GMT plus 11 hours) if any eastern seaboard State has introduced Daylight Saving Time, at that time.

Telephone Number

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

Third Party Porting

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

Transfer

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

Transfer Complex Cutover Advice

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

Transfer Complex Notification Advice

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

Transfer Electronic Cutover Advice

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

Transfer Reversal

means the activities by the Donor Carrier and Gaining Carrier in a Third-Party Port to restore the call routing back to the Losing Carrier's network. Transfer Reversals are implemented in accordance with clause 5.2.22.

Transfer Simple Notification Advice

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

Transit Service Deliverer

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

ULLS Call Diversion

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

ULLS Transfer

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

Unconditioned Local Loop Service

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

Withdrawal

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

2.3 Interpretations

In the Code unless the contrary appears:

- (a) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (b) words in the singular include the plural and vice versa;
- (c) words importing persons include a body whether corporate, politic or otherwise;
- (d) a reference to a person includes a reference to the person's executor, administrator, successor, officer, employee, volunteer, agent and/or subcontractor (including, but not limited to, persons taking by novation) and assigns;
- (e) if a period of time is specified and dates from a given day or the day of an act or event, it is to be calculated exclusive of that day; and
- (f) a reference to a day is to be interpreted as the period of time commencing at midnight and ending 24 hours later.

3 GENERAL

3.1 Non-discrimination

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

3.2 Privacy and Use of Information

- 3.2.1 A C/CSP who receives any type of information as described in the Code must use this information only in accordance with Part 13 of the Act and the *Privacy Act 1988 (Cth)*.
- 3.2.2 Where there is any inconsistency between the Code and Part 13 of the Act or the *Privacy Act 1988 (Cth)*, Part 13 or the *Privacy Act 1988 (Cth)* prevails.
- 3.2.3 Information provided for the purposes of LNP must only be used in accordance with the following:
- (a) Port transactions are provided between CSPs and their Carriers for the purposes of LNP and must only be used for Porting, the routing of calls or in association with the delivery of carriage services, for customer and network fault management and complaint handling, but must not be used for any other purposes. Any other purposes includes marketing purposes.
 - (b) The contents of the Ported Local Number Register are provided for the purposes of LNP and must only be used by Network Providers for activities associated with complaint handling, the routing of calls and for customer and network fault management or to assist in the identification of ASDs for Pre-selection and Resale to minimise the number of rejects, but must not be used for any other purposes. Any other purposes includes marketing purposes.

3.3 Categorisation of Ports

- 3.3.1 The Gaining C/CSP must initially nominate a category to be used to Port a Telephone Number.
- 3.3.2 Where a Customer Ports Simple Telephone Services that are associated with a particular Losing CSP's customer group for that Customer, the Cat. C process must be used as a default, unless otherwise agreed in Bilateral Agreements.

NOTE: For the avoidance of doubt, a customer group is considered to be a group of numbers with similar characteristics where the Losing CSP provides PABX functionality using exchange facilities.

- 3.3.3 Subject to clause 3.3.2, a Losing Carrier must not reject an SNA for a Telephone Number associated with a Simple Telephone Service on the basis that it is a Complex Telephone Service.

NOTE: The default process for Porting a Simple Telephone Service is the Cat. A Process, however, the Gaining CSP may alternatively use the Cat. C Process for a Telephone Number associated with a Simple Telephone Service.

- 3.3.4 A Port associated with a Simple Telephone Service, or a Telephone Number associated with a Simple Telephone Service must be Ported by the Losing Carrier using the Cat. A Process if;
- (a) it is submitted as an SNA by the Gaining Carrier; and
 - (b) it meets all validation requirements in the Code, particularly clause 4.2.4; and
 - (c) the Gaining Carrier submits a valid ECA.
- 3.3.5 The Gaining C/CSP must use the Cat. C Process for Ports associated with a Complex Telephone Service.
- 3.3.6 The Gaining C/CSP must assume the coordinating role for any manual processes required to facilitate a Port using the Cat. C Process.
- 3.3.7 The Losing Carrier must provide all reasonable assistance to ensure that a Port using the Cat. C Process is implemented efficiently and in accordance with any agreed schedule of work.

3.4 Provision of Service Information

- 3.4.1 The Gaining CSP must ensure it has a valid CA from a Customer before seeking Service Information.
- 3.4.2 The Losing C/CSP must provide the Service Information to the Gaining CSP, in response to a request from the Gaining CSP that is required to facilitate a successful Port.

NOTES:1. This ensures that the end user's legitimate wishes, as expressed to the Gaining C/CSP, are complied with in an efficient and timely manner.

2. The Losing C/CSP does not need to take any action to disconnect a Customer's Telephone Number(s).

3.5 General Requirements

The Code describes processes between a Gaining C/CSP and a Losing C/CSP to move a:

- o single Telephone Number from one Carrier Network to another via the Category A process, or
- o single or batch of Telephone Numbers from one Carrier network to another via a Category C process, or
- o single Telephone Number subject associated with an Unconditioned Local Loop Service from one Carrier to another via a Category D process.

The Code describes the entities involved in the Port process as C/CSPs. The C/CSP may be either the CSP that has the relationship with the Customer, or the entity involved in the Port may be either the CSP's Carrier who provide the network and Porting capability on behalf of the CSP, or a portability service supplier who may act on behalf of the CSP, the carrier, or both.

- 3.5.1 All parties who have obligations under the Code must use their best endeavours to ensure the availability and performance of their systems are such that they can meet their requirements under the Code.

- 3.5.2 All C/CSPs must ensure that there is sufficient transmission, switching and processing capabilities in place to support Porting activity.
- 3.5.3 If a Losing C/CSP, Donor Carrier or Gaining C/CSP identifies that their ability to provide LNP becomes restricted due to constraints which could not be reasonably foreseen on transmission, switching or processing capacity (including system outages), the identifying C/CSP must notify other relevant LNP participants and set out what measures are or have been taken to mitigate the problem and give an estimated time for the rectification of the problem.
- 3.5.4 After implementation of the Port by the Losing C/CSP, C/CSPs must route all calls to that Telephone Number to the Gaining Carrier's network.
- 3.5.5 Bearing in mind the routing requirements of the Numbering Plan, the Gaining C/ CSP must terminate the calls described in clause 3.5.4 to provide "any-to-any connectivity" and in such a way that the caller does not mistake call termination as a fault.

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

- 3.5.6 The Code takes an 'all or nothing' approach with the Porting of multiple Telephone Numbers associated with the Losing C/CSP's products and all Telephone Numbers in the associated product must be submitted by the Gaining C/CSP in the same complex Port.

NOTE: for example, if there are 20 Telephone Numbers associated with a single Hunt Group then all 20 Telephone Numbers are required to be submitted in the same complex batch.

- 3.5.7 Where technically possible, CSPs must offer Customers the option to disassociate multiple Telephone Numbers either before or after but not during the Porting process, with the exception of pre-arranged orders as referred to in clause 3.5.9.
- 3.5.8 The Gaining CSP must advise the Customer that any changes to its service may impact Porting.
- 3.5.9 Where there is activity pending, or in progress, associated with the Telephone Numbers in an SNA or CNA (with the exception of pre-arranged service orders) already in place when the SNA or CNA is received and the completion of those service orders will impact on the Port process, the SNA or CNA must be rejected by the Losing C/CSP.

NOTES:1. An example of an activity that will impact on the Port process is where a current Simple Telephone Service is to be included in an existing line hunt group which will result in the Telephone Number being part of a Complex batch for Porting purposes.

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

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

- 3.5.10 Once the SNA or CNA has been confirmed by the Losing C/CSP, the Losing C/CSP must not initiate any activity associated with the Telephone Numbers in the SNA or CNA, including Customer or CSP initiated changes that impact on the Port process.
- 3.5.11 The Losing Carrier must action the first SNA or CNA that has successfully passed through the file and record format validations of the Losing Carrier's Porting system.
- 3.5.12 Any subsequent SNA or CNA, following clause 3.5.10, on the same Telephone Number received during the period the first Porting Notification Advice is in force must be rejected by the Losing C/CSP.

NOTES: 1. For those transactions sent via the Final Cutover Notification Interfaces, Confirmation Advices are normally sent during the Standard Hours of Operation, however for those which respond to information received towards the end of Standard Hours of Operation, Confirmation or Reject Advices may be sent outside Standard Hours of Operation.

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

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

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

NOTE: The Porting implementation process shall be considered to be successfully completed when the Losing C/CSP and the Donor Carrier has or have:

- (i) implemented Porting or Transfer (as appropriate) in accordance with the Code;*
- (ii) reached the end of the Reversal Period (where appropriate) without a Reversal request being received; and*
- (iii) reached the end of the Emergency Return Request Period (where appropriate) without an Emergency Return request being received.*

- 3.5.14 The Losing C/CSP must deactivate any voice service it provides on the local number/s upon the completion of a successful port cutover.

NOTE: The LNP Process may not automatically cancel any voice service (for example a service provided over the NBN). Where

cancellation is required the Losing CSP will need to coordinate these tasks separately.

3.6 Service Metrics

For Standard Porting, the key service metrics are set out below.

Cat. A

3.6.1 For the Cat. A Process the Losing C/CSP must:

- (a) validate and either confirm or reject the SNA within the following timeframe:
 - i. 99% within one Business Day of the receipt of the SNA.
- (b) activate a Port when a valid ECA is received during Standard Hours of Operation in accordance with the following targets:
 - i. at least 90% activated within 30 minutes of receipt of the valid ECA by the Losing Carrier; and
 - ii. at least 99% activated within two hours of receipt of the valid ECA by the Losing Carrier.

3.6.2 For the Cat. A Process, following receipt of a SNA Confirmation and where infrastructure exists, the Gaining C/CSP must send the Losing C/CSP an ECA within the following timeframes:

- i. 80% within 8 Business Days;
- ii. 90% within 10 Business Days; and
- iii. 98% within 15 Business Days

excluding Cat.A Ports where the Customer;

- i. requested a date greater than the 15 Business Days; or
- ii. there are external matters outside of the control of the Gaining C/CSP (e.g., an End User delay in installing a modem).

NOTE: Most Porting occurs on infrastructure which already exists.

Cat. C

3.6.3 For the Cat. C Process the Losing C/CSP must:

- (a) validate and either confirm or reject the CNA within the following timeframes:
 - i. 90% within three Business Days of the receipt of the CNA; and
 - ii. 99% within five Business Days of the receipt of the CNA.
- (b) provide a cutover appointment date during Standard Hours of Operation in accordance with the following targets:
 - i. at least 85% of Gaining C/CSPs booking requests on the nominated Cutover Date.

NOTE: The minimum lead time for a booking request is 5 Business Days.

3.6.4 For the Cat. C Process, following a confirmed booking request, the Gaining C/CSP must send the Losing C/CSP a CCA within the following timeframe:

- i. 99% within 2 Business Days prior to the Cutover Date.

NOTE: Cat. C Port cutovers for consumer / SME Customers will generally occur in less than 20 Business Days or on the Customers requested Cutover Date.

3.6.5 Where a PNV is submitted by the Gaining C/CSP to a Losing C/CSP, the Losing C/CSP must respond to:

- i. 90% within 3 Business Days; and
- ii. 99% within 5 Business Days.

