**COMMUNICATIONS
ALLIANCE LTD**

INDUSTRY CODE

ACIF C540:2007

LOCAL NUMBER PORTABILITY

ACIF C540:2007 *Local Number Portability* Industry Code
First published as ACIF C540:1999
Second edition as ACIF C540:2003
Third edition as ACIF C540:2005 June
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Communications Alliance Ltd was formed in 2006 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services. ACIF is a division of Communications Alliance.

EXPLANATORY STATEMENT

This Explanatory Statement is to be read in conjunction with the ACIF C540:2007 *Local Number Portability* Industry Code, "the Code".

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

The Code replaces ACIF C540:2006 *Local Number Portability* Industry Code published by the Australian Communications Industry Forum (ACIF) in April 2006.

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

Background

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

- Local Service was specified as a "declared portable service";

- the ACA was directed to set out rules in the Numbering Plan about the Portability of allocated Telephone Numbers;

- the ACA was required to specify for Local Services an implementation date by which each C/CSP must provide Local Number Portability for the relevant Portable Telephone Numbers; and

- the ACA was given powers to grant exemption orders to allow C/CSPs to be exempted from some or all of their obligations to provide Local Number Portability.

On 22 December 1997 the ACA issued the *Telecommunications Numbering Plan 1997* (the Numbering Plan). Chapter 11 of the Numbering Plan sets out the rules about Local Number Portability for the "declared Portable services" as required in the ACCC Directions. The Numbering Plan specified that the ACA must, by notice in writing, fix implementation dates for Local Number Portability. The ACA subsequently fixed:

- an interim date of 1 May 1998 for the provision of limited Local Number Portability; and

- an implementation date of 1 January 2000 for the provision of full Local Number Portability.

To support the requirement for industry to meet its obligation to provide portability for Telephone Numbers, industry met within 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.

Current Regulatory Arrangements

An initial Local Number Portability Industry Code ACIF C540:1999 was published September 1999 by ACIF Operations Code Reference Panel (OCRP) Working Committee, OCRP/WC8. This 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 C/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 ACIF G520:2005 *Local Number Portability Network Plan* outlines the network trunking arrangements that Carriers may use in order to route calls to Ported Telephone Numbers.

Why Current Regulatory Arrangements are Inadequate

The ACIF C540:1999 *Local Number Portability* Industry Code was developed in an environment where:

- the introduction of Unbundled Local Loop Services (ULLS) was not considered. This required development of a new Port process, called the Cat. D Process;

- not all possible ramifications of Third Party Porting were understood. In particular, there was a need to ensure correct update of networks and call connectivity for Telephone Numbers involved in a Third Party Port. This required review of the rules for Ported Local Number Registers;

- in some situations a Losing C/CSP may have particular technology that requires it to take a project managed approach to porting out Telephone Numbers associated with a Simple Telephone Service. This required the ability to allow, subject to Bilateral Agreement, the Telephone Numbers to be Ported using a Modified Cat. A Process;

- the Simple Telephone Service definition was overly complex and required the definition to be simplified; and

- Customers could not previously Port their Telephone Number(s) outside the donor ported number service area, requiring removal of this limitation.

What the Code will Accomplish

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

- Gaining C/CSP obtaining the Customer's authorisation to Port the Telephone Number(s);

- validation of the Customers' right to Port the number(s);

- Gaining C/CSP responsibilities to co-ordinate porting activities to provision the service, including providing information to the Losing C/CSP;

- activity required by the Losing C/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; and

- processes required to ensure continuity of service to the Customer in the event of faults or difficulties during porting.

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

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

The Code also assists with setting out a framework for things that C/CSP's might include in Bilateral Agreements, such as Porting volumes, arrangements to deal with Porting outside the Standard Hours of Operation, lead times, escalation procedures, activation targets, etc.

How the Objectives will be Achieved

The Code sets out to ensure that where a C/CSP agrees to provide service and LNP to the customer, the:

- inter-C/CSP operational arrangements will enable a Customer to directly connect to another C/CSP's network and retain the same Telephone Number;

- operational arrangements will enable a Customer to relocate premises within the same Standard Zone Unit and retain the same Telephone Number;

- processes for the implementation and operation of LNP by which C/CSPs may exchange information with each other are competitively neutral and non-discriminatory and in accordance with the requirements of Part 13 of the Telecommunications Act 1997 and the Privacy Act 1988;

- criteria are identified against which the compliance of C/CSPs with the Code may be measured; and

- procedures between C/CSPs are identified to enable a Customer to retain their Telephone Number when transferring from one C/CSP to another, even though the relevant number range will still be allocated to the Donor C/CSP.

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

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

- Initiating the Port

- Agreeing the Time and date of cutover

- Reversal arrangements

- 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 (eg single line telephone services) and Complex Telephone Services associated with Portable Telephone Numbers. For the purposes of the Code there are four 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);

> NOTE: The Code provides limited scope for the Losing C/CSP to use a Modified Cat. A Process to Port Simple Telephone Services.

(ii) Cat. B Process (a process using a semi-automated method but with varying Lead Time depending on the particular kind of Complex Telephone Service);

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

(iv) 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 C/CSP is neither the Losing C/CSP nor the Gaining C/CSP.

- Retarget and Withdrawal of Ports.

- The Code provides the ability to Retarget the date on which a Port is to occur a maximum of two times. Where the need for further Retargeting is required it is assumed that the original Port process will be withdrawn or 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 C/CSP's network or the call redirection arrangements implemented in the Donor C/CSP's network.

- Give Back and Quarantining of Telephone Numbers.

- Code administration and compliance, and complaint handling.

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

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

The Code specifies that the Gaining C/CSP must obtain a valid CA from the Customer (or a person authorised in writing by the Customer). A CA may be in a format that includes, but is not limited to, paper based, electronic, Internet pages or voice authorisations recorded on audio media. The Code specifies the minimum mandatory requirements for a CA in Section 7 of the Code. In this context it is important to note that the Customer is the person to whom a Telephone Number is Issued by a C/CSP or who has the right to Port that Telephone Number.

Change of Pre-selection choice can only be effected in accordance with the ACIF C515:2005 *Pre-selection* Industry Code.

Draft Code for Public Comment

A draft version of the Code was issued for public comment in March 2007.

The Working Committee has taken public comments received into account when developing the Code for publication.

The Working Committee has also taken into account comments received from the LNP IT sub-committee when developing the Code for publication.

Anticipated Benefits to Consumers

The Code is expected to provide benefits to consumers that are derived from the implementation of standard industry practices. Standard industry practices which are certain in their operation, as well as cost effective and efficient, have the effect of minimising Porting times and lost calls.

Anticipated Benefits to Industry

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

- standardising industry practices in relation to LNP which are certain in their operation as well as cost effective and efficient;

- minimising industry's cost of compliance to a mandatory regulatory condition;

- ensuring that all CSPs meet their call routing responsibilities so that calls to Customers with ported numbers are terminated successfully; and

- minimising porting times by specifying transaction times and industry service levels.

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

Anticipated Cost to Industry

There are costs associated with the establishment and maintenance of the support systems and operational arrangements that will be needed to implement the Code. However, these costs are expected to be outweighed by the benefits that will be derived from the implementation of a standard industry approach instead of from ad hoc and perhaps ultimately unworkable arrangements.

Other Public Interest Benefits and Considerations

For the 2003 Revision of the Code, the Working Committee formed an LNP IT sub-committee tasked with the review of the standard industry IT interface specification and standard format for electronic information to be exchanged between carriers in support of LNP processes.

While reviewing the LNP Operations Manual the Working Committee found that much of its content either should have been included in the Code, or was merely a replication of the Code. It was therefore agreed to incorporate those items requiring consistency of approach and that were considered to be rules into the Code. The operational information from the LNP Operations Manual was incorporated with similar matter from the IT Specification and merged into an Operations and IT Specification Manual with two sections, the first detailing operational matters and the second detailing the IT Specification. The Operations and IT Specification Manual is published as ACIF G602:2007 *LNP IT Specification and Operations Manual* Industry Guideline.

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 assist both C/CSPs and Network Providers to meet their obligations to correctly route calls through the network. 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, Cat. B Process and Cat. D Process for Standard Porting and Cat. A Process and Cat. B Process for Third Party Porting. The Cat. C Process for Standard Porting and Third Party Porting requires C/CSPs to negotiate and agree on Cutover Date and Commencement Time based on Customer, Gaining C/CSP and Losing C/CSP 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 Local Number Portability is to be provided are to be agreed between C/CSPs. 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 C/CSP 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 a C/CSP of the obligation to provide LNP.

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. The legislative changes allow customers to rescind or cancel contracts during cooling-off periods where the contracts were made as a result of offers unsolicited by the customer. Clauses 7.2.50, 7.5.35 and 11.3.1 of the Code have been amended to provide for Reversals as a result of the customer rescinding or cancelling contracts where this is allowed under State or Territory fair trading legislation.

This version of the Code was also changed to:

- modify clauses requiring a Ported Telephone Number to remain within the exchange service area of the Donor C/CSP. These clauses were removed at the request of ACMA for consistency with the Numbering Plan. It must be noted that it is the intent of the Numbering Plan that geographic numbers are to be allocated, Issued and used within the Standard Zone Unit (SZU) to which they are allocated.
- add Clauses to clarify what should happen in the case of a customer wanting to move to a location outside of the SZU.

2006 Revision

The Code was updated in 2006 to remove the need to retarget 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 is not the Donor C/CSP but is the Losing C/CSP.

Mike North
Chairman
LNP Revision for ULLS Working Committee

PARTICIPANTS

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

Organisation	Membership	Representative
ACMA	Non-voting	Gerry O'Reilly
ACMA	Non-voting	Helen Papazoglou
ACCC	Non-voting	Grant Young
Agile	Voting	Pia Bentick
iinet	Voting	Chris Watt
Optus	Voting	Mike North
PowerTel	Voting	Russell Symons
Primus Telecoms	Voting	Nigel Lee
Telstra	Voting	Jim Coburn
Telstra	Non-Voting	Craig McAinsh
TransAct	Voting	Leanne Layton

This Working Committee was chaired by Mike North. James Duck of Communications Alliance provided project management support.

TABLE OF CONTENTS

1 INTRODUCTION AND REGISTRATION WITH ACMA

1.1 Introduction

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

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

1.1.3 The Code should be read in the context of other relevant Codes and Guidelines, including the ACIF G602 *LNP IT Specifications and Operations Manual* Industry Guideline.

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

(a) the *Telecommunications Act 1997;* and

(b) the *Telecommunications Numbering Plan 1997.*

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

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

1.2 Registration with ACMA

The Code is to be submitted to the Australian Communications and Media Authority for registration pursuant to section 117 of the *Telecommunications Act 1997* (Cth).

2   SCOPE AND OBJECTIVES

2.1   Scope

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

2.1.2   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.

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

(a)   carrying on business as a Carrier; or

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

2.1.4   Where a PSS is acting on behalf of another Carrier or CSP, normal Porting transaction arrangements apply in accordance with the Code.

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

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

> *NOTE: Any such Bilateral Agreements should comply with the Trade Practices Act 1974 (Cth), including the anti-competitive conduct and competition notices provision of Part XIB.*

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

(a)   require Third Party Porting where the Access Provider is not the Losing C/CSP and are part of the ULLS process and must be on a ULLS Call Diversion; or

> *NOTE: Where a ULLS transfer and a number port are required where the Access Provider is not the Losing SP, then the Gaining Access Seeker (who is also the Gaining C/CSP) will need to co-ordinate the two processes.*
>
> *The recommended approach and sequence for this co-ordination is as follows:*
>
> *(a) Gaining Access Seeker submits TULL request to Access Provider (with cutover date/time just after planned Cat A port of the Telephone Number),*

> *(b) Access Provider acknowledges and confirms TULL request,*
>
> *(c) Gaining C/CSP submits Cat A SNA to Losing C/CSP and TSNA* to Donor C/CSP,*
>
> *(d) Losing C/CSP confirms Cat A SNA and Donor C/CSP confirms TSNA*,*
>
> *(e) Gaining C/CSP submits TECA* to Donor C/CSP,*
>
> *(f) Donor C/CSP implements TECA* and sends TSNA* Completion Notification to Gaining C/CSP*
>
> *(g) Gaining C/CSP activates their own Call Diversion for that Telephone Number,*
>
> *(h) Gaining C/CSP submits Cat A ECA to Losing C/CSP,*
>
> *(i) Losing C/CSP confirms Cat A ECA,*
>
> *(j) Losing C/CSP activates the Telephone Number port and issues electronic Completion Advice to the Gaining C/CSP*
>
> *(k) Access Provider cutover ULL at specified date/time and issues confirmation to Access Seeker*
>
> *(l) Access Seeker 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 Access Seeker (who is also the Gaining C/CSP).*
>
> ** TSNA/TECA steps only required where the Losing C/CSP is not the Donor C/CSP.*

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

2.2   Objectives

2.2.1   The objectives of the Code are:

   (a)   to put in place operational arrangements which enable a Customer to directly connect to another C/CSP's network and retain the same Telephone Number;

   (b)   to put in place operational arrangements which will enable a Customer to relocate premises within the same SZU and retain the same Telephone Number;

   (c)   to set out competitively neutral and non-discriminatory processes for the implementation and operation of LNP;

   (d)   to set out competitively neutral processes by which C/CSPs may exchange information with each other in accordance with the requirements of Part 13 of the *Telecommunications Act 1997* and the *Privacy Act 1998*;

   (e)   to set out criteria against which the compliance of C/CSPs with the Code may be measured; and

(f)   to set out procedures between C/CSPs to enable a Customer to retain their Telephone Number when transferring from one C/CSP to another, even though the relevant number range will still be allocated to the Donor C/CSP.

3 CODE ADMINISTRATION AND COMPLIANCE

3.1 Code Administration and Compliance Scheme

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

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

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

(a)   receiving;

(b)   investigating;

(c)   facilitating the resolution of;

(d)   making determinations in relation to;

(e)   giving directions in relation to; and

(f)   reporting on

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

3.3 Power to handle Industry Complaints under the Code

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

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

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

3.4 Code Review

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

4 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

4.1 Acronyms

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

ACIF	Australian Communications Industry Forum Limited
ACMA	Australian Communications and Media Authority
AP	Access Provider
AS	Access Seeker
ASD	Access Service Deliverer
CA	Customer Authorisation
Cat. A Process	Category A Process
Cat. B Process	Category B Process
Cat. C Process	Category C Process
Cat. D Process	Category D Process
CCA	Complex Cutover Advice
C/CSP	Carrier and/or a Carriage Service Provider
CNA	Complex Notification Advice
ECA	Electronic Cutover Advice
OASD	Originating Access Service Deliverer
LNP	Local Number Portability
PABX	Public Automatic Branch Exchange
PNO	Porting Notification Order
POI	Point of Interconnection
PSD	Prime Service Deliverer
PSS	Portability Service Supplier
SMBR	Switchless Multibasket Billing Redirection
SNA	Simple Notification Advice
SZU	Standard Zone Unit
TASD	Terminating Access Service Deliverer
TCCA	Transfer Complex Cutover Advice
TCNA	Transfer Complex Notification Advice
TECA	Transfer Electronic Cutover Advice
TrSD	Transit Service Deliverer
TSNA	Transfer Simple Notification Advice
TULL	ULLS Transfer

ULLS	Unconditioned Local Loop Service

4.2 Definitions

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

Access Line

means the line connecting a Customer's premises to a Local Exchange.

Act

means the *Telecommunications Act 1997.*

Access Product Package

means the Product Package available under SMBR containing all access related non-usage charges including rental for line access for a particular Service.

Access Provider

means a Carrier or Carriage Service Provider who supplies declared services to itself or other persons under Part XIC of the *Trade Practices Act 1974* (Cth).

Access Seeker

has the same meaning as in the *Trade Practices Act 1974* (Cth).

Access Service Deliverer

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

Account Number(s)

means a billing identification reference to which a service or services are associated and allocated by the ASD in its internal systems.

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 B Process

means the process to Port Telephone Numbers associated with Complex Telephone Services that the Losing C/CSP has declared can be ready for Porting in a specified Lead Time.

Category C Process

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

Category D Process

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

Commencement Time

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

Completion Advice

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

Complex Cutover Advice

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

Complex Notification Advice

means an advice contained within a Porting Notification Order from the Gaining C/CSP to the Losing C/CSP which, provides the initial Porting details for each Telephone Number to be Ported using the Cat. B Process or 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 C/CSP, or where applicable the Donor C/CSP, to the Gaining C/CSP which confirms that an SNA, CNA, CCA, Retarget, Give Back, Withdrawal, ECA, TSNA, TCNA, TCCA or TECA has been successfully validated by the Losing C/CSP or Donor C/CSP.

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 by the Customer or their agent to Port Telephone Numbers, containing the minimum mandatory requirements specified in Clause 7.1.4.

Cutover Date

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

Cutover Time

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

Cutover Timeslot

means the period in which a Porting cutover is to be actioned for a Cat. B Process. The allowable periods are 0800, for 08:00am to 12:00 noon and 1300, for 01:00pm to 05:00pm (in each case given as Local Time).

Disconnection

means a service associated with a Telephone Number which has been cancelled by a C/CSP or Customer in accordance with the terms of the relevant agreement between them. Disconnected has the same meaning.

Donor C/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 a Donor C/CSP, where it:

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

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

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

(d)   delivers the call to a POI with the terminating ASD.