3.6.6 For the Cat. C Process, following receipt of a CNA Confirmation Advice, and where infrastructure exists, the Gaining C/CSP must complete the Port within the following timeframes:

- i. 80% within 15 Business Days;
- ii. 90% within 20 Business Days; and
- iii. 99% within 30 Business Days,

excluding Cat. C Ports where:

- i. the Customer has requested a date greater than the 30 Business Days; or
- ii. there are external matters outside of the control of the Gaining C/CSP; or
- iii. there exist any terms agreed with the Customer with an account managed cutover.

3.6.7 For the Cat. C Process, following receipt of a CNA Confirmation Advice, and where infrastructure does not exist or there are agreed changes required by the Customer, the Gaining C/CSP must complete the Port within the following timeframes:

- i. 80% within 15 Business Days of the infrastructure becoming available, or the agreed changes required by the Customer commencing;
- ii. 90% within 20 Business Days of the infrastructure becoming available, or the agreed changes required by the Customer commencing; and
- iii. 99% within 30 Business Days of the infrastructure becoming available, or the agreed changes required by the Customer commencing,

excluding Cat. C Ports where:

- i. the Customer has requested a date greater than the 30 Business Days; or
- ii. there are external matters outside of the control of the Gaining C/CSP; or

- iii. there exist any terms agreed with the Customer with an account managed cutover.
- 3.6.8 The performance levels described in clauses 3.6.1 to 3.6.7 must:
- i. be calculated using Ports that were completed over the three consecutive months ending March, June, September and December of each calendar year; and
 - ii. not include Ports that are still pending or not completed.
- 3.6.9 Gaining C/CSPs must retain records / information pertaining to the time taken to complete the steps which occur prior to the metrics in clauses 3.6.2 ,3.6.6 and 3.6.7.

NOTE: Performance metrics are a measurement of the activities involved in a Port but may not be reflective of the overall Porting time from authorisation of the Port to actual cutover due to circumstances outside of the Porting process e.g. Ports that are rejected and need time to investigate before possible resubmission, dependencies on infrastructure, delays in equipment delivery, Customer requested times, environmental factors, etc.

3.7 Complex Batches

- 3.7.1 A batch reference number must be allocated by the Gaining C/CSP covering all Telephone Numbers associated with a particular Losing C/CSP's product for that Customer that are to be Ported in the CNA.
- 3.7.2 Confirmation of the CNA, CCA, Withdrawal and Retarget must be done by the Losing Carrier at a batch level.

NOTE: Where a Customer's Porting request contains Telephone Numbers that would normally be Ported using the Cat. A Process, the Porting request may be submitted using the Cat. C Process and all Telephone Numbers should be given the same batch reference number to indicate that they belong together.

- 3.7.3 If the Gaining C/CSP elects to separately Port the Customer's Telephone Numbers in different groups to allow Porting at different times, it must assign a unique batch reference number to each group.
- 3.7.4 The Gaining C/CSP must ensure the following applies for the creation of a Complex Batch:
- (a) the batch contains one or more Telephone Numbers;
 - (b) the batch contains Telephone Numbers that would normally be Ported by way of the Cat. A Process or Cat. C Process;
 - (c) the Telephone Numbers are in either a working or reserved status;
 - (d) Telephone Numbers in a batch are grouped contiguously;

- (e) all Telephone Numbers associated with the Losing C/CSP's product are supplied in a single batch; and
- (f) Emergency Returns and Emergency Retargets apply to the complete batch i.e. part batch Emergency Returns are prohibited.

3.8 After Hours Porting

All C/CSPs acknowledge that Customers wishing to Port Telephone Numbers may require those Telephone Numbers to be Ported at a time convenient to the requirements of the Customers business, including any time outside Standard Hours of Operation. However, the Code does not impose an obligation on C/CSPs to process, or continue to process to completion, a Port outside the Standard Hours of Operation unless those conditions described in clauses 3.8.1 are met. C/CSPs may enter into Bilateral Agreements covering Porting or the continuation of Porting outside Standard Hours of Operation.

- 3.8.1 C/CSPs must offer Porting, or the continuation of Porting, outside Standard Hours of Operation if requested to by another C/CSP, subject to a Bilateral Agreement being in place between the participants providing the terms and conditions for the Port or continuation of Porting, outside Standard Hours of Operation.

NOTES: 1. The offer of Porting, or the continuation of Porting, outside Standard Hours of Operation is subject to the provisions of Section 462 of the Act. A simple request to a C/CSP to provide Porting other than during Standard Hours of Operation is not a sufficient criterion for the provision of Porting outside Standard Hours of Operation.

2. If arrangements are made under Bilateral Agreements for any category of Port to occur outside Standard Hours of Operation, the same category applies regardless of when the Port occurs, and the same service levels also apply.

3. It is recognised that the majority of Ports that occur outside Standard Hours of Operation normally use the Cat. C process.

3.9 Resources

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

3.10 Carrier Contact List

- 3.10.1 All C/CSPs who participate in LNP must ensure that they have supplied and keep up to date the information specified in Appendix A.

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

3.11 Bilateral Agreements

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

that is required to facilitate and support the process for the implementation of a Customer's Port Request in an efficient and expeditious manner.

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

3.12 Porting Delays

- 3.12.1 C/ CSPs must advise other impacted C/CSPs as soon as practicable or no later than two business days after becoming aware of any delays, whether system, exchange or validation, that prevents processing of Porting Requests within the agreed time frames.

NOTE: Other delays such as network failures or major outages should be managed as per service assurance agreements between the parties.

3.13 Ported Local Number Registers and Call Routing

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

PLNR Site

- 3.13.3 The Donor Carrier must maintain a password protected PLNR on its website.
- 3.13.4 The Donor Carrier must use the format [https://plnr.\[orgwebpage\]](https://plnr.[orgwebpage]) for the website address.
- 3.13.5 Each Donor Carrier must register its PLNR with Communications Alliance by providing the full website address of its PLNR to Communications Alliance.

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

PLNR File Type

- 3.13.6 The Donor Carrier must store the PLNR as an unzipped ASCII text file.
- 3.13.7 The Donor Carrier must ensure that the PLNR is able to be downloaded automatically by the other Carriers.
- 3.13.8 The Donor Carrier must be the only entity that can update its own PLNR on their website.

Frequency of Update

- 3.13.9 The Donor Carrier must update the PLNR once per day before 3:00 am Monday to Saturday, excluding National Public Holidays.

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

PLNR File Naming Convention

3.13.10 The Donor Carrier must name the PLNR file "PLNR".

PLNR Access

3.13.11 The Donor Carrier must publish the PLNR at a directory-accessible fixed SFTP or HTTP (or as agreed) location. No site navigation should be required to access the PLNR.

3.13.12 The Donor Carrier must use a password protection mechanism that allows automated access to the protected resource.

- i. For SFTP, standard username/password authentication suffices.
- ii. For HTTP, the following mechanisms meet the requirement:
 - Standard HTTP basic or digest authentication as defined in RFC2617.
 - Form-based authentication – if this mechanism is used, the client must be permitted to pass in the required username and password information as POST data in the request to access the URL.

3.14 Response Codes

3.14.1 C/CSPs must validate all transactions and either confirm or reject them using an applicable response code as defined in industry guideline G602.1 LNP IT Specifications and Operations Manual Part 1 – General, Give Back and Ported Local Number Register Processing.

4 STANDARD PORTING PROCESS

4.1 General Process Requirements

The Porting Processes described in this section apply to the Gaining or Losing Carriers and CSPs where either Carrier is the Donor CSP or Carrier.

Application of Standard Porting Process

- 4.1.1 If neither Losing C/CSP or Gaining C/CSP is the Donor CSP or Carrier, then section 5 must also apply.

Customer to Complete and Submit CA

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

*NOTES: 1. Minimum content requirements for CA's are detailed in the Customer Authorisation Industry Guideline (G651:2015).
2. Wholesale port/s (where a current CSP wants to move its customer base from one wholesale carrier to another) are addressed in Telecommunications Consumer Protections Code (C628) relating to changing suppliers. For wholesale ports where there is a change of Carrier on the local phone number, the Customer's existing CSP is the gaining provider for the purposes of clause 4.1.2.*

- 4.1.3 If a Customer makes a Porting Request via any CSP other than the Gaining CSP, that CSP must promptly advise the Customer to contact the Gaining CSP.
- 4.1.4 Upon request from the Customer, the Losing CSP must inform the Customer what costs, including termination payments, and any other contractual obligations that may apply in relation to the Porting Request.

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

CA Validation by Gaining CSP

- 4.1.5 Upon obtaining a CA from a Customer, the Gaining CSP must perform validation checks:
- (a) obtaining and recording the Service Account Number for the Customer;
 - (b) verifying that the Telephone Numbers to be Ported by the Cat. C Process conform with clause 3.7.4; and
 - (c) confirming that the date of the CA is not more than 90 calendar days old.

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

CA Enquiries, Disputes and Complaints

- 4.1.7 If a Customer raises a dispute with the Losing C/CSP regarding a CA the Losing C/CSP must take steps to resolve the matter, which may involve requesting a copy of the written CA or details contained within the electronic CA from the Gaining C/CSP to resolve the Customer's complaint.

- 4.1.8 Upon receiving the request in accordance with clause 4.1.7, the Gaining C/CSP must provide a copy of the written CA or details contained within the electronic CA within two Business Days of receipt of a request by a Losing C/CSP, unless a longer period is agreed between the Gaining C/CSP and the Losing C/CSP.

Unauthorised Ports

- 4.1.9 As a result of a Customer or Losing C/CSP dispute regarding the authorisation of a Port, the CA is deemed to be invalid if any of the following criteria are satisfied:
- (a) the Gaining CSP who initiated the Port is unable to provide on request a CA or where appropriate authorisation for the agent to act on the Customer's behalf within the timeframes specified in clause 4.1.8;
 - (b) the CA relating to that Telephone Number is transposed, not complete or is missing some of the mandatory information outlined in *Customer Authorisation* Industry Guideline (G651:2015);
 - (c) information supplied is indecipherable; or
 - (d) the authorisation date of the CA is more than 90 days before receipt of the PNO file sent by the Gaining Carrier to the Losing Carrier.

NOTE: If any of the criteria in clause 4.1.9 applies, the Losing C/CSP may, with the agreement of the Customer, request in writing to the nominated Gaining C/CSPs representative, the Port of the Telephone Number back to the Losing C/CSP.

- 4.1.10 If a Losing C/CSP obtains and accepts the agreement by the Customer for the Porting back of a Telephone Number disputed in clause 4.1.9 and advises the Gaining C/CSP of an incorrectly Ported Telephone Number, the Gaining and Losing C/CSP must work together to fast-track a Port of the Telephone Number back to the Losing C/CSP as soon as practicable.

NOTE: The Losing C/CSP and Gaining C/CSP may agree to undertake a range of actions to rectify the matter which could include a transit route, recognizing there will be a difference in timing based on the category of Port.

Timeframe Calculation Methodology

- 4.1.11 Carriers must apply the following time frame calculation methodology to the communication of all transaction types that are contained in a PNO:
- (a) the Receipt Time of a PNO transaction is the time the PNO which contains the PNO transaction has been received;
 - (b) transactions received before 7.00 a.m. (Standard Time) on a Business Day are deemed to have a receipt date of that Business Day;
 - (c) transactions received after 7.00 a.m. (Standard Time) on a Business Day are deemed to have a receipt date of the next Business Day; and

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

Daily PNO File Transfer

- 4.1.12 Carriers must send one successful PNO file per Business Day to each party involved in Porting. Additional PNO files may be sent, subject to Bilateral Agreements.
- 4.1.13 The Gaining Carrier must assign each PNO file a file sequence number.