Electronic Cutover Advice

means an advice sent via the Final Cutover Notification Interface from the Gaining C/CSP to the Losing C/CSP 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 7.4.58 to 7.4.64.

Emergency Retarget Authorisation

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

Emergency Return

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

Emergency Return Authorisation

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

Emergency Return Request Period

means the period of time to restore service to Telephone Numbers associated with Ports using the Cat. B Process or Cat. C Process in accordance with Clause 7.4.68.

Expiry Notification

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

Fault Centre

means the central group within the C/CSP which handles fault rectification for LNP processes.

Final Cutover Notification Interface

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

(a)   ECAs;

(b)   TECAs;

(c)   Confirmation Advices;

(d)   Completion Advices; and

(e)   Reject Advices.

Gaining Access Seeker

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

> *NOTE: In the case of Category D a Gaining Access Seeker may be the same as the Gaining C/CSP.*

Gaining C/CSP

means the C/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 C/CSP to the Donor C/CSP in accordance with Clauses 9.1.1 to 9.1.3. Given Back has a corresponding meaning.

Give Back Notification

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

Implementation Schedule

means an agreement between the Gaining C/CSP's project manager and the Losing C/CSP's project manager which includes the relevant activities for the Port specified in Clause 7.4.55 of the Code.

Issued

means the status of a Telephone Number from the time that a C/CSP or its delegate and the Customer agree to the provision of a specific Telephone Number for the Customer's use in association with a Standard Telephone Service. Issue has a corresponding meaning.

Lead Time

means the period determined by the Losing C/CSP and advised to the Gaining C/CSP to prepare a Telephone Number for Porting using the Cat. B Process.

Local Exchange

means the exchange owned or operated by a C/CSP to which a Telephone Number is directly connected.

Local Number Portability

means the Porting of Telephone Number(s) associated with the provision of a Local Service, from a Losing C/CSP network to a Gaining C/CSP 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 1997*.

Local Time

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

Losing C/CSP

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

Modified Cat. A Process

means the process to Port Telephone Numbers associated with a Simple Telephone Service which cannot be Ported using the end-to-end Category A Process. The Modified Cat. A Process uses the Cat. A Process transactions.

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, PSD, PSS or a TrSD.

Numbering Plan

means the *Telecommunications Numbering Plan 1997*.

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 C/CSP initiated disconnection order in place.

Point Of Interconnection

means a physical point of connection between a network operated by the AP and another network operated by the AS, located at or associated with a Customer Access Module and located on the end user side of a Customer Access Module.

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

Ported Local Number Register

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

Ported Telephone Number

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

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)   four hours after the start of the Cutover Timeslot for a Telephone Number being Ported using the Cat. B Process, or

(c)   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 Simple Notification Advice (SNA), a Complex Notification Advice (CNA), a Transfer Simple Notification Advice (TSNA) or a Transfer Complex Notification Advice (TCNA).

Porting Notification Order

means an electronic transfer of information on Business Days between a Gaining and Losing C/CSP or Donor C/CSP and for the avoidance of doubt this may include but is not limited to:

(a) Complex Cutover Advices;

(b) Complex Notification Advices;

(c) Confirmation Advices;

(d) Expiry Notifications;

(e) Give Back Notifications;

(f) Port pending advices;

(g) Port pending cancellations;

(h) Receipt Advices;

(i) Reject Advices;

(j) Retargets;

(k) Simple Notification Advices;

(l) Transfer Simple Notification Advices;

(m) Transfer Complex Notification Advices;

(n) Transfer Complex Cutover Advices; and

(o) Withdrawals.

Porting Request

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

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 C/CSP)

means the central group within the C/CSP which handles the LNP processes.

Quarantine

means the status of a Telephone Number which has been Ported and Given Back to the Donor C/CSP and which is held by the Donor C/CSP and is not Issued to any customer except in accordance with Clause 9.1.11.

Receipt Advice

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

Receipt Time

means the receiving C/CSP's system date and time stamp for a file.

Reject Advice

means an advice from the Losing C/CSP or where applicable the Donor C/CSP to the Gaining C/CSP, forwarded through a Porting Notification Order or Final Cutover Notification Interface (as applicable), which specifies that a Porting Request in a Porting Notification Advice, Complex Cutover Advice, Withdrawal, Retarget, Give Back, TCCA, TECA or an ECA has been rejected by the Losing C/CSP, or where applicable the Donor C/CSP. For those transactions sent via the Final Cutover Notification Interface, Reject Advices are normally sent during the Standard Hours of Operation, however for those Porting Requests received towards the end of Standard Hours of Operation, Reject Advices may be sent outside Standard Hours of Operation.

Resale

means the billing of the End User 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, CNA (Cat. B only), CCA or TCCA which has been previously advised by the Gaining C/CSP to the Losing C/CSP or the Donor C/CSP.

Reversal

means the reinstatement of a Customer's service with the Losing C/CSP during the Reversal Period in accordance with Clauses 7.2.50 to 7.2.52 for Telephone Numbers Ported using the Cat. A Process or Clauses 7.5.35 to 7.5.37 for Telephone Numbers Ported using the Cat. D Process. Reversals are not permitted for the Cat. B Process and Cat. C Process. Reverse has a corresponding meaning.

Reversal Period

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

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

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

(c)   as otherwise agreed between the appropriate parties.

Service Information

means the account number(s) for Telephone Number(s), unless otherwise agreed in Bilateral Agreements.

Simple Notification Advice

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

Simple Telephone Service

means a Local Service which comprises a:

(a)   Standard Telephone Service; and

(b)   Telephone Number,

where there exists a one to one relationship between the Telephone Number and the relevant access line to the Standard Telephone Service.

Simple Telephone Service Threshold

means the number of Telephone Numbers that can be Ported using the Modified Cat. A Process before the Losing C/CSP must implement changes to its procedures and systems.

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 & Services Standards) Act 1999.*

Standard Time

means:

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

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

Standard Zone Unit

has the same meaning as in the Numbering Plan.

Switchless Multibasket Billing Redirection

means the redirection of billing from the ASD to the CSP where billing information is provided to the Service Provider.

Telephone Number

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

Terminating Access Service Deliverer

means a C/CSP that provides access for connection by a Customer to incoming telecommunication services.

Third Party Porting

means Ports where the Donor C/CSP is not the Gaining C/CSP or the Losing C/CSP.

Transfer

means the activity by the Donor C/CSP to change the redirection of calls from the Losing C/CSP to the Gaining C/CSP, where the Donor C/CSP is

neither the Gaining C/CSP or the Losing C/CSP. Transferred has a corresponding meaning.

Transfer Complex Cutover Advice

means an advice contained within a Porting Notification Order from the Gaining C/CSP to the Donor C/CSP.

Transfer Complex Notification Advice

means an advice contained within a Porting Notification Order from the Gaining C/CSP to the Donor C/CSP which provides the details as required for each Telephone Number to be Transferred using the Cat. B Process or 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 C/CSP to advise the Donor C/CSP to implement a Transfer. A TECA can only be used for a Transfer using the Category A Process.

Transfer Reversal

means the activities by the Donor C/CSP and Gaining C/CSP in a Third Party Port to restore the call routing back to the Losing C/CSP's network. Transfer Reversals are implemented in accordance with Clauses 8.2.28 to 8.2.30.

Transfer Simple Notification Advice

means an advice contained within a Porting Notification Order from the Gaining C/CSP to the Donor C/CSP which provides the details as required for each Telephone Number to be Transferred using the Cat. A Process.

Transit Service Deliverer

means a C/CSP that connects with and passes call traffic from the OASD to a TrSD or the TASD.

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.

Wholesale Account Number

means the Account Number between the Losing C/CSP and another CSP who is rebilling the end user Customer.

Withdrawal

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

4.3 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.

5 REFERENCES

Publication	Title
Industry Codes	
ACIF C513:2004	Customer and Network Fault Management
ACIF C515:2005	Pre-selection - Single Basket/Multi Service Deliverer
ACIF C566:2005	Rights of Use of Numbers
ACIF C569:2005	Unconditioned Local Loop Service - Ordering, Provisioning and Customer Transfer
Industry Guidelines	
ACIF G514:2003	Code Administration and Compliance Scheme
ACIF G520:2005	Local Number Portability – Network Plan
ACIF G562:2000	Electronic Customer Authorisation
ACIF G567:2001	Switchless Multibasket Billing Redirection
ACIF G602:2007	Local Number Portability IT Specifications and Operations Manual
ACIF G603:2003	Local Number Portability Test Strategy
ACIF G613:2003	Local Number Portability Test Plan
Industry Documents	
Privacy Act 1988 (Cth)	
Telecommunications Act 1997 (Cth)	
Telecommunications (Consumer Protection & Services Standards) Act 1999 (Cth)	
Telecommunications Numbering Plan 1997 (Cth)	
Trade Practices Act 1974 (Cth)	

6 GENERAL

6.1 Non-discrimination

6.1.1 In implementing the Code each C/CSP must act in a competitively neutral and non-discriminatory manner.

6.2 Privacy and Use of Information

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

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

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

(a) Port transactions are provided between C/CSPs for the purposes of LNP and can 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 can 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 include marketing purposes.

6.3 Right to Port

6.3.1 C/CSPs must only initiate a Port of a Telephone Number where the Customer has made a representation that the Telephone Number has been Issued to them in accordance with Clause 7.1.4(b).

6.4 Categorisation of Ports

6.4.1 The Gaining C/CSP must initially nominate a category to be used to Port a Telephone Number.

6.4.2 Subject to Clause 6.4.3, the default process for Porting a Simple Telephone Service is the Cat. A Process. However the Gaining C/CSP may alternatively use the Cat. B Process or Cat. C Process for a Telephone Number associated with a Simple Telephone Service.

6.4.3 Where a Customer Ports Simple Telephone Services that are associated with a particular Losing C/CSP's customer group for that Customer, the default process for Porting is the Cat. C

process, unless otherwise agreed in Bilateral Agreements. For the avoidance of doubt, a customer group is considered to be a group of numbers with similar characteristics where the Losing C/CSP provides PABX functionality using exchange facilities.

6.4.4   Subject to Clause 6.4.3, a Losing C/CSP 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.

6.4.5   A Port associated with a Simple Telephone Service must be Ported by the Losing C/CSP using either the Cat. A Process or Modified Cat. A Process if;

(a)   it is submitted as an SNA by the Gaining C/CSP; and

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

(c)   the Gaining C/CSP submits a valid ECA.

6.4.6   Ports associated with a Complex Telephone Service must use either:

(a)   the Cat. C Process as the default; or

(b)   the Cat. B Process for those Telephone Numbers associated with Complex Telephone Services that the Losing C/CSP has declared can be ready for Porting in a specified Lead Time;

(c)   the Cat. A Process where the Losing C/CSP has declared that the Telephone Numbers associated with that particular Complex Telephone Service can be ported using the Cat. A Process.

6.4.7   Subject to Clause 6.4.3, where a Losing C/CSP cannot Port a Telephone Number associated with a Simple Telephone Service using the Cat. A Process, they must be able to Port using a Modified Cat. A Process.

6.4.8   Arrangements for a Modified Cat. A Process may be put in place under Bilateral Agreements.

6.4.9   The Losing C/CSP must use the Cat. A Process to Port a Telephone Number associated with a Simple Telephone Service if requested by the Gaining C/CSP if the Port Request passes the validations in Clause 7.2.5.

6.4.10   The Gaining C/CSP must assume the coordinating role for any joint projects/manual processes required to facilitate a Port using the Cat. C Process. The Losing C/CSP 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.

6.5   Provision of Service Information

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

6.5.2   The Losing C/CSP must provide the Service Information to the Gaining C/CSP, in response to a request from the Gaining C/CSP that is required to facilitate a successful Port.

> *NOTE: 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.*

6.6 Losing C/CSP's Wholesale Account Number

6.6.1 Where the Customer is in a contractual relationship with a CSP other than the Losing Carrier, the Losing CSP must provide the Wholesale Account Number that exists between the Losing CSP and the Losing Carrier in response to a request from the Gaining C/CSP.

> *NOTE: This is necessary to validate the Port Request against the Wholesale Account Number. Wholesale Account Number examples may include, but are not limited to:*
>
> *(a) where the Telephone Number to be Ported is in a Commercial Churn Arrangement, the service account number used for validation by the Losing C/CSP is the commercial churn service provider's account number with the Losing C/CSP; or*
>
> *(b) where the Telephone Number to be Ported is in an SMBR arrangement for the Access Product Package, the Wholesale Account Number used for validation by the Losing C/CSP is the SMBR service provider's account number with the Losing C/CSP.*

6.6.2 CSPs who resell Local Services must provide nominated contacts including their contact details for the provision of Wholesale Account Number information.

6.6.3 If the Gaining C/CSP requests the Losing C/CSP's Wholesale Account Number(s) as the Customer's agent, the Gaining C/CSP may provide the Losing CSP with one batch of requests per Business Day with the requested Telephone Numbers from that Losing CSP.

6.6.4 The Losing CSP must provide, on request from the Customer or the Customer's agent, the correct Wholesale Account Number(s) associated with the Customer's Telephone Number/s within two Business Days. The Losing CSP must not hinder, delay or prevent the Port on the basis of costs owed or obligations of the Customer to the Losing CSP.

6.6.5 The Gaining C/CSP must include the Wholesale Account Number(s) in the SNA or CNA. The Gaining C/CSP may only use this information for purposes of Porting, in accordance with the Act. The Porting processes outlined in Section 7 apply.

6.6.6 The Losing CSP does not need to take any action to disconnect Customer's Telephone Number(s). Once the Port is completed the Losing Carrier must notify the Losing CSP that the Customer's Telephone Number(s) has Ported.

6.7 Changed Customer Address Requirements

6.7.1 Where a Customer with a Ported Telephone Number wishes to change address and the new address is outside the SZU where

the Telephone Number was originally Issued, the Gaining C/CSP must advise the Customer, subject to Clause 6.7.2, that service cannot be provided at a location outside of the SZU with the Ported Telephone Number.

6.7.2   Where the Customer wishes to remain with the Gaining C/CSP, retain their Ported Telephone Number and change address outside of the SZU, the Gaining C/CSP may offer the Customer a number redirection, or similar service, in which A-Party calls to the Ported Telephone Number are treated as if the Ported Telephone Number is in its allocated SZU.

> NOTE: Where a Customer chooses to move and wishes to retain their Ported Telephone Number in association with a number redirection, or similar service, the Ported Telephone Number does not have to be Given Back until the number redirection, or similar service associated with that Ported Telephone Number is Disconnected.

6.7.3   Where the Customer does not wish to use a redirection, or similar service the Gaining C/CSP must arrange for:

(a)   a new Telephone Number to be Issued to the Customer in the relevant SZU; and

(b)   the Ported Telephone Number to be Given Back to the Donor C/CSP.

6.8   General Requirements

6.8.1   All C/CSPs must ensure that there is sufficient transmission, switching and processing capabilities in place to support Porting activity by C/CSPs. However, if the Losing, Donor or Gaining C/CSP identifies that its 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 the Gaining C/CSP 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.

6.8.2   After implementation of the Port by the Losing C/CSP, all calls to that Telephone Number shall be routed to the Gaining C/CSP's network. Bearing in mind the routing requirements of the Numbering Plan, the Gaining C/CSP shall terminate these calls to provide "any-to-any connectivity" and in such a way that the caller does not mistake call termination as a fault.

> NOTE: The dial plan of the ACIF G520 **Local Number Portability Network Plan** outlines the process to meet this obligation.

6.8.3   The Code takes an 'all or nothing' approach with the Porting of multiple Telephone Numbers associated with the Losing C/CSP's products, e.g. if there are 20 Telephone Numbers associated with a single Hunt Group then all 20 Telephone Numbers must be submitted in the same complex batch. Where technically possible, C/CSPs must offer Customers the option to rationalise multiple Telephone Numbers either before or after but not during

the Porting process, with the exception of pre-arranged orders as referred to in Clauses 6.8.5 and 6.8.6.

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

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

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

6.8.6   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.

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

6.8.7   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 C/CSP initiated changes, that impacts on the Port process.

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

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

6.8.10   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.

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

6.8.12   The Losing C/CSP and Donor C/CSP 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.

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

6.9　Service Metrics

6.9.1　For Standard Porting, the key service metrics are:

(a)　for Cat. A Process those metrics in Clause 7.2.37;

(b)　for Cat. B Process those metrics in Clause 7.3.57;

(c)　for Cat. C Process:

(i)　the time period from CA authorisation to CNA submission to the Losing C/CSP;

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

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

(d)　for Cat. D Process those metrics in Clause 7.5.30.

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

(a)　for Cat. A Process those metrics in Clause 8.2.24;

(b)　for Cat. B Process those metrics in Clause 8.3.46; and

(c)　for Cat. C Process:

(i)　the time period from CA authorisation to TCNA submission to the Losing C/CSP; and

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

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

6.9.3　In calculating service metrics Losing C/CSP or Gaining C/CSPs must include those Ports that have completed during the month. Ports that are still pending or not completed must not be included in the calculations.

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

6.10　Complex Batches

6.10.1　All Telephone Numbers associated with a particular Losing C/CSP's product for that Customer that are to be Ported must be identified as such by the Gaining C/CSP in the CNA. That is, a batch reference number must be allocated by the Gaining C/CSP covering all the Telephone Numbers associated with a

particular Losing C/CSP's product for that Customer. Confirmation of the CNA, CCA, Withdrawal and Retarget must be done at a batch level.