4.2 Category A Porting Process

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

Simple Notification Advice (SNA) - Cat. A Process

- 4.2.2 To initiate a Port the Gaining C/CSP must forward an SNA to the Losing Carrier, via a PNO.
- 4.2.3 The SNA must include:
 - (a) area code and service number of Telephone Number to be Ported;
 - (b) Service Account Number;
 - (c) Porting Category (A); and
 - (d) CA date.

SNA Validation - Cat. A Process

- 4.2.4 Upon receipt of an SNA from the Gaining C/CSP, the Losing Carrier must validate that the Telephone Number associated with the SNA:
 - (a) has a CA date that is not more than 90 calendar days old. (067);
 - (b) is Issued (001);
 - (c) has no Customer requested pending orders;(012)
 - (d) has not already been Ported to another Carrier;(010)
 - (e) has not already been Ported to the Gaining C/CSP;(009)
 - (f) does not have a current Porting Request pending;(008) or (051)
 - (g) is not Disconnected at the time the SNA is received by the Losing Carrier;(004)
 - (h) is not Pending Disconnection at the time the SNA is received by the Losing Carrier;(014)
 - (i) is a Simple Telephone Service;(005)
 - (j) is not a non-portable ASD service;(011) or (073).

NOTE: Numbers in brackets above relate to the corresponding response codes detailed in G602.1 section 15.

SNA Confirmation Advice - Cat. A Process

- 4.2.5 If the SNA is successfully validated in accordance with clause 4.2.4, the Losing Carrier must provide an SNA Confirmation Advice to the Gaining C/CSP within the following timeframe:
- i. 99% within one Business Day of the receipt of the SNA.

SNA Reject Advice - Cat. A Process

- 4.2.6 If the SNA is not successfully validated according to clause 4.2.4, the Losing Carrier must provide an SNA Reject Advice to the relevant Gaining C/CSP within the following timeframe:
- i. 99% within one Business Day following receipt of the SNA.
- 4.2.7 The SNA Reject Advice must include the:
- (a) area code and service number of Telephone Number to be Ported; and
 - (b) reason for rejection (coded).

Lifetime of a Port - Cat. A Process

NOTES:1. The lifetime of a Port using the Cat. A Process is deemed to be the period from the date of receipt of a valid SNA to the date 30 calendar days from that receipt date, unless the Port is Retargeted.

2. If the Port is Retargeted, then the lifetime is changed to be the period from the date of receipt of a valid SNA to the expiry of the period of 30 calendar days from the date of receipt of a valid Retarget.

SNA Retarget - Cat. A Process

- 4.2.8 If the SNA has been confirmed, the Gaining C/CSP may Retarget the Port (limited to a total of two SNA Retargets) and must notify the Losing Carrier in a PNO, up to one Business Day before the expiry of the 30-calendar daytime limit for the Port and prior to the issue of an ECA.
- 4.2.9 The Gaining C/CSP must include in an SNA Retarget the area code and service number of the Telephone Number to be Ported.

SNA Retarget Validation - Cat. A Process

- 4.2.10 Upon receipt of a Retarget from the Gaining C/CSP, the Losing Carrier must validate that:
- (a) a valid SNA exists in its systems for the Retarget;
 - (b) the Retarget request is in accordance with the timeframe specified in clause 4.2.8.
- 4.2.11 If successfully validated, the Losing Carrier must Retarget the Port in its systems.

SNA Retarget Confirmation Advice - Cat. A Process

- 4.2.12 If the Retarget is successfully validated in accordance with clause 4.2.10, the Losing Carrier must provide a Confirmation Advice to the Gaining C/CSP within one Business Day of receipt of the Retarget.

SNA Retarget Reject Advice - Cat. A Process

- 4.2.13 If the Retarget is not successfully validated according to clause 4.2.10, the Losing Carrier must provide a Reject Advice, including the reason for rejection (coded), to the Gaining C/CSP within one Business Day of receipt of the Retarget.

SNA Withdrawal - Cat. A Process

- 4.2.14 If a Gaining C/CSP requires to Withdraw a valid SNA the Gaining C/CSP must notify the Losing Carrier in a PNO prior to the ECA and at least one Business Day prior to the expiry of the Port.
- 4.2.15 Upon receipt of the PNO containing the valid Withdrawal, the Losing Carrier must Withdraw the Porting Request in its systems, resulting in the cancellation of the Port.

SNA Withdrawal Validation - Cat. A Process

- 4.2.16 Upon receipt of a Withdrawal from the Gaining C/CSP the Losing Carrier must validate that it has a confirmed SNA for that Telephone Number for that Gaining C/CSP.

SNA Withdrawal Confirmation Advice - Cat. A Process

- 4.2.17 If the Withdrawal is successfully validated in accordance with clause 4.2.17, the Losing Carrier must provide a Confirmation Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal.

SNA Withdrawal Reject Advice - Cat. A Process

- 4.2.18 If the Withdrawal request is not successfully validated according to clause 4.2.17, the Losing Carrier must provide a Reject Advice, including the reason for rejection (coded), to the Gaining C/CSP within one Business Day of receipt of the Withdrawal.

Expiry of a Port - Cat. A Process

- 4.2.19 If an ECA is not received by the Losing Carrier from the Gaining C/CSP up to and including 30 calendar days after either the receipt of a valid SNA or the receipt of a valid SNA Retarget in accordance with clauses 4.2.10 to 4.2.11, the Losing Carrier must cancel the Porting Request and provide an Expiry Notification Advice to the Gaining C/CSP via a PNO the next Business Day.

Electronic Cutover Advice (ECA) - Cat. A Process

- 4.2.20 After receipt of an SNA Confirmation Advice in accordance with clause 4.2.5, the Gaining C/CSP must provide an ECA to the Losing Carrier via a Final Cutover Notification Interface unless otherwise agreed in Bilateral Agreements.
- 4.2.21 The ECA provided by the Gaining C/CSP must include the:
- (a) area code and service number of Telephone Number to be Ported; and
 - (b) Service Account Number.

NOTE: An ECA cannot be Retargeted.

ECA Validation - Cat. A Process

- 4.2.22 Upon receipt of an ECA from the Gaining C/CSP, the Losing Carrier must implement the ECA immediately if there exists a valid SNA for the Telephone Number from that Carrier in its systems.
- 4.2.23 ECAs received by the Losing Carrier after 04.59 PM in Standard Hours of Operation must be rejected, unless otherwise agreed in Bilateral Agreements.

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

ECA Confirmation Advice - Cat. A Process

- 4.2.24 If the ECA is successfully validated in accordance with clauses 4.2.22 and 4.2.23, the Losing Carrier must provide an ECA Confirmation Advice to the Gaining C/CSP within 15 minutes of receipt of the ECA.

ECA Reject Advice - Cat. A Process

- 4.2.25 If the ECA is not successfully validated in accordance with clauses 4.2.22 and 4.2.23, the Losing Carrier must provide an ECA Reject Advice, including the reason for rejection (coded), to the Gaining C/CSP within 15 minutes of receipt of the ECA.

Activation Targets - Cat. A Process

- 4.2.26 The Losing Carrier must activate a Port when a valid ECA is received during Standard Hours of Operation in accordance with the following targets:
 - (a) at least 90% activated within 30 minutes of receipt of the valid ECA by the Losing Carrier; and
 - (b) at least 99% activated within two hours of receipt of the valid ECA by the Losing Carrier.

Completion of a Port - Cat. A Process

- 4.2.27 The Losing Carrier must forward an electronic Completion Advice to the Gaining C/CSP after the Local Number Portability facility has been implemented in the Losing Carrier's network.
- 4.2.28 The Losing Carrier must batch Completion Advices and send them to the Gaining C/CSP at least every 15 minutes.
- 4.2.29 If the Gaining C/CSP has not received a Completion Advice from the Losing Carrier, and has enquired, within the Porting Inquiry Period, about the status of the Porting Request, the Losing Carrier must advise the Gaining C/CSP, within 30 minutes of receipt of the request for information about a Completion Advice:
 - (a) the reason for the delay; and
 - (b) the expected time of the delivery of the Completion Advice.

Reversal of a Port - Cat. A Process

NOTE: In circumstances where the Gaining C/CSP or Losing Carrier is unable to finalise the cutover of a Porting Request, the Gaining C/CSP may initiate a Reversal of the Porting Request.

- 4.2.30 Where a Customer rescinds or cancels an agreement in accordance with the applicable fair trading legislation during the Reversal Period, the Gaining C/CSP must initiate a Reversal.

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

- 4.2.31 A Gaining C/CSP may Reverse a Porting Request during the Reversal Period in accordance with the following procedures:
- (a) the Gaining C/CSP Provisioning Centre must notify the Losing Carrier Provisioning Centre by telephone of the Reversal requirement during the Reversal Period and also forward notification by e-mail or other method, as agreed, which must include alternate Customer contact details if available;
 - (b) the Losing Carrier must reinstate the Customer's service in the Losing Carrier's network and reverse Porting in its systems within four hours of receipt of the Reversal notification;
 - (c) the Losing Carrier must advise the Gaining Carrier Provisioning Centre by telephone when the Reversal is completed;
 - (d) the Gaining C/CSP must test for successful inbound/outbound calls; and
 - (e) the completion of a Reversal results in the cancellation of the LNP order.
- 4.2.32 Any Porting request in respect of the relevant Telephone Number Reversed in accordance with clause 4.2.31 must be initiated by the Gaining C/CSP with a new SNA.
- 4.2.33 A Losing C/CSP must retain each notification received in accordance with clause 4.2.31 (a) and produce the notifications upon reasonable request from the Gaining C/CSP for the purposes of resolving any disputes in relation to a Reversal request.

NOTE: Any Reversal request received by the Losing Carrier after the Reversal Period may be rejected but any subsequent Porting of the Customer back to the Losing Carrier are required to follow the LNP processes set out in this Section.

4.3 Pre-Port Number Validation (PNV)

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

The PNV process will provide the Gaining Carrier with validation of Telephone Numbers in a proposed Port. The results of the PNV will be communicated by e-mail by the Losing Carrier to the Gaining Carrier, unless otherwise agreed. The PNV results will only be valid for the day of the issue of the response from the Losing Carrier. The accuracy of the information provided by the Losing Carrier is dependent on the information provided by the Gaining Carrier and the current data available in the Losing CSP or Carrier systems. The Losing Carrier or CSP will not undertake a physical audit of the nominated site but will collate the PNV response based on information available in its systems at the time of compiling the PNV response.

Information regarding both stand-alone and associated telephone numbers will be provided in the PNV response from the Losing Carrier.

A pro forma PNV request form is attached in Local Number Portability IT Specifications and Operations Manual Part 1 – General, Give Back and Ported Local Number Register Processing Industry Guideline (G602.1:2022).

Defined Contact points for PNV

- 4.3.1 Each Carrier and CSP who participates in the LNP Process must provide defined contact points for the sending and receiving of PNV requests.

NOTE: This should include a group email address for the receipt of any PNV requests, a contact telephone number and the name of the primary operational contact person for PNV requests or escalations.