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

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

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

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

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

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

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

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

6.11 After Hours Porting

6.11.1 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 its business, including any time outside Standard Hours of Operation. However the Code does not impose an obligation on a C/CSP to process, or continue to process to completion, a Port outside the Standard Hours of Operation unless those conditions described in Clauses 6.11.3 and 6.11.4 are met.

6.11.2 A C/CSP may enter into Bilateral Agreements covering Porting or the continuation of Porting outside Standard Hours of Operation.

6.11.3 Subject to Clause 6.11.4, C/CSPs must offer Porting, or the continuation of Porting, outside Standard Hours of Operation if requested to by another C/CSP.

6.11.4 A C/CSP is not obliged to offer Porting, or the continuation of Porting, outside Standard Hours of Operation unless a Bilateral Agreement is in place between the participating C/CSPs that provides the terms and conditions for the Port or continuation of Porting, outside Standard Hours of Operation.

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

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

6.12   Resources

6.12.1   The Losing C/CSP, Gaining C/CSP and Donor C/CSP must provide sufficient staff to manage operational procedures covering Standard Hours of Operation.

6.13   Bilateral Agreements

6.13.1   Parties to the Code may agree terms and conditions in their Bilateral Agreements for the provision of all appropriate and relevant service information that is required to facilitate and support the process for the implementation of a Customer's Port Request in an efficient and expeditious manner.

6.13.2   The Act and the Numbering Plan requires Carriers and Carriage Service Providers who hold Portable Telephone Numbers to provide LNP. The Act recognises that the terms and conditions on which LNP is to be provided are to be agreed between the Carriers and Carriage Service Providers (referred to in the Code as Bilateral Agreements). Such terms and conditions may have regard to the minimum terms of the Code and would normally include but are not limited to:

(a)   an operations manual to support LNP. The bilateral operations manual should include a complaints management procedure for the resolution of disputes (including nominated points of contact);

(b)   any agreed variations to the performance timeframes specified in the Code;

(c)   any agreed volume limitations;

(d)   any agreement on Porting outside Standard Hours of Operation;

(e)   the Lead Times for Porting Telephone Numbers using the Cat. B Process for different services provided by the individual C/CSPs;

(f)   the indicative timeframes for the restoration of different services in the event of an Emergency Return;

(g)   a schedule of fees (if any) in relation to Porting activities;

(h)   arrangements to support industry agreed IT file formats and architecture;

(i)   agreed escalation procedures;

(j)   activation targets;

(k)   categories into which particular services fall; and

(l)   fault management arrangements.

6.14   Porting Delays

6.14.1   A C/CSP must advise impacted C/CSPs as soon as practicable after becoming aware of any delays, whether system, exchange or validation, that prevents processing of Porting Requests within the agreed time frames. Other delays such as network failures or major outages should be managed as per service assurance agreements between the parties.

7 STANDARD PORTING PROCESS

7.1 General Process Requirements

Application of Standard Porting Process

7.1.1 The Porting Processes described in this Section must apply to the Gaining C/CSP and the Losing C/CSP where the Donor C/CSP is either the Losing C/CSP or the Gaining C/CSP. If the Donor C/CSP is neither the Gaining C/CSP nor the Losing C/CSP then Section 8 must also apply.

Customer to Complete and Submit CA

7.1.2 Before commencing the Porting process, the Gaining C/CSP must obtain a completed CA from the Customer, covering each Telephone Number to be Ported.

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

Requirements for Customer Authorisation

7.1.4 A CA includes, but is not limited to, paper based, electronic, internet pages or voice authorisations recorded on audio media. The Gaining C/CSP must ensure that the CA contains the minimum mandatory requirements.

The minimum mandatory requirements for a CA are:

(a) Customer's details including title, name or business name and address and (where applicable) authorised representative;

(b) acknowledgment that the Customer is authorised to request Porting in respect of the Telephone Numbers set out in the CA;

(c) name of the Gaining C/CSP;

(d) name of the Losing C/CSP;

(e) list of Telephone Number(s) to be Ported and associated service account number(s);

(f) authorisation date;

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

(h) an acknowledgment by the Customer that they have been advised by the Gaining C/CSP that:

(i) by Porting the Telephone Number, the service associated with that Telephone Number is disconnected from the Losing C/CSP's network and may result in finalisation of the Customer's account for that service;

(ii) by Porting the Telephone Number, any DSL/spectrum sharing service associated with that Telephone

Number is disconnected and may result in finalisation of the Customer's account for that service; and

(iii) although the Customer has the right to Port its Telephone Number, there may be costs and obligations associated with the Port which may include early termination fees and Porting fees.

7.1.5 If there is insufficient space to include all Telephone Numbers and account numbers the Customer may attach a schedule detailing this additional information. Each additional page must be numbered sequentially (eg one of 20 etc).

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

7.1.7 The Gaining C/CSP must retain all CAs received for a minimum period of two years from when a CA is received from the Customer. Retention of a CA applies regardless of the format of authorisation (e.g. scanned, written or verbal).

7.1.8 To initiate a Port the Gaining C/CSP must obtain a CA authorised by the Customer or the Customer's agent. A CA may only be authorised by a Customer's agent if the Customer has authorised the agent to act on their behalf in writing or any other format which can be produced on request if required.

7.1.9 If a Customer has authorised more than one agent to complete the CA on his/her behalf, the most recent authorisation applies and must supersede and revoke all previous authorisations.

CA Validation by Gaining C/CSP

7.1.10 Upon obtaining a CA from a Customer, the Gaining C/CSP must perform validation checks:

(a) confirming with the Customer that each Telephone Number required to be Ported is Issued to the Customer;

(b) confirming that the signatory of the CA is the Customer or is authorised in writing to act on the Customer's behalf;

(c) obtaining and recording the Losing C/CSPs service account number for the Customer;

(d) verifying that the Telephone Number required to be Ported is connected to an exchange of the Losing C/CSP that supports LNP;

(e) verifying that the Telephone Numbers to be Ported by the Cat. B Process and Cat. C Process conform with Clause 6.10.1; and

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

7.1.11 If a CA cannot be validated as required by Clause 7.1.10 the Gaining C/CSP must not process the Porting Request.

Timeframe Calculation Methodology

7.1.12   The following time frame calculation methodology must apply to the communication of all transaction types that are contained in a Porting Notification Order between C/CSPs:

(a)   the Receipt Time of a PNO transaction is the time the Porting Notification Order 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

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

7.1.14   The Gaining C/CSP must assign each PNO file a file sequence number.

7.2   Category A Porting Process

7.2.1   A Telephone Number to be Ported using the Cat. A Process must be obtained from a CA which has been validated by the Gaining C/CSP in accordance with Clause 7.1.10.

Simple Notification Advice (SNA) – Cat. A Process

7.2.2   To initiate a Port the Gaining C/CSP must forward an SNA to the Losing C/CSP, via a PNO.

7.2.3   The SNA must be provided to the Losing C/CSP at least two Business Days before the Cutover Date.

7.2.4   The SNA must include:

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

(b)   Losing C/CSP service account number;

(c)   Porting Category (A); and

(d)   CA date.

SNA Validation – Cat. A Process

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

(a)   is Issued;

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

(c) is associated with a Simple Telephone Service;

(d) has not already been Ported to another C/CSP;

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

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

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

SNA Confirmation Advice - Cat. A Process

7.2.6   If the SNA is successfully validated in accordance with Clause 7.2.5, the Losing C/CSP 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. A Process

7.2.7   If the SNA is not successfully validated according to Clause 7.2.5, the Losing C/CSP 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. A Process

7.2.8   Correction of an SNA which has rejected in accordance with Clause 7.2.7 may be undertaken by the Gaining C/CSP.

7.2.9   If a rejected SNA has been corrected by the Gaining C/CSP, the Gaining C/CSP can resubmit the SNA to the Losing C/CSP.

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

Lifetime of a Port - Cat. A Process

7.2.11   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 Retargetted.

7.2.12   If the Port is Retargetted, 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

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

7.2.14   Subject to Clause 7.2.13, and if the SNA has been confirmed, the Gaining C/CSP may Retarget the Port by notifying the Losing C/CSP in a PNO, up to one Business Day before the expiry of the

30 calendar day time limit for the Port and prior to the issue of an ECA.

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

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

SNA Retarget Validation – Cat. A Process

7.2.17   Upon receipt of a Retarget from the Gaining C/CSP, the Losing C/CSP 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 7.2.14.

7.2.18   If successfully validated, the Losing C/CSP must Retarget the Port in its systems.

SNA Retarget Confirmation Advice – Cat. A Process

7.2.19   If the Retarget is successfully validated in accordance with Clause 7.2.17, the Losing C/CSP 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

7.2.20   If the Retarget is not successfully validated according to Clause 7.2.17, the Losing C/CSP 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

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

7.2.22   Upon receipt of the PNO containing the valid Withdrawal, the Losing C/CSP must Withdraw the Porting Request in its systems, resulting in the cancellation of the Port.

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

SNA Withdrawal Validation – Cat. A Process

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

SNA Withdrawal Confirmation Advice – Cat. A Process

7.2.25   If the Withdrawal is successfully validated in accordance with Clause 7.2.24, the Losing C/CSP 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

7.2.26   If the Withdrawal request is not successfully validated according to Clause 7.2.24, the Losing C/CSP 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

7.2.27   If an ECA is not received by the Losing C/CSP up to and including 30 calendar days after either the receipt of a valid SNA by the Losing C/CSP or the receipt of a valid SNA Retarget by the Losing C/CSP in accordance with Clauses 7.2.13 to 7.2.16, the Losing C/CSP 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

7.2.28   After receipt of an SNA Confirmation Advice in accordance with Clause 7.2.6, the Gaining C/CSP must provide an ECA to the Losing C/CSP via a Final Cutover Notification Interface unless otherwise agreed in Bilateral Agreements.

7.2.29   The ECA must include the:

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

(b)   Losing C/CSP service account number.

7.2.30   An ECA cannot be Retargetted.

ECA Validation – Cat. A Process

7.2.31   Upon receipt of an ECA from the Gaining C/CSP, the Losing C/CSP must implement the ECA immediately if:

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

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

7.2.32   ECAs received by the Losing C/CSP after Standard Hours of Operation must be rejected, unless otherwise agreed in Bilateral Agreements.

7.2.33   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.

7.2.34   The Losing C/CSP must ensure that Porting is implemented in accordance with Clause 7.2.37.

ECA Confirmation Advice – Cat. A Process

7.2.35   If the ECA is successfully validated in accordance with Clauses 7.2.31 and 7.2.32, the Losing C/CSP 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

7.2.36   If the ECA is not successfully validated in accordance with Clauses 7.2.31 and 7.2.32, the Losing C/CSP 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

7.2.37   The Losing C/CSP 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 the valid ECA by the Losing C/CSP; and

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

Completion of a Port – Cat. A Process

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

7.2.39   Completion Advices must be batched and sent to the Gaining C/CSP at least every 15 minutes.

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

7.2.41   Upon receipt of a request in accordance with Clause 7.2.40, the Losing C/CSP must advise the Gaining C/CSP by telephone, or other agreed method, within 30 minutes of receipt of the request for information:

(a)   the reason for the delay; and

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

Modified Cat. A Process

7.2.42   The use of the Modified Cat. A Process is subject to a Simple Telephone Service Threshold as specified in Clause 7.2.44.

7.2.43   The Modified Cat. A Process must use the same transactions as the Category A Process and offer similar service levels to that offered under the Category A Process.

7.2.44   The Simple Telephone Service Threshold is exceeded when more than 50 Telephone Numbers are Ported using the Modified Cat. A Process per Losing C/CSP per calendar month.

7.2.45   Unless otherwise agreed in Bilateral Agreements the Losing C/CSP must use reasonable endeavours to implement changes to its procedures and systems within 3 months such that the Simple Telephone Service Threshold is not exceeded.

7.2.46　If implementation within 3 months of the threshold being exceeded is not possible then the Losing C/CSP must implement changes to its procedures and systems within 6 months of the Simple Telephone Service Threshold being exceeded.

> NOTE: Examples of acceptable reasons include delaying due to a pre-scheduled release or systems freeze (eg over the Christmas period).

7.2.47　When the Simple Telephone Service Threshold is not exceeded the Losing C/CSP must Port the Telephone Numbers associated with a Simple Telephone Service using either the Modified Cat. A Process or the Category A Process.

7.2.48　Each Losing C/CSP that utilises the Modified Cat. A Process must report monthly (if requested) to the Gaining C/CSP on the volume of Ports completed using the Modified Cat. A Process in the previous month.

Activation Targets – Modified Cat. A Process

7.2.49　The Losing C/CSP 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 four Business hours of receipt of the valid ECA by the Losing C/CSP; and

(b)　at least 99% activated within six Business hours of receipt of the valid ECA by the Losing C/CSP.

Reversal of a Port – Cat. A Process

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

> Note: The Reversal process can apply to a Port either to or from the Donor C/CSP.

7.2.51　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 C/CSP Provisioning Centre by telephone of the Reversal requirement during the Reversal Period and also forward notification by facsimile, e-mail or other method, as agreed, which must include alternate Customer contact details if available. The Losing C/CSP must retain each notification 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;

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

(c) the Losing C/CSP must advise the Gaining C/CSP 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. Any Porting request in respect of the relevant Telephone Number must be initiated by a new SNA.

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

7.3 Category B Porting Process

7.3.1 A Telephone Number to be Ported using the Cat. B Process must be obtained from a CA which has been validated by the Gaining C/CSP in accordance with Clause 7.1.10.

Complex Notification Advice (CNA) – Cat. B Process

7.3.2 The Gaining C/CSP must notify the Losing C/CSP of a Port Request for a Telephone Number by forwarding a CNA to the Losing C/CSP, via a PNO.

7.3.3 The Gaining C/CSP must assign each PNO file a file sequence number and a batch reference number for each Telephone Number in the CNA.

7.3.4 The CNA must include:

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

(b) Losing C/CSP service account number;

(c) Porting category (B);

(d) Gaining C/CSP batch reference number; and

(e) CA date.

CNA Receipt Advice – Cat. B Process

7.3.5 The Losing C/CSP must provide a CNA Receipt Advice, at batch level, to the Gaining C/CSP within one Business Day of receipt of the CNA to confirm that the CNA has been received.

CNA Validation – Cat. B Process

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

(a) is Issued;

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

(c)   is associated with a Complex Telephone Service which the Losing C/CSP has declared is Portable using the Category B Process;

(d)   has not already been Ported to another C/CSP;

(e)   is not Disconnected or Pending Disconnection at the time the CNA is received by the Losing C/CSP;

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

(g)   the batch reference number is valid;

(h)   the Telephone Numbers to be Ported conform with Clauses 6.10.1 and 6.10.3; and

(i)   the date of the CA is not more than 90 calendar days old.

CNA Confirmation Advice – Cat. B Process

7.3.7   If the CNA is successfully validated in accordance with Clause 7.3.6, the Losing C/CSP must provide a CNA Confirmation Advice, at batch level, to the Gaining C/CSP within three Business Days of the receipt of the CNA.

7.3.8   The CNA Confirmation Advice must include:

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

(b)   Lead Time required.

CNA Reject Advice – Cat. B Process

7.3.9   If the CNA is not successfully validated in accordance with Clause 7.3.6, the Losing C/CSP must provide a CNA Reject Advice, at Telephone Number level, to the Gaining C/CSP within three Business Days of the receipt of the CNA. The CNA Reject Advice must contain the following information:

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

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

(c)   reason for rejection (coded).

CNA Resubmission – Cat. B Process

7.3.10   Correction of a CNA which has been rejected in accordance with Clause 7.3.9 is the responsibility of the Gaining C/CSP.

7.3.11   If a rejected CNA has been corrected by the Gaining C/CSP, the Gaining C/CSP can resubmit the CNA to the Losing C/CSP.

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

Lifetime of a Port - Cat. B Process

7.3.13   The lifetime of a Port using the Cat. B Process is deemed to be the period from the date of receipt of a valid CNA to the expiry of the period of 40 calendar days from that receipt date, unless the Port is Retargetted.

7.3.14 If the Port is Retargetted, then the lifetime is changed to be the period from the date of receipt of a valid CNA to the expiry of the period of 30 calendar days from the date of receipt of a valid Retarget.

Retargeting a Port - Cat. B Process

7.3.15 A Retarget can occur for a CNA or a CCA. If the CCA has been confirmed, then the Gaining C/CSP can only Retarget the Porting Request with a CCA Retarget.

7.3.16 A Port using the Cat. B Process must be limited to a total of two Retargets. This total applies to any combination of CNA Retargets or CCA Retargets.

7.3.17 A Retarget of a CNA or a CCA must be at batch level.

7.3.18 A CNA Retarget or a CCA Retarget has the effect of extending the lifetime of the Port by 30 calendar days from the date of receipt of the valid Retarget.

CNA Retarget - Cat. B Process

7.3.19 Subject to Clause 7.3.15, and if the CNA has been confirmed, the Gaining C/CSP may Retarget the Port by notifying the Losing C/CSP in a PNO, up to one Business Day before the expiry of the Port as specified in Clause 7.3.32.