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

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

PNV Responsibilities of the Gaining Carrier

- 4.3.2 Unless otherwise agreed, the Gaining Carrier must transmit all PNV requests electronically by e-mail to the Losing Carrier's PNV contact using the PNV request form.
- 4.3.3 The following information must be included in the PNV request form:
- (a) the Customer's name;
 - (b) the Customer's site address (single address only per request);

- (c) the main Customer Telephone Number to Port and the associated Service Account Number;
- (d) all known Telephone Numbers involved in the proposed Port (number ranges are to be provided when the Service Account Number is the same for all of the known Telephone Numbers, otherwise individual Service Account Numbers are required per Telephone Number);
- (e) a unique Sequence Number;
- (f) the Gaining Carrier's contact details;
- (g) the date CA was authorised;
- (h) all known Reserved Telephone Numbers involved in the proposed complex port;
- (i) an indication that there are Reserved Telephone Numbers associated with the proposed complex port; and
- (j) an indication if this is a Large PNV Request (e.g., including Centrex/Customnet Spectrum Services or >500 numbers).

NOTE: PNV requests received before 8.00am on a Business Day are deemed to have been received on that day.

PNV requests received after 8.00am or on a non-Business Day are deemed to be received on the next Business Day.

PNV Responsibilities of the Losing Carrier

- 4.3.4 On receipt of the PNV request from the Gaining Carrier, the Losing Carrier or Losing CSP must validate the PNV request and begin processing or identify the reason why the request cannot be processed.
- 4.3.5 If the PNV request cannot be processed, the Losing Carrier must reject the PNV request and notify the Gaining C/CSP by e-mail and advise why the PNV request could not be processed.
- 4.3.6 The Losing Carrier must respond to a PNV request utilising the PNV Response Codes and PNV Reject Codes in Local Number Portability IT Specifications and Operations Manual Part 1 – General, Give Back and Ported Local Number Register Processing industry guideline (G602.1).
- 4.3.7 The Losing Carrier must process the PNV request and provide a response to the Gaining C/CSP within the following timeframes:
 - i. 90% in three Business Days; and
 - ii. 99% in five Business Days.
- 4.3.8 If a PNV request is classified as a Large PNV, as determined by the Losing Carrier, the Losing Carrier must send an initial response to the Gaining C/CSP, within 3 Business Days indicating that detailed investigation is required.
- 4.3.9 The Losing Carrier must provide a full response to a Large PNV request within 10 Business Days to the Gaining C/CSP.

NOTE: Where a PNV covers multiple sites, the Gaining C/CSP may request, wherever feasible, that the Losing C/CSP assess the option to provide a single option bulk PNV.

- 4.3.10 The Losing Carrier must identify in a PNV response which Telephone Numbers are associated and which Telephone Numbers are stand alone.
- 4.3.11 The Losing Carrier must add in any additional Telephone Numbers that are associated with other Telephone Numbers in the proposed Port and have not initially been identified in the request.
- 4.3.12 Where one or more of the Telephone Numbers in the PNV request is at a different address and it is clear to the Losing Carrier that these Telephone Numbers belong to the same Customer, the Losing Carrier must confirm that the site address for these Telephone Numbers is different and provide that address in the PNV response.
- 4.3.13 The Losing CSP must validate Service Account Number information provided in a PNV request and confirm details of the correct Service Account Number to be used for porting where these are different.

Escalation for Outstanding PNV Advices

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

PNV Responses

- 4.3.14 Following receipt of a PNV request, the Losing Carrier must provide, by e-mail, a PNV response to the Gaining C/CSP, validating and updating (where required) the PNV request form provided by the Gaining C/CSP. This response must:
 - (a) add any additional Telephone Numbers associated with the service(s) to be Ported that were either missing and/or associated with the Losing Carrier's product for the proposed Port;
 - (b) include all associated Service Account Numbers for the services provided on the PNV request and correct those incorrectly stated;
 - (c) indicate which Telephone Numbers are associated numbers or stand-alone numbers;
 - (d) indicate if any of the Telephone Numbers in the proposed Port are disconnected/inactive and cannot be Ported;
 - (e) indicate if any of the Telephone Numbers in the proposed Port are linked to secondary services that would be disconnected by the Losing Carrier if the Port proceeds. Common examples of secondary services that are linked with a Telephone Number and cancelled by the porting transaction are ADSL, Payphones, Securitel, and Argent.
 - (f) note any site addresses of any services that belong to the same Customer that are different to the main site address and have been listed in the proposed Port; and
 - (g) reject individual Telephone Numbers in a PNV request if it is clear that certain Telephone Numbers in a PNV belong to a completely different end Customer at a completely

different address (e.g. if a Telephone Number is incorrectly listed in a PNV due to a typing error).

Service Performance Metrics

- 4.3.15 Losing Carriers must follow the PNV performance metrics in accordance with clause 4.3.7.

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

4.4 Category C Porting Process

Complex Notification Advice (CNA) - Cat. C Process

- 4.4.1 To initiate a Port, the Gaining C/CSP must forward a CNA to the Losing Carrier via a PNO.
- 4.4.2 A Gaining C/CSP must not initiate a Port without validating the CA for that Port in accordance with clause 4.1.5.
- 4.4.3 The CNA must include for each Telephone Number to be Ported:
- (a) area code and service number of Telephone Number to be Ported;
 - (b) Service Account Number;
 - (c) Porting category (C);
 - (d) Customer contact details;
 - (e) Gaining C/CSP unique batch reference number;
 - (f) Gaining C/CSP's contact details; and
 - (g) CA date.

NOTE: In some cases the Gaining Carrier may perform manual process coordination on behalf of the Gaining CSP.

CNA Receipt Advice - Cat. C Process

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

CNA Validation - Cat. C Process

- 4.4.5 Upon receipt of the CNA from the Gaining C/CSP, the Losing Carrier must validate that the:
- (a) date of the CA is not more than 90 calendar days old (067)
 - (b) Telephone Number is Issued; (001)
 - (c) Telephone Number has no Customer requested pending orders; (012)
 - (d) Telephone Number has not already been Ported to another Carrier; (010)
 - (e) Telephone Number has not already been Ported to the Gaining C/CSP;(009)

- (f) Telephone Number is not a non-portable ASD service; (011) or (073)
- (g) Porting Request is not already pending in Losing Carrier's systems; (008) or (051)
- (h) Telephone Number is not Disconnected at the time the CNA is received by the Losing Carrier; (004)
- (i) Telephone Number is not Pending Disconnection at the time the CNA is received by the Losing Carrier; (014)
- (j) batch reference number is valid; (061) or (077)
- (k) Telephone Numbers to be Ported conform with clause 3.7.4.

NOTE: Numbers in brackets above relate to the corresponding reject codes detailed in G602.1.

CNA Confirmation Advice - Cat. C Process

- 4.4.6 The Losing Carrier must provide a CNA Confirmation Advice, at the Batch level, to the Gaining C/CSP for all CNAs successfully validated under clause 4.4.5 within the following timeframes:
 - i. 90% within three Business Days; and
 - ii. 99% within five Business Days. of the receipt of the CNA.

- 4.4.7 The CNA Confirmation Advice must include the following information:

- (a) Gaining C/CSP's batch reference number; and
- (b) details of the Losing CSP's contact details.

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

Manual Porting Process Co-ordination

- 4.4.8 Upon receipt of the Losing Carrier's Confirmation Advice, the Gaining C/CSP must contact the Losing Carrier to agree the Cutover Date, Commencement Time, resources and processes required to implement the Port.
- 4.4.9 The Gaining C/CSP must be responsible for the coordination of the Porting process as per clause 3.3.6.

Minimum Lead-time for Cutover Date

- 4.4.10 The minimum lead-time for a Complex Port Cutover Date within Standard Hours of Operation following receipt of a valid Complex Port Confirmation Advice by the Gaining C/CSP is 5 Business Days. Losing Carriers must support 85% of Gaining C/CSPs requests for a Cutover Date within Standard Hours of Operation following a Complex Port being Confirmed.

NOTE: A Losing Carrier is deemed to have supported a requested Cutover Date if they can support the Port cutover within Standard Hours of Operation for that Cutover Date, i.e. where the Losing Carrier offers the Gaining C/CSP a Cutover Time for the requested Cutover Date within Standard Hours of Operation.

CNA Reject Advice - Cat. C Process

- 4.4.11 The Losing Carrier must provide a Reject Advice, at the Telephone Number level, to the relevant Gaining C/CSP for all CNAs which are not successfully validated under clause 4.4.5 within the following timeframes:
- i. 90% within three Business Days; and
 - ii. 99% within five Business Days of the receipt of the CNA.
- 4.4.12 The CNA Reject Advice provided in accordance with clause 4.4.11 must include:
- (a) area code and service number of Telephone Number to be Ported;
 - (b) Gaining CSP batch reference number; and
 - (c) reason for rejection (coded).

CNA Resubmission - Cat. C Process

- 4.4.13 The Gaining C/CSP must correct a rejected CNA received in accordance with clause 4.4.11.
- 4.4.14 If a rejected CNA has been corrected by the Gaining C/CSP, the Gaining C/CSP may submit a new CNA to the Losing Carrier.
- 4.4.15 The Losing Carrier must treat a rejected CNA as finalised and any resubmitted CNA must be treated as if it were being notified to the Losing Carrier for the first time.

Lifetime of a Port - Cat. C Process

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

A CNA cannot be Retargeted.

Retargeting of a Port - Cat. C Process

- 4.4.16 A Retarget can occur for a CCA. If the CCA has been confirmed, then the Gaining C/CSP must only Retarget the Porting Request with a CCA Retarget.
- 4.4.17 A Port using the Cat. C Process is limited to a total of two CCA Retargets.
- 4.4.18 Retargets of CCAs must be at the batch level.

Withdrawal of a Port - Cat. C Process

- 4.4.19 If a Gaining C/CSP requires to Withdraw a CNA or CCA by submission of a Withdrawal request, this must be at batch level, via a PNO.
- 4.4.20 A Withdrawal can occur for a CNA or a CCA. If the CCA has been confirmed, then the Gaining C/CSP must only Withdraw the Porting Request with a CCA Withdrawal.
- 4.4.21 Upon receipt of a valid Withdrawal from the Gaining C/CSP, the Losing Carrier must Withdraw the Porting Request in its systems, resulting in cancellation of the Port.

NOTE: Any further Porting Request in respect of the batch that is the subject of a Withdrawal is required to follow the LNP processes set out in the Code.

CNA Withdrawal - Cat. C Process

- 4.4.22 If a Gaining C/CSP requires to submit a CNA Withdrawal for a valid CNA they must notify the Losing Carrier in a PNO up to one Business Day prior to the expiry of the Port.

CNA Withdrawal Validation - Cat. C Process

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

CNA Withdrawal Confirmation Advice - Cat. C Process

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

CNA Withdrawal Reject Advice - Cat. C Process

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

Expiry of a Port - Cat. C Process

- 4.4.26 The Losing Carrier must cancel a Port request and provide an Expiry Notification to the Gaining C/CSP whenever a Port Request using the Cat. C Process has reached the 120 calendar day timeframe from receipt of a valid CNA.

Complex Cutover Advice (CCA) - Cat. C Process

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

- (a) Gaining CSP batch reference number; and
- (b) Cutover Date and Commencement Time.

CCA Receipt Advice - Cat. C Process

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

CCA Validation - Cat. C Process

- 4.4.29 A Losing Carrier must perform the following validation checks on CCAs received from Gaining C/CSPs:
- (a) confirm the CCA details match with the corresponding CNA for the nominated batch;
 - (b) confirm that the Cutover Date is within the lifetime of the Port; and
 - (c) confirm that the Cutover Date and Commencement Time are agreed by both C/CSPs.