CNA Retarget Validation – Cat. B Process

7.3.20 Upon receipt of a CNA Retarget from the Gaining C/CSP, the Losing C/CSP must validate that:

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

(b) the Retarget request is in accordance with the timeframe specified in Clause 7.3.19.

7.3.21 If successfully validated, the Losing C/CSP must Retarget the Port in its systems.

CNA Retarget Confirmation Advice – Cat. B Process

7.3.22 If the CNA Retarget is successfully validated according to Clause 7.3.20, the Losing C/CSP must provide a Confirmation Advice to the Gaining C/CSP within one Business Day of receipt of the Retarget.

CNA Retarget Reject Advice – Cat. B Process

7.3.23 If the CNA Retarget is not successfully validated according to Clause 7.3.20, the Losing C/CSP must provide a Reject Advice, including the reason (coded), to the Gaining C/CSP within one Business Day of receipt of the Retarget.

Withdrawal of a Port - Cat. B Process

7.3.24 A Gaining C/CSP must Withdraw a CNA or CCA by submission of a Withdrawal request, at batch level, via a Porting Notification Order.

7.3.25 A Withdrawal can occur for a CNA or a CCA. If the CCA has been confirmed, then the Gaining C/CSP can only Withdraw the Porting Request with a CCA Withdrawal.

7.3.26 Upon receipt of a valid Withdrawal from the Gaining C/CSP, the Losing C/CSP must withdraw the Porting Request in its systems, resulting in cancellation of the Port.

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

CNA Withdrawal - Cat. B Process

7.3.28 The Gaining C/CSP must submit a Withdrawal for a valid CNA by notifying the Losing C/CSP in a PNO at least one Business Day prior to the expiry of the Port.

CNA Withdrawal Validation - Cat. B Process

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

CNA Withdrawal Confirmation Advice - Cat. B Process

7.3.30 If the CNA Withdrawal is successfully validated in accordance with Clause 7.3.29, the Losing C/CSP must provide a Confirmation Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal.

CNA Withdrawal Reject Advice - Cat. B Process

7.3.31 If the CNA Withdrawal is not successfully validated in accordance with Clause 7.3.29, the Losing C/CSP 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. B Process

7.3.32 A Port request must be cancelled and an Expiry Notification must be provided by the Losing C/CSP to the Gaining C/CSP whenever a:

(a) Port Request using the Cat. B Process has reached the 40 calendar day time frame from receipt of a valid CNA; or

(b) Port Request using the Cat. B Process which has subsequently been Retargetted reaches the new Expiry Date which is 30 days from the receipt of a valid Retarget.

Complex Cutover Advice (CCA) – Cat. B Process

7.3.33 After receipt of confirmation of the CNA from the Losing C/CSP, the Gaining C/CSP may provide a CCA to the Losing C/CSP.

7.3.34 The period from receipt of the valid CCA to the Cutover Date must be greater than or equal to the Lead Time advised by the Losing C/CSP.

7.3.35 The CCA must include the following information:

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

(b) Cutover Date and Cutover Timeslot.

7.3.36 The allowable Cutover Timeslots are 0800, for 08:00am to 12:00 noon, and 1300, for 01:00pm to 05:00pm (in each case given as Local Time), unless otherwise agreed in Bilateral Agreements.

CCA Receipt Advice – Cat. B Process

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

CCA Validation - Cat. B Process

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

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

(b)   Cutover Date is not in advance of the required Lead Time;

(c)   Cutover Date is prior to the Port expiry date; and

(d)   Cutover Date and Cutover Timeslot are within the Standard Hours of Operation, unless otherwise agreed in Bilateral Agreements.

CCA Confirmation Advice – Cat. B Process

7.3.39   A Losing C/CSP must provide CCA Confirmation Advices to the Gaining C/CSP for all CCAs that are successfully validated under Clause 7.3.38 within two Business Days of receipt of the CCA.

CCA Reject Advice – Cat. B Process

7.3.40   A Losing C/CSP must provide Reject Advices to the relevant Gaining C/CSP for all CCAs which are not successfully validated under Clause 7.3.38 within two Business Days of the receipt of the CCAs. Where a CCA is rejected, there is no impact to the CNA's status. Reject Advices must include the following information:

(a)   Gaining C/CSP batch reference number; and

(b)   the reason for rejection (coded).

CCA Resubmission – Cat. B Process

7.3.41   Correction of a CCA rejected in accordance with Clause 7.3.40 is the responsibility of the Gaining C/CSP. The Losing C/CSP must treat a rejected CCA as finalised.

7.3.42   If an invalid CCA has been corrected by the Gaining C/CSP, the Gaining C/CSP may resubmit the CCA to the Losing C/CSP. The Losing C/CSP must treat any resubmitted CCA as if it were being notified to the Losing C/CSP for the first time.

7.3.43   The Losing C/CSP must perform the following validation checks on any resubmitted CCA as for the first CCA:

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

(b)   confirm that the new Cutover Date is not in advance of the required Lead Time;

(c)   confirm that the Cutover Date is prior to the CNA expiry date; and

(d)   confirm that the Cutover Date and Cutover Timeslot are within agreed hours of operation.

CCA Retarget - Cat. B Process

7.3.44   Subject to Clause 7.3.15, if the CCA has been confirmed, the Gaining C/CSP may Retarget the Port by sending a CCA Retarget notification to the Losing C/CSP in a PNO, up to four Business Days prior to the current Cutover Date.

7.3.45   The period from receipt of the valid CCA Retarget to the Cutover Date must be greater than or equal to the Lead Time advised by the Losing C/CSP.

7.3.46   Retargetted Port Cutover Dates must not be greater than 30 calendar days from the date of the Retarget.

7.3.47   The CCA Retarget must include the:

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

(b)   (new) Cutover Date and Cutover Timeslot.

CCA Retarget Receipt Advice – Cat. B Process

7.3.48   The Losing C/CSP 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. B Process

7.3.49   Upon receipt of a CCA Retarget from the Gaining C/CSP, the Losing C/CSP 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 Clauses 7.3.45 and 7.3.46; and

(c)   the (new) Cutover Date and Cutover Timeframe is not greater than the lifetime of the Port.

7.3.50   If successfully validated, the Losing C/CSP must Retarget the Port in its systems.

CCA Retarget Confirmation Advice – Cat. B Process

7.3.51   If the CCA Retarget is successfully validated according to Clause 7.3.49 the Losing C/CSP must provide a Confirmation Advice, to the Gaining C/CSP within two Business Days of receipt of the Retarget.

CCA Retarget Reject Advice – Cat. B Process

7.3.52   If the CCA Retarget is not successfully validated according to Clause 7.3.49, the Losing C/CSP must provide a Reject Advice, including the reason (coded), to the Gaining C/CSP within two Business Days of receipt of the Retarget.

CCA Withdrawal - Cat. B Process

7.3.53   The Gaining C/CSP may submit a Withdrawal for a valid CCA by notifying the Losing C/CSP in a PNO. Any Withdrawal must be submitted at least one Business Day prior to the start of the required Lead Time.

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CCA Withdrawal Validation - Cat. B Process

7.3.54 Upon receipt of a CCA Withdrawal from the Gaining C/CSP, the Losing C/CSP 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 7.3.53.

CCA Withdrawal Confirmation Advice - Cat. B Process

7.3.55 If the CNA Withdrawal is successfully validated in accordance with Clause 7.3.54, the Losing C/CSP must provide a Confirmation Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal.

CCA Withdrawal Reject Advice - Cat. B Process

7.3.56 If the CCA Withdrawal is not successfully validated in accordance with Clause 7.3.54, the Losing C/CSP must provide a Reject Advice, including the reason (coded), to the Gaining C/CSP within one Business Day of receipt of the Withdrawal.

Activation Targets - Cat. B Process

7.3.57 At least 99% of cutovers, during a calendar month, for Telephone Numbers Ported using the Cat. B Process must occur within the Cutover Timeslot contained in the CCA.

Completion of a Port – Cat. B Process

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

7.3.59 Completion Advices must be batched and sent to the Gaining C/CSP at least every 15 minutes. If the Completion Advice for a particular Porting Request has not been received, the Gaining C/CSP can request information on the status of the Porting Request within the Porting Inquiry Period in accordance with the following procedures:

(a) the Gaining C/CSP Provisioning Centre must forward a request by phone to be confirmed by facsimile, e-mail or other method, as agreed, to the Losing C/CSP Provisioning Centre; and

(b) the Losing C/CSP must advise the Gaining C/CSP Provisioning Centre by telephone within 30 minutes the reason for the delay and the expected time of the delivery of the Completion Advice.

Reversal of a Port – Cat. B Process

7.3.60 As Reversals are not permitted in the Cat. B Process, due care in the preparation and coordination of the Porting of these Telephone Numbers with the Customer and between C/CSPs must be taken.