CCA Confirmation Advice - Cat. C Process

- 4.4.30 A Losing Carrier must provide a CCA Confirmation Advice to the Gaining C/CSP for all CCAs within one Business Day of receipt of the CCA.

CCA Reject Advice - Cat. C Process

- 4.4.31 A Losing Carrier must provide a CCA Reject Advice, at the Batch level, to the relevant Gaining C/CSP for all CCAs which are not successfully validated within one Business Day of the receipt of the CCA.
- 4.4.32 Where a CCA is rejected, there is no impact to the CNA's status and a Reject Advice from the Losing Carrier must include the following information:
- (a) Gaining CSP's batch reference number; and
 - (b) the reason for rejection (coded).

CCA Resubmission - Cat. C Process

- 4.4.33 The Gaining C/CSP must correct a rejected CCA received in accordance with clause 4.4.31.

NOTE: If a rejected CCA has been corrected by the Gaining C/CSP, the Gaining C/CSP may resubmit the CCA to the Losing Carrier.

- 4.4.34 The Losing Carrier must treat the corrected CCA like it has been received for the first time and follow the processes outlined in clauses 4.4.28 to 4.4.32.
- 4.4.35 The Losing Carrier must perform validation checks on any resubmitted CCA as if the CCA was being notified to the Losing Carrier for the first time. These include:
- (a) confirm there is still a valid CNA for the nominated batch and that details match that CNA;
 - (b) confirm that the Cutover Date is within the lifetime of the Port; and
 - (c) confirm that the Cutover Date and Commencement Time are agreed by both C/CSPs.

CCA Retarget - Cat. C Process

- 4.4.36 Subject to clause 4.4.27, and if the CCA has been confirmed, if the Gaining C/CSP requires to Retarget the Port Cutover Date they must send a CCA Retarget notification to the Losing Carrier in a PNO, up to two Business Days prior to the current Cutover Date and no less than two Business Days before the new Cutover Date.
- 4.4.37 If the new Cutover Date and Commencement Time is agreed between the Gaining C/CSP and Losing Carrier, the Gaining C/CSP must Retarget the Port as per clause 4.4.36.
- 4.4.38 Retargeted Port Cutover Dates must not be greater than the expiry date of the Port.
- 4.4.39 A Gaining C/CSP must include in a CCA Retarget the:
- (a) Gaining CSP's batch reference number; and

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

CCA Retarget Receipt Advice - Cat. C Process

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

CCA Retarget Validation - Cat. C Process

4.4.41 Upon receipt of a CCA Retarget from the Gaining C/CSP, the Losing Carrier must validate that:

- (a) a valid CCA exists in its systems for the Retarget;
- (b) the Retarget request is in accordance with the timeframe specified in clause 4.4.40; and
- (c) the (new) Cutover Date and Commencement Time is agreed by both C/CSPs.

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

CCA Retarget Confirmation Advice - Cat. C Process

4.4.43 If the CCA Retarget is successfully validated according to clause 4.4.41, the Losing Carrier must provide a Confirmation Advice to the Gaining C/CSP within one Business Day of receipt of the Retarget.

CCA Retarget Reject Advice - Cat. C Process

4.4.44 If the CCA Retarget is not successfully validated according to clause 4.4.41, the Losing Carrier must provide a Reject Advice, including the reason (coded), to the Gaining C/CSP within one Business Day of receipt of the Retarget.

CCA Withdrawal - Cat. C Process

4.4.45 If a Gaining C/CSP submits a Withdrawal for a valid CCA to the Losing Carrier in a PNO, this must be at least one Business Day prior to the Cutover Date.

CCA Withdrawal Validation - Cat. C Process

4.4.46 Upon receipt of a CCA Withdrawal from the Gaining C/CSP, the Losing Carrier must validate that:

- (a) it has a valid CCA for that batch; and
- (b) the Withdrawal request is in accordance with the timeframe specified in clause 4.4.45.

CCA Withdrawal Confirmation Advice - Cat. C Process

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

CCA Withdrawal Reject Advice - Cat. C Process

4.4.48 If the CCA Withdrawal is not successfully validated in accordance with clause 4.4.46, the Losing Carrier must provide a Reject Advice, including the reason (coded), to the Gaining C/CSP within one Business Day of receipt of the Withdrawal.

Completion of a Complex Port - Cat. C Process

NOTE: A Completion Advice is not sent for Ports using the Cat. C process. Testing will be undertaken and a Port Completion assumed successful unless a Gaining C/CSP advises otherwise.

The Donor Carrier will update their PLNR on completion of a Port as per the CCA or TCCA.

- 4.4.49 As part of preparation for a Port using the Cat. C Process, the nominated contacts within the Losing Carrier and Gaining C/CSP must confirm that the agreed Porting activity has been completed.

Emergency Retarget

NOTES: 1. Where a Port cannot proceed on the agreed Cutover Date and a CCA Retarget Request or a CCA Withdrawal Request has not been provided within one clear Business Day prior to the agreed Cutover Date, an Emergency Retarget may be called.

2. An Emergency Retarget Request period commences on the day of Cutover and ends at the scheduled time of Cutover agreed by the project managers or other nominated representatives.

3. In the event that the Gaining C/CSP does not agree to an Emergency Retarget, the Port continues unless an Emergency Return is requested and confirmed.

- 4.4.50 An Emergency Retarget can be requested by either the Gaining C/CSP or the Losing C/CSP, however agreement in writing from the C/CSP receiving the request must be obtained by the requesting C/CSP in order to allow the Emergency Retarget to proceed.
- 4.4.51 The Gaining C/CSP must advise the Customer of the Emergency Retarget and obtain the Customer's agreement unless the Emergency Retarget is initiated by the Customer.
- 4.4.52 The Gaining C/CSP must provide the Losing Carrier with a written confirmation of the request, either by e-mail or other method, as agreed, at the time the Emergency Retarget is to be implemented but no later than one Business Day after the commencement of the Emergency Retarget.
- 4.4.53 The Gaining C/CSP and the Losing Carrier must agree on a new Cutover Date and Commencement Time with both parties manually updating their respective systems with new Cutover details.
- 4.4.54 To complete the Port following the Emergency Retarget, the Gaining C/CSP must submit a CCA Retarget or CCA Withdrawal to the Losing C/CSP following agreement to the Cutover Date and Commencement Time in accordance with clauses 4.4.64 and 4.4.65.

NOTE: There is a limit of only one Emergency Retarget per Port unless otherwise agreed.

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

- 4.4.55 The Emergency Retarget does not change the expiry Date of the Port and the Gaining C/CSP must ensure the new agreed Cutover Date following an Emergency Retarget is before the Expiry Date of the Port.

Emergency Return

- 4.4.56 Where the Cutover of the Port has already commenced and it is determined that the Port cannot proceed, the Emergency Return process must be used by the Gaining C/CSP and Losing C/CSP as required.

NOTE: The Emergency Return process should only be used as a last resort.

- 4.4.57 Subject to 4.4.56, to initiate an Emergency Return either the Gaining C/CSP or the Losing Carrier must immediately contact the other C/CSP by telephone and request an Emergency Return.
- 4.4.58 Once both parties agree that an Emergency Return is warranted, the Gaining C/CSP must send an email as formal notification.
- 4.4.59 The Emergency Return request must be received within the Emergency Return Request Period and may include requests that relate to failures within the Losing C/CSPs or the Gaining Carrier or Gaining C/CSP's network and must be actioned by the Losing Carrier as soon as the Gaining C/CSP determines an Emergency Return is required.

NOTE: The Emergency Return Request Period commences two hours after the scheduled time of Cutover and ends:

- (a) four hours, after the agreed completion time if during Standard Hours of Operation;*
- (b) four hours into the next Business Day where cutovers have been completed outside the Standard Hours of Operation;*
or
- (c) at a time agreed by the nominated representatives within the Losing Carrier and Gaining C/CSP.*

- 4.4.60 The Gaining C/CSP and Losing Carrier must agree on the Emergency Return arrangements prior to the agreed Cutover Date of the Port.
- 4.4.61 After agreement has been reached on the Emergency Return arrangements, the Gaining C/CSP must provide an Emergency Return Authorisation in the agreed format to the Losing Carrier before the end of the Emergency Return Request Period as per 4.4.59.
- 4.4.62 When an Emergency Return is implemented and completed then the completion of the Port must be finalised by the Gaining C/CSP before the expiry date of the CNA.

NOTES: 1. Should the Gaining Carrier and CSP not be able to complete the Port before the Expiry Date then the Port expires.

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

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

- 4.4.63 The Emergency Return does not change the expiry date of the Port and the Gaining C/CSP must ensure the new agreed Cutover Date is before the expiry date of the Port in accordance with clauses 4.4.64 to 4.4.66.

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

- 4.4.64 Where an Emergency Retarget or Emergency Return is implemented and completed then the Cutover of the Port must be finalised by the Gaining C/CSP before the current expiry date.

NOTES: 1. An Emergency Retarget or Emergency Return does not extend the lifetime of the Port.

2. If the Gaining Carrier or CSP is unable to complete the Port before the current expiry date then the Port expires.

- 4.4.65 Following the Emergency Retarget or Emergency Return, a CCA Retarget must be submitted by the Gaining C/CSP following agreement to the new Cutover Date and Commencement Time to allow completion of the Port.

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

4.5 Category D Porting Process

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

- 4.5.2 For the avoidance of doubt, the Cat. D Process must only be used by a Gaining C/CSP where the Telephone Number to be Ported is active on the ULL AP's network and is associated to a ULLS Call Diversion by the same Gaining C/CSP.

Simple Notification Advice (SNA) - Cat. D Process

- 4.5.3 A Gaining C/CSP must not forward a SNA without validating the CA for that Port.
- 4.5.4 A Gaining C/CSP must not forward a SNA unless it has received a confirmation of the associated ULLS request.
- 4.5.5 To initiate a Port, the Gaining C/CSP must forward a SNA to the Losing Carrier.
- 4.5.6 The SNA must include:
- (a) area code and service number of Telephone Number to be Ported;
 - (b) Gaining AS ULLS Call Diversion account number;
 - (c) the date the Customer authorised the Telephone Number to be Ported;

- (d) Porting category (D); and
- (e) ULLS Service Number.

SNA Validation - Cat. D Process

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

- (a) is Issued;
- (b) is associated with the service account number details;
- (c) is associated with a service that is classified in the Code as Portable using the Cat. D Process;
- (d) has not already been Ported to another Carrier;
- (e) is not Disconnected or Pending Disconnection at the time the SNA is received by the Losing Carrier;
- (f) does not have a current Porting Request pending and that:
 - i. the date the Customer provided a CA is not more than 90 calendar days old;
 - ii. the ULLS Service Number and the Telephone Number to be Ported are associated;
 - iii. the ULLS Request has been confirmed; and
 - iv. a Port request is within 30 calendar days of the call diversion implementation.

<p><i>NOTE: For the avoidance of doubt, the call diversion is to be placed on the Telephone Number at the time of the ULLS Cutover implementation.</i></p>
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SNA Confirmation Advice - Cat. D Process

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

SNA Reject Advice - Cat. D Process

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

- (a) area code and service number of Telephone Number to be Ported; and
- (b) reason for rejection (coded).

SNA Resubmission - Cat. D Process

4.5.10 The Gaining C/CSP must correct an SNA which has been rejected.

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

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

Lifetime of a Port - Cat. D Process

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

SNA Retarget - Cat. D Process

NOTE: Retargeting is not permitted in the Cat. D Process.

SNA Withdrawal - Cat. D Process

- 4.5.13 If a Gaining C/CSP requires to Withdraw a Porting Request for a valid SNA they must notify the Losing Carrier in a PNO prior to the ECA and at least one Business Day prior to the expiry of the Port.
- 4.5.14 Upon receipt of the PNO containing the valid Withdrawal, the Losing Carrier must withdraw the Porting Request in its systems, resulting in cancellation of the Porting Request.

NOTE: Any further Porting Request in respect of the Telephone Number that is the subject of a Withdrawal is required to follow the LNP processes set out in the Code.

SNA Withdrawal Validation - Cat. D Process

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

SNA Withdrawal Confirmation Advice - Cat. D Process

- 4.5.16 If the Withdrawal is successfully validated in accordance with clause 4.5.15, the Losing Carrier must provide a Confirmation Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal.

SNA Withdrawal Reject Advice - Cat. D Process

- 4.5.17 If the Withdrawal request is not successfully validated according to clause 4.5.15, the Losing Carrier must provide a Reject Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal.

Expiry of a Port - Cat. D Process

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

Electronic Cutover Advice (ECA) - Cat. D Process

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

- 4.5.19 The Gaining C/CSP must not submit an ECA until they have received a completion advice for the associated ULLS cutover.

- 4.5.20 The ECA must include the:
- (a) area code and service number of Telephone Number to be Ported; and
 - (b) Gaining AS ULLS Call Diversion account number.

NOTE: An ECA cannot be Retargeted.

ECA Validation - Cat. D Process

- 4.5.21 Upon receipt of an ECA from the Gaining C/CSP, the Losing Carrier must implement the ECA immediately if:
- (a) there exists a valid SNA for the Telephone Number from that C/CSP in its systems;
 - (b) the valid SNA was received two Business Days prior to the receipt of the ECA;
 - (c) the associated ULLS cutover is complete; and
 - (d) the ULLS Call Diversion is still in place.
- 4.5.22 ECAs received by the Losing Carrier after Standard Hours of Operation must be rejected, unless otherwise agreed in Bilateral Agreements.

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

ECA Confirmation Advice - Cat. D Process

- 4.5.23 If the ECA is successfully validated in accordance with clause 4.5.21, the Losing Carrier must provide an ECA Confirmation Advice to the Gaining C/CSP within 15 minutes of receipt of the ECA.

ECA Reject Advice - Cat. D Process

- 4.5.24 If the ECA is not successfully validated in accordance with clause 4.5.21, the Losing Carrier must provide an ECA Reject Advice, including the reason for rejection (coded), to the Gaining C/CSP within 15 minutes of receipt of the ECA.

Activation Targets - Cat. D Process

- 4.5.25 The Losing Carrier must activate a Port when a valid ECA is received during Standard Hours of Operation in accordance with the following targets:
- (a) at least 80% activated within 30 minutes of receipt of a valid ECA from the Gaining Carrier; and
 - (b) at least 99% activated within two hours of receipt of a valid ECA from the Gaining Carrier.

Completion of a Port - Cat. D Process

- 4.5.26 The Losing Carrier must forward an electronic Completion Advice to the Gaining C/CSP after the LNP facility has been implemented in the Losing Carrier's network.

- 4.5.27 The Losing Carrier must batch and send the Completion Advice to the Gaining C/CSP at least every 15 minutes.
- 4.5.28 If the Gaining C/CSP has not received a Completion Advice from the Losing Carrier and the Gaining C/CSP has enquired, within the Porting Inquiry Period, about the status of the Porting Request with the Losing Carrier then confirmation of this request, by e-mail or other method as agreed, must be provided by the Gaining C/CSP to the Losing C/CSP.
- 4.5.29 The Losing Carrier must advise the Gaining C/CSP within 30 minutes of receipt of the request for information about the Completion Advice:
- (a) the reason for the delay; and
 - (b) the expected time of the delivery of the Completion Advice.

Reversal of a Port - Cat. D Process

NOTE: In circumstances where the Gaining C/ CSP or Losing C/CSP is unable to finalise the cutover of a Porting Request after the ECA is completed, the Gaining C/CSP may initiate a Reversal of the Porting Request.

- 4.5.30 Where a Customer rescinds or cancels an agreement in accordance with the applicable fair trading legislation during a Reversal Period, the Gaining C/CSP must initiate a reversal.

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

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

- (a) also Reverse the ULLS activation in accordance with Industry Code C569:2015 ULLS Ordering, Provisioning And Customer Transfer; or*
- (b) continue with the Telephone Number on call diversion as described in clause 4.5.34.*

- 4.5.31 A Gaining C/CSP may Reverse a Porting Request during the Reversal Period in accordance with the following procedures:
- (a) the Gaining C/CSP Provisioning Centre must notify the Losing Carrier Provisioning Centre by telephone of the Reversal requirement during the Reversal Period and also forward notification by e-mail or other method, as agreed, which must include alternate Customer contact details if available;
 - (b) the Losing Carrier or Losing CSP must reinstate the Customer's service in its network and reverse Porting in its systems within four hours of receipt of the Reversal notification;
 - (c) the Losing Carrier must advise the Gaining C/CSP Provisioning Centre by telephone when the Reversal is completed; and

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

4.5.32 The Losing C/CSP must retain each notification received in accordance with clause 4.5.31 (a) and must produce the notifications upon reasonable request from the Gaining C/CSP for the purposes of resolving any disputes in relation to a Reversal request.

4.5.33 Porting of the Customer back to the Losing Carrier must be achieved by the Losing C/CSP in accordance with normal LNP processes specified in this Section.

NOTE: Any Reversal request received by the Losing C/CSP after the Reversal Period may be rejected.

4.5.34 Subject to the time period for ULLS Call Diversion or unless agreed in a Bilateral Agreement, the ULLS Call Diversion must continue to be used by the Donor Carrier until a new Port Request for the Telephone Number can be implemented or the Gaining AS requests a ULLS Reversal.

NOTE: The Gaining C/CSP may request a Reversal of a Port using the Cat. D Process without having to initiate a ULLS Reversal.

5 THIRD PARTY PORTING PROCESS

5.1 Introduction

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

The process between the Gaining C/CSP and the Losing Carrier is outlined in section 4.

5.2 Category A Transfer Process

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

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

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

- (a) Telephone Number;
- (b) category of the Telephone Number;

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

TSNA Validation - Cat. A Process

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

- (a) confirm that it is the Donor Carrier for that Telephone Number; and
- (b) confirm that it does not have a valid Transfer or Porting Request in place for that Telephone Number.

TSNA Rejection - Cat. A Process

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

TSNA Confirmation - Cat. A Process

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

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

Lifetime of a Third-Party Port - Cat. A Process

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

Retargeting of a Third-Party Port - Cat. A Process

NOTE: A TSNA cannot be Retargeted.

Expiry of a Third-Party Port - Cat. A Process

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

Withdrawal of a Third-Party Port - Cat. A Process

- 5.2.8 If a Gaining C/CSP requires to Withdraw a TSNA by notifying the Donor Carrier, this request must be made at least one Business Day before the expiry of a TSNA.
- 5.2.9 Upon receipt of the Withdrawal, the Donor Carrier must Withdraw the TSNA in its systems, resulting in the cancellation of the Transfer request.

Withdrawal Validation - Cat. A Process

- 5.2.10 Upon receipt of a Withdrawal from the Gaining C/CSP the Donor Carrier must validate that it has a valid TSNA from the Gaining C/CSP for that Telephone Number.

Withdrawal Confirmation Advice - Cat. A Process

- 5.2.11 If the Withdrawal is successfully validated in accordance with clause 5.2.10, the Donor Carrier must provide a TSNA Withdrawal Confirmation Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal from the Gaining C/CSP.

Withdrawal Rejection Advice - Cat. A Process

- 5.2.12 If the Withdrawal is not successfully validated in accordance with clause 5.2.10, the Donor Carrier must provide a TSNA Withdrawal Rejection Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal from the Gaining C/CSP.

Cutover of a Third-Party Port - Cat. A Process

- 5.2.13 Where a valid TSNA exists in the Donor Carrier's system, the Gaining C/CSP must provide a TECA to the Donor Carrier via the Final Cutover Notification Interface.
- 5.2.14 The Donor Carrier must implement the TECA immediately if:
- (a) there exists a valid TSNA for the Telephone Number from that C/CSP in its systems; and
 - (b) the TECA is received during the Standard Hours of Operation.
- 5.2.15 TECAs received after Standard Hours of Operation must be rejected by the Donor Carrier unless otherwise agreed in a Bilateral Agreement.
- 5.2.16 Subject to validation, the Donor Carrier must provide the Gaining C/CSP with a TECA Confirmation or a TECA Rejection Advice within 15 minutes of receipt of the TECA by the Donor Carrier.
- 5.2.17 The TECA must be confirmed by the Donor Carrier to the Gaining C/CSP before the Gaining C/CSP forwards an ECA to the Losing Carrier.

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

- 5.2.18 When a TECA for a Cat. A Process Transfer is received, the Donor Carrier must activate a Transfer in accordance with the following targets:
- (a) at least 90% activated within 30 minutes of receipt of a valid TECA from the Gaining Carrier; and
 - (b) at least 99% activated within two hours of receipt of a valid TECA from the Gaining Carrier.

Completion of a Third-Party Port - Cat. A Process

- 5.2.19 The Donor Carrier must forward a TSNA Completion Notification for Cat. A Process Transfer after the Local Number Portability facility has been implemented in the Donor Carrier's network.
- 5.2.20 The Completion Advice must be batched and sent by the Donor Carrier to the Gaining C/CSP at least every 15 minutes.
- 5.2.21 If a Completion Advice for a particular Transfer request has not been received, the Gaining C/CSP can enquire about the status of the Transfer request within the Porting Inquiry Period in accordance with the following procedures:
- (a) the Gaining C/CSP Provisioning Centre must forward an enquiry to the Donor Carrier, by phone to be confirmed by e-mail or other method, as agreed, including Telephone Number to be Transferred, to the Donor Carrier Provisioning Centre;
 - (b) the Donor Carrier must investigate this enquiry and advise the Gaining C/CSP Provisioning Centre by telephone within 30 minutes of the reason for the delay and the expected time of the delivery of the Completion Advice for the Transfer; and
 - (c) the Donor Carrier must provide regular updates on the Transfer by telephone, to be confirmed by e-mail or other method, as agreed, including Telephone Number to be Transferred, to the Donor Carrier Provisioning Centre.

Transfer Reversal - Cat. A Process

- 5.2.22 A Transfer Reversal request from the Gaining C/CSP may be made by phone but must be confirmed by e-mail or other method, as agreed.

NOTE: Transfer Reversal is a process of last resort and all C/ CSPs should explore all options before requesting a Transfer Reversal, however if a Transfer Reversal is considered to be necessary then the Donor Carrier should use reasonable endeavours to implement the Transfer Reversal as soon as possible. The Gaining C/CSP, the Losing Carrier and the Donor Carrier are responsible for maintaining records of Transfer Reversal requests.

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

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

5.3 Category C Transfer Process

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

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

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

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

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

and may include the Gaining C/CSP's contact details.

TCNA Receipt Advice - Cat. C Process

- 5.3.3 The Donor Carrier must provide the Gaining C/CSP a TCNA Receipt Advice within one Business Day of receipt of the TCNA.

TCNA Validation - Cat. C Process

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

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

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

TCNA Rejection Advice - Cat. C Process

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

TCNA Confirmation Advice - Cat. C Process

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

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

- 5.3.8 Following the confirmation of a TCNA by the Donor Carrier, the Gaining C/CSP must provide the Donor Carrier with details of the proposed Cutover Date and Commencement Time via e-mail no later than three Business Days prior to receipt of the TCCA.

TCNA Resubmission - Cat. C Process

- 5.3.9 The Gaining C/CSP must correct a TCNA which has been rejected in accordance with clause 5.3.5.

NOTE: If a rejected TCNA has been corrected by the Gaining C/CSP, the Gaining C/CSP may resubmit a new TCNA to the Donor Carrier.

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

Lifetime of a Third-Party Port - Cat. C Process

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

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

NOTE: A TCNA cannot be Retargeted.

Withdrawal of a Third-Party Port - Cat. C Process

- 5.3.11 If a Gaining C/CSP requires to Withdraw a TCNA they must notify the Donor Carrier at least one Business Day prior to the expiry date.
- 5.3.12 Upon receipt of the Withdrawal, the Donor Carrier must withdraw the TCNA in its system, resulting in the cancellation of the TCNA.
- 5.3.13 Upon receipt of a Withdrawal from the Gaining C/CSP the Donor Carrier must validate that it has a valid TCNA from the Gaining C/CSP for that batch.
- 5.3.14 If the Withdrawal is successfully validated in accordance with clause 5.3.13, the Donor Carrier must provide a TCNA Withdrawal Confirmation Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal from the Gaining C/CSP.
- 5.3.15 If the Withdrawal is not successfully validated in accordance with clause 5.3.13, the Donor Carrier must provide a Rejection Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal from the Gaining C/CSP.

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

- 5.3.16 The Gaining C/CSP must send the Donor Carrier a TCCA. The TCCA must include:
- (a) Gaining C/CSP's batch reference number; and
 - (b) Cutover Date and Commencement Time.

TCCA Validation - Cat. C Process

- 5.3.17 The Donor Carrier must perform the following validation checks on a TCCA:
- (a) confirm that it has a valid TCNA from the Gaining C/CSP for that batch reference number;
 - (b) confirm that the Cutover Date and Commencement Time is not less than five Business Days or more than 120 calendar days after the receipt of the TCNA;
 - (c) confirm that the Cutover Date and Commencement Time is not less than two Business Days after the receipt of the TCCA;
 - (d) confirm that the Cutover Date and Commencement Time is during the Standard Hours of Operation; and

- (e) confirm that the Cutover Date and Commencement Time has been agreed between the Donor Carrier and Gaining C/CSP.

TCCA Receipt Advice - Cat. C Process

- 5.3.18 The Donor Carrier must provide a TCCA Receipt Advice to the Gaining C/CSP for the TCCA within one Business Day of receipt of the TCCA from the Gaining C/CSP.

TCCA Rejection Advice - Cat. C Process

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

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

TCCA Confirmation Advice - Cat. C Process

- 5.3.21 The Donor Carrier must provide a TCCA Confirmation Advice to the Gaining Carrier for the TCCA which is successfully validated under clause 5.3.17 within two Business Days of receipt of the TCCA from the Gaining C/CSP.

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

- 5.3.23 The TCCA must be confirmed by the Donor Carrier to the Gaining C/CSP before the Gaining C/CSP forwards a CCA to the Losing Carrier.

TCCA Resubmission - Cat. C Process

- 5.3.24 The Gaining C/CSP must correct a TCCA which has been rejected in accordance with clause 5.3.19.

NOTE: If a rejected TCCA has been corrected by the Gaining C/CSP, the Gaining C/CSP may resubmit the TCCA to the Donor Carrier.

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

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

NOTE: A TCCA may be Retargeted.

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

- 5.3.27 The Donor Carrier must respond to a Retarget from the Gaining C/CSP with a Confirmation or Rejection Advice within two Business Days of receipt of the Retarget.

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

Retarget Validation - Cat. C Process

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

Retarget Receipt Advice - Cat. C Process

- 5.3.29 The Donor Carrier must provide a TCCA Retarget Receipt Advice to the Gaining C/CSP within one Business Day of receipt of the TCCA.

Retarget Confirmation Advice - Cat. C Process

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

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

Retarget Rejection Advice - Cat. C Process

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

Expiry of a Third-Party Port - Cat. C Process

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

Withdrawal of a Third-Party Port - Cat. C Process

- 5.3.34 If a Gaining C/CSP requires to Withdraw a TCCA they must notify the Donor Carrier in a PNO at least one Business Day prior to the Cutover Date.
- 5.3.35 Upon receipt of the Withdrawal, the Donor Carrier must Withdraw the TCCA in its system, resulting in the cancellation of the Transfer request.

Withdrawal Validation - Cat. C Process

- 5.3.36 Upon receipt of a Withdrawal from the Gaining C/CSP the Donor Carrier must validate that it has a valid TCCA from the Gaining C/CSP for that batch.

Withdrawal Confirmation Advice - Cat. C Process

- 5.3.37 If the Withdrawal is successfully validated in accordance with clause 5.3.36, the Donor Carrier must provide a TCCA Withdrawal Confirmation Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal from the Gaining C/CSP.

Withdrawal Rejection Advice - Cat. C Process

- 5.3.38 If the Withdrawal is not successfully validated in accordance with clause 5.3.36 the Donor Carrier must provide a TCCA Withdrawal

Rejection Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal from the Gaining C/CSP.

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

- 5.3.39 The Donor Carrier must activate a Transfer at the Cutover Date and Commencement Time in accordance with the following targets:
- (a) at least 90% activated, during a calendar month, within 30 minutes from the commencement of the Cutover Date and Commencement Time; and
 - (b) at least 99% activated, during a calendar month, within two hours of receipt from the commencement of the Cutover Date and Commencement Time.
- 5.3.40 Upon completion of a Cat. C Transfer, the Gaining C/CSP must notify the Donor Carrier via e-mail that the Transfer has been successfully completed.
- 5.3.41 If a Cat. C Transfer is not completed for any reason, the Gaining CSP must notify the Donor Carrier by e-mail that the Transfer has failed and request a Transfer Reversal.

Transfer Reversal - Cat. C Process

- 5.3.42 Where the Port or Transfer cannot proceed, a Transfer Reversal request from the Gaining C/CSP must be requested by email by the Gaining C/CSP and may be confirmed by them with a phone call.

NOTE: Transfer Reversal is a process of last resort and all C/ CSPs should explore all options before requesting a Transfer Reversal, however if a Transfer Reversal is considered to be necessary then the Donor Carrier should use reasonable endeavours to implement the Transfer Reversal as soon as possible. The Gaining C/CSP, the Losing Carrier and the Donor Carrier are responsible for maintaining records of Transfer Reversal requests.

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

NOTE: A Transfer Reversal does not extend the lifetime of the Third Party Port. Should the Gaining C/CSP not be able to complete the Third Party Port before the Expiry Date then the Third Party Port expires.

6 GIVE BACK AND TELEPHONE NUMBER QUARANTINE

6.1 Detailed Procedures

If a Ported Telephone Number ceases to be required by a Customer, it is required to be placed into Quarantine.

NOTE: The obligations relating to Quarantine including the relevant period and other arrangements relating to circumstances where a Telephone Number can be removed from Quarantine and Issued for use in association with a Listed Carriage Service are set out in industry code C566 Number Management – Use of Numbers by Customers.

6.1.1 At the end of the relevant Quarantine period, the Ported Telephone Number must be Given Back to the Donor Carrier by the Gaining C/CSP in accordance with this Section.

NOTE: Quarantine and Give Back requirements usually apply in the following circumstances:

- (a) cancellation by the Customer of the Gaining CSP service (other than due to a Port); and
- (b) change of the Customer's Telephone Number.

6.1.2 The Gaining C/CSP must provide notification of a Give Back to the Donor Carrier via a PNO no later than two Business Days after the expiration of the Quarantine period.

6.1.3 A CSP must comply with 6.1.2 within 12 months of Code commencement in alignment with clause 7.2.2 in industry code C566 Number Management – Use of Numbers by Customers.

6.1.4 Notification of Give Back via a PNO under clause 6.1.2 must include the following information:

- (a) area code and service number for the Telephone Number to be Given Back;
- (b) date of disconnection on the Gaining C/CSP's network; and
- (c) indication of whether the Give Back was the result of a requirement for a change of Telephone Number due to nuisance calls.

NOTE: The indication of the change of Telephone Number due to nuisance calls should align with having served a Quarantine period of twelve months as set out in industry code C566 Number Management – Use of Numbers by Customers. The Donor CSP may choose to apply a longer period of Quarantine in such circumstances.

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

- (a) the Give Back Telephone Number is recorded as a Ported Telephone Number to the Gaining Carrier;
- (b) it is the Donor Carrier; and

- (c) the date of Disconnection provided is prior to the receipt of the Give Back Notification.
- 6.1.6 After successfully validating the Give Back Notification, the Donor Carrier must respond with a Give Back Confirmation Advice within one Business Day.
- 6.1.7 If the Give Back Notification identifies Telephone Numbers not currently Ported to the Gaining C/CSPs Network, or the date of Give Back is after the date of the Give Back Notification, the Donor Carrier must reject the Give Back Notification and must provide a Reject Advice, including the reason for rejection (coded), within one Business Day.
- 6.1.8 Correction of Give Back rejects must require the Gaining C/CSP to submit another Give Back Notification in a subsequent PNO file.
- 6.1.9 A Completion Advice must not be forwarded by the Donor Carrier with respect to a valid Give Back Notification.
- 6.1.10 When the Give Back Notification has been validated, the Donor Carrier must arrange for termination of the LNP facility in its network from the date of the relevant Gaining C/CSP PNO.

NOTE: If a Ported Telephone Number is proven to be incorrectly Given Back, the former Gaining C/CSP may approach the Donor Carrier and apply for the release of that Telephone Number. Conditions under which a telephone number may be returned to a Customer can be found in industry code C566 Number Management – Use of Numbers by Customers.

- 6.1.11 If the former Rights of Use Holder of a Disconnected Telephone Number requests porting and connection of a Disconnected Telephone Number, and the Gaining C/CSP agrees, the Gaining Carrier must approach the Losing Carrier which has the Telephone Number in Quarantine and apply for the Telephone Number to be ported whilst in Quarantine.
- 6.1.12 Subject to clause 6.1.11, the Gaining C/CSP must seek approval from the Losing Carrier to port a Telephone Number(s) that is in Quarantine, with evidence from the preceding Rights of Use Holder to support the request (and the Losing Carrier authenticating the Rights of Use Holder), and unless not technically possible, the Losing Carrier must make the necessary changes in their systems to accept the Port of the Telephone Number(s) whilst it is in Quarantine.

NOTE: An example use case for the process described in clauses 6.1.11 and 6.1.12 is where a Customer's Telephone Number is Disconnected due to a NBN Transfer, however the Customer required their Telephone Number to be Ported in conjunction with the NBN Transfer. Clauses 6.1.11 and 6.1.12 allow for the Telephone Number to be Ported whilst Disconnected and in Quarantine, and not require the Customer to request the Losing C/CSP to reconnect the Telephone Number for it to be Ported.

7 CALL ROUTING PORTING INFORMATION

7.1 Introduction

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

7.2 Ported Local Number Register

- 7.2.1 Donor Carriers must provide the Ported Local Number Register as a file on a web site that contains the list of Telephone Numbers that have been Ported away from the Donor Carrier or that are subject to Porting activity.
- 7.2.2 The Donor Carrier must provide an indication of Telephone Numbers:
- (a) currently held by another Carrier;
 - (b) where a Give Back is current;
 - (c) where a Port Pending status is current; or
 - (d) where a Port Pending status is concluded (by either a Withdrawal, Expiry Notification or Completion Advice).

NOTE: A Telephone Number that is being held in Quarantine pending either re-Issue or Give Back will not be reflected in the Donor Carriers Ported Local Number Register i.e., The Ported Local Number Register will still reflect the Carrier to whom the Telephone Number is Ported until such time as the Ported Local Telephone Number is Given Back to the Donor.

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

- 7.3.1 In the case of a Port where the Donor Carrier is the Losing Carrier, the Donor Carrier must, following a successful Port, provide Donor Transit Routing for that Ported Telephone Number to the Gaining C/CSP's network.
- 7.3.2 Following a successful Port and at the completion of the Reversal Period or the Emergency Return period, the Donor Carrier must update its Ported Local Number Register as soon as possible, but no later than two Business Days after completion of the Port.

NOTE: Updates of the Ported Local Number Registers are to be completed by 3:00 a.m. Standard Time.

- 7.3.3 The Donor Carrier's network must provide Donor Transit Routing for five Business Days after the Donor Carrier's Ported Local Number Register has been updated. Extension of this period may be agreed in Bilateral Agreements.
- 7.3.4 All Network Providers who are not the Gaining C/CSP or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register.

- 7.3.5 To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers in accordance with clause 7.3.4 must make arrangements to direct calls to the Gaining C/CSP's network within five Business Days of a Telephone Number being included on a Ported Local Number Register.

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

- 7.4.1 When an SNA or CNA is sent by the Donor Carrier, the Donor Carrier must update its Ported Local Number Register by 3:00 a.m. Standard Time the next calendar day following the Business Day that the SNA or CNA is sent to identify that the Telephone Number has a pending Port.
- 7.4.2 All Network Providers who are not the Losing Carrier or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the relevant Ported Local Number Register.
- 7.4.3 To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers in accordance with clause 7.4.2 must make arrangements to direct calls to the Donor Carrier's network before the start of the Business Day following the day that the Ported Local Number Register is updated.
- 7.4.4 When an SNA Rejection, a CNA Rejection, a Withdrawal Confirmation or Expiry Notification is received and accepted or a Reversal or Emergency Return is implemented, the Donor Carrier must update its Ported Local Number Register by 3:00 a.m. Standard Time the next calendar day following the Business Day on which the advice is received to identify that the Telephone Number is no longer subject to a pending Port.
- 7.4.5 When a Reversal is implemented for the Cat. A Process, the Donor Carrier must update its Ported Local Number Register by 3:00am Standard Time the next calendar day following the Business Day on which the advice is received to identify that the Telephone Number is no longer subject to a pending Port.
- 7.4.6 When an Emergency Return is implemented for the Cat. C Process, the Donor Carrier must not update its Ported Local Number Register as the Telephone Number is still subject to a pending Port until the Port is either completed, withdrawn or expired.
- 7.4.7 Following a successful Port and at the completion of the Reversal Period or the Emergency Return period, the Donor Carrier must update its Ported Local Number Register as soon as possible, but no later than two Business Days after completion of the Port.

NOTE: Updates of the Ported Local Number Registers are to be completed by 3.00 a.m. Standard Time.

- 7.4.8 All Network Providers who are not the Losing Carrier or the Gaining (Donor) Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register.
- 7.4.9 To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers in accordance with clause

7.4.8 must make arrangements to direct calls to the Gaining C/CSP's network within five Business Days of a Telephone Number being included on a Ported Local Number Register.

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

- 7.5.1 When a TSNA or TCNA is confirmed the Donor Carrier must update its Ported Local Number Register by 3.00 a.m. Standard Time the next calendar day following the Business Day on which the advice was received to identify that the Telephone Number has a pending Port.
- 7.5.2 The Donor Carrier's network must provide Donor Transit Routing for that Ported Telephone Number for the OASD from the time of the TSNA or TCNA confirmation.
- 7.5.3 All Network Providers who are not the Losing Carrier or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register.
- 7.5.4 To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers in accordance with clause 7.5.3 must make arrangements to direct calls to the Donor Carrier's network before the start of the Business Day following the day that the Ported Local Number Register is updated.
- 7.5.5 When a Port is successfully withdrawn or expires or a Reversal or Emergency Return is implemented, the Donor Carrier must update its Ported Local Number Register by 3.00 a.m. Standard Time the next calendar day following the Business Day on which the advice was received to identify that the Telephone Number is no longer subject to a pending Port.
- 7.5.6 When a Port is successfully Withdrawn or expires, the Donor Carrier's network must provide Donor Transit Routing for a further five Business Days after the Donor Carrier's Ported Local Number Register has been updated. Extension of this period for Donor Transit Routing may be agreed in Bilateral Agreements.
- 7.5.7 When a Port is successfully Withdrawn or expires, all Network Providers who are not the current Carrier or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register.
- 7.5.8 To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers in accordance with clause 7.5.7 must make arrangements to direct calls to the current Carrier's network within five Business Days of a Telephone Number being updated on a Ported Local Number Register.
- 7.5.9 When a Transfer Reversal is implemented for the Cat. A Process, the Donor Carrier must update its Ported Local Number Register by 3:00 a.m. Standard Time the next calendar day following the Business Day on which the advice is received to identify that the Telephone Number is no longer subject to a pending Port.
- 7.5.10 Following a successful Port and after the Transfer Reversal period, the Donor Carrier must update its Ported Local Number Register

by no later than 3.00 a.m. Standard Time the following Business Day.

- 7.5.11 Following a successful Port, the Donor Carrier's network must provide Donor Transit Routing for a further five Business Days after the Donor Carrier's Ported Local Number Register has been updated. Extension of this period for Donor Transit Routing may be agreed in Bilateral Agreements.
- 7.5.12 Following a successful Port, all Network Providers who are not the Losing Carrier, Gaining C/CSP or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register.
- 7.5.13 To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers in accordance with clause 7.5.12 must make arrangements to direct calls to the Gaining Carrier's network within five Business Days of a Telephone Number being updated on a Ported Local Number Register.

7.6 Give Back of a Ported Telephone Number and Donor Ported Local Number Register

- 7.6.1 When a Give Back is confirmed by the Donor CSP, the Donor Carrier must update its Ported Local Number Register by 3:00 a.m. Standard Time the next calendar day following the Business Day on which the advice was received to identify that the Telephone Number has been Given Back.
- 7.6.2 All Network Providers who are not the Losing Carrier or Donor Carrier who rely on knowing the destination network to route calls to Ported Telephone Numbers, must capture the data from the Ported Local Number Register.
- 7.6.3 To ensure the correct routing of calls to Ported Telephone Numbers, these Network Providers in accordance with clause 7.6.2 must make arrangements to direct calls to the Donor Carrier's network before the start of the Business Day following the day that the Ported Local Number Register is updated.

8 CHANGE OF CSP TOGETHER WITH CHANGE OF ADDRESS

8.1 Change of address rules

- 8.1.1 If a Customer is changing address on the same day that a Porting Request is to be actioned the following procedures must apply in addition to those that apply under section 4:
- (a) the Gaining C/CSP must inform the Customer that a Reversal or Emergency Return (as applicable) of the Ported Number may not be possible; and
 - (b) testing of the Ported Number by the Gaining C/CSP must be performed at the time of the Port.

9 LNP AND NBN TRANSFER CONSIDERATIONS

9.1 General

- 9.1.1 LNP scenarios need to be managed in parallel with NBN Transfer and in all cases where NBN Transfer is required a CA must be obtained by the Gaining C/CSP.

*NOTES: 1. There is no reason why the requirements to authorise the LNP and NBN Transfer activity cannot be captured on the same CA.
2. It will be most important for the Gaining C/CSP to ensure they align both the NBN Transfer activity with the timing of the LNP Cutover to ensure the best Customer experience.
3. The Gaining C/CSP should arrange for a Porting request to the Losing C/CSP and coordinate the process with any Transfer on the required date.*

- 9.1.2 The Gaining C/CSP must co-ordinate both the Porting of Telephone Numbers and NBN Transfer so as to ensure both the Port and Transfer are successful, as only active Telephone Numbers can be Ported.

NOTE: The Transfer of an NBN service or services may require either the simple or complex Porting process to be applied. Third party Porting may also be required where the Donor Carrier is neither the Losing C/CSP nor the Gaining C/CSP.

- 9.1.3 The Losing C/CSP must check for any outstanding Port out requests associated with Telephone Numbers attached to NBN services lost to Transfer, before any Disconnection of service.

NOTE: This is necessary because if the service is Disconnected, the Port out cannot be completed. Holding the Disconnection will allow completion of the Porting of the Telephone Number.

- 9.1.4 If any confirmed Port out requests are detected, the Losing Carrier must wait for five Business Days for the Port out to complete.

NOTE: If the Port out is still outstanding after five Business Days, the Losing Carrier may send an Expiry Notification as the Port request can be deemed to be Withdrawn and the service Disconnection can be processed.

10 REFERENCES

Publication	Title
Industry Codes	
C513	Customer and Network Fault Management
C515	Pre-selection
C555	Integrated Public Number Database (IPND)
C566	Number Management – Use of Numbers by Customers
C569	Unconditioned Local Loop Service - Ordering, Provisioning and Customer Transfer
C647	NBN Access Transfer
C628	Telecommunications Consumer Protections
Industry Guidelines	
ACIF G520:2005	Local Number Portability – Network Plan
G602.1	Local Number Portability IT Specifications and Operations Manual - Local Number Portability IT Specifications & Operations Manual Part 1 – General, Giveback and Ported Local Number Register Processing
G603	Local Number Portability Test Strategy
G613.1	Local Number Portability Test Plan – Part 1
G651	Customer Authorisation
Legislation	
<i>Privacy Act 1988 (Cth)</i>	
<i>Telecommunications Act 1997 (Cth)</i>	
<i>Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth)</i>	
<i>Telecommunications Numbering Plan 2015 (Cth)</i>	
<i>Competition and Consumer Act 2010 (Cth)</i>	

APPENDIX

A LOCAL NUMBER PORTABILITY CONTACT LIST

As per clause 3.10.1, all C/CSPs who participate in LNP must complete this matrix and provide to Communications Alliance. Communications Alliance will maintain the contact matrix on its website – www.commsalliance.com.au, with updates within 24 hours (one Business Day) of notification of the change. The contact list is password protected.

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

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ACCAN	Observer	Andrew Williams
ACMA	Observer	Emma Bain
ACMA	Observer	Eve Osiowy
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Aussie Broadband	Non-voting	Kingsley Nash
Macquarie Telecom	Voting	Jamie Morse
Optus	Voting	Mark Kubale
Optus	Non-voting	Cliff Blackburn
Optus	Non-voting	Leon Kupfer
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Symbio	Non-voting	Joanne Iacono
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This Working Committee was chaired by Alexander R. Osborne. Craig Purdon of Communications Alliance provided project management support.

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

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

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

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



**Published by:
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