Emergency Retarget and Emergency Return of a Port – Cat. B Process

7.3.61 The Emergency Retarget and Emergency Return requirements are described in Clauses 7.4.58 to 7.4.78.

7.4 Category C Porting Process

Complex Notification Advice (CNA) – Cat. C Process

7.4.1 To initiate a Port, the Gaining C/CSP must forward a CNA to the Losing C/CSP via a PNO.

7.4.2 A Gaining C/CSP must not initiate a Port without validating the CA for that Port in accordance with Clause 7.1.10.

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

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

(b) Losing C/CSP service account number;

(c) Porting category (C);

(d) Customer contact details;

(e) Gaining C/CSP batch reference number;

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

(g) CA date.

CNA Receipt Advice - Cat. C Process

7.4.4 The Losing C/CSP 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

7.4.5 Upon receipt of the CNA from the Gaining C/CSP, the Losing C/CSP must validate that the:

(a) Telephone Number is Issued;

(b) service account number details provided match those recorded in the Losing C/CSP's systems;

(c) Telephone Number has not already been Ported to another C/CSP;

(d) Telephone Number is not Disconnected or Pending Disconnection at the time the CNA is received by the Losing C/CSP;

(e) batch reference number is valid;

(f) Telephone Numbers to be Ported conform with Clauses 6.10.1 and 6.10.3;

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

(h) Porting Request is not already pending in Losing C/CSP systems.

CNA Confirmation Advice – Cat. C Process

7.4.6 The Losing C/CSP must provide a CNA Confirmation Advice, at the Batch level, to the Gaining C/CSP for all CNAs successfully validated under Clause 7.4.5 within five Business Days of the receipt of the CNA. The CNA Confirmation Advice must include the following information:

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

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

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

Manual Porting Process Co-ordination

7.4.8 Upon receipt of the Losing C/CSP's Confirmation Advice, the Gaining C/CSP's nominated Project manager must contact the Losing C/CSP's nominated project manager to agree the Cutover Date, Commencement Time, resources and processes required to implement the Port as identified in Clauses 7.4.53 to 7.4.57. The Gaining C/CSP must be responsible for the coordination of the Porting process as per Clause 6.4.10.

CNA Reject Advice – Cat. C Process

7.4.9 The Losing C/CSP must provide Reject Advices, at the Telephone Number level, to the relevant Gaining C/CSP for all CNAs which are not successfully validated under Clause 7.4.5 within five Business Days of the receipt of the CNA. The CNA Reject Advice must include:

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

(b) Gaining C/CSP batch reference number; and

(c) reason for rejection (coded).

CNA Resubmission – Cat. C Process

7.4.10 Correction of a CNA rejected in accordance with Clause 7.4.9 is the responsibility of the Gaining C/CSP.

7.4.11 If a rejected CNA has been corrected by the Gaining C/CSP, the Gaining C/CSP may submit a new CNA to the Losing C/CSP.

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

Lifetime of a Port – Cat. C Process

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

7.4.14 A CNA cannot be Retargeted.

Retargeting of a Port - Cat. C Process

7.4.15 A Retarget can occur for a CCA. If the CCA has been confirmed, then the Gaining C/CSP can only Retarget the Porting Request with a CCA Retarget.

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

7.4.17 Retargets of CCAs must be at the batch level.

7.4.18 Retargeting a CCA does not change the lifetime of the Port.

Withdrawal of a Port - Cat. C Process

7.4.19 A Gaining C/CSP may Withdraw a CNA or CCA by submission of a Withdrawal request, at batch level, via a PNO.

7.4.20 A Withdrawal can occur for a CNA or a CCA. If the CCA has been confirmed, then the Gaining C/CSP can only Withdraw the Porting Request with a CCA Withdrawal.

7.4.21 Upon receipt of a valid Withdrawal from the Gaining C/CSP, the Losing C/CSP must Withdraw the Porting Request in its systems, resulting in cancellation of the Port.

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

CNA Withdrawal - Cat. C Process

7.4.23 Subject to Clause 7.4.19, the Gaining C/CSP may submit a CNA Withdrawal for a valid CNA by notifying the Losing C/CSP in a PNO up to one Business Day prior to the expiry of the Port.

CNA Withdrawal Validation - Cat. C Process

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

CNA Withdrawal Confirmation Advice - Cat. C Process

7.4.25 If the CNA Withdrawal is successfully validated in accordance with Clause 7.4.24, the Losing C/CSP 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

7.4.26 If the CNA Withdrawal is not successfully validated in accordance with Clause 7.4.24, the Losing C/CSP 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

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

Complex Cutover Advice (CCA) – Cat. C Process

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

(a) Gaining C/CSP batch reference number; and

(b) Cutover Date and Commencement Time.

CCA Receipt Advice – Cat. C Process

7.4.29 The Losing C/CSP 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

7.4.30 A Losing C/CSP must perform the following validation checks on CCAs received from Gaining C/CSPs:

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

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

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

CCA Confirmation Advice – Cat. C Process

7.4.31 A Losing C/CSP must provide a CCA Confirmation Advice to the Gaining C/CSP for all CCAs within three Business Days of receipt of the CCA.

CCA Reject Advice - Cat. C Process

7.4.32 A Losing C/CSP 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 three Business Days of the receipt of the CCA. Where a CCA is rejected, there is no impact to the CNA's status. Reject Advices must include the following information:

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

(b) the reason for rejection (coded).

CCA Resubmission – Cat. C Process

7.4.33 Correction of a CCA rejected in accordance with Clause 7.4.32 is the responsibility of the Gaining C/CSP.

7.4.34 If a rejected CCA has been corrected by the Gaining C/CSP, the Gaining C/CSP may resubmit the CCA to the Losing C/CSP. The CCA must be treated like it has been received for the first time and follow the processes outlined in Clauses 7.4.28 to 7.4.32.

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

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

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

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

CCA Retarget - Cat. C Process

7.4.36 Subject to Clause 7.4.15, and if the CCA has been confirmed, the Gaining C/CSP may Retarget the Port Cutover Date by sending a CCA Retarget notification to the Losing C/CSP in a PNO, up to five Business Days prior to the current Cutover Date and no less than five Business Days before the new Cutover Date.

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

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

7.4.39 The CCA Retarget must include the:

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

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

CCA Retarget Receipt Advice – Cat. C Process

7.4.40 The Losing C/CSP 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

7.4.41 Upon receipt of a CCA Retarget from the Gaining C/CSP, the Losing C/CSP 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 7.4.38; and

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

7.4.42 If successfully validated, the Losing C/CSP must Retarget the Port in its systems.

CCA Retarget Confirmation Advice – Cat. C Process

7.4.43 If the CCA Retarget is successfully validated according to Clause 7.4.41, the Losing C/CSP must provide a Confirmation Advice to the Gaining C/CSP within three Business Days of receipt of the Retarget.

CCA Retarget Reject Advice – Cat. C Process

7.4.44   If the CCA Retarget is not successfully validated according to Clause 7.4.41, the Losing C/CSP must provide a Reject Advice, including the reason (coded), to the Gaining C/CSP within three Business Days of receipt of the Retarget.

CCA Withdrawal - Cat. C Process

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

CCA Withdrawal Validation - Cat. C Process

7.4.46   Upon receipt of a CCA Withdrawal from the Gaining C/CSP, the Losing C/CSP 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 7.4.45.

CCA Withdrawal Confirmation Advice - Cat. C Process

7.4.47   If the CCA Withdrawal is successfully validated in accordance with Clause 7.4.46, the Losing C/CSP 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

7.4.48   If the CCA Withdrawal is not successfully validated in accordance with Clause 7.4.46, the Losing C/CSP 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 Port – Cat. C Process

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

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

Reversal of a Port – Cat. C Process

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

Emergency Retarget and Emergency Return of a Port - Cat. C Process

7.4.52   The Emergency Retarget and Emergency Return requirements are described in Clauses 7.4.58 to 7.4.76.

Project Management Process – Cat. C Process

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

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

7.4.55   Upon receipt of the Losing C/CSP's project manager's details in a CNA, the Gaining C/CSP's project manager must initiate the first contact. The project managers must develop and agree, in conjunction with the Customer's nominated contact, an Implementation Schedule. Where deemed necessary by the Gaining C/CSP the Gaining C/CSP must obtain an agreement in writing to the Implementation Schedule from the Customer and the Losing C/CSP. The Gaining C/CSP's project manager must be responsible for the Implementation Schedule in these cases.

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

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

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

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

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

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

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

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

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

7.4.57   Once the Implementation Schedule has been agreed between the Gaining C/CSP and the Losing C/CSP, all amendments must be documented by the Gaining C/CSP. The Losing C/CSP must make all reasonable endeavours to accommodate any changes. Both parties must ensure that they have sufficient resources and ability to deliver all milestones in the Implementation Schedule before it is agreed.

Emergency Retarget

7.4.58   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.

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

7.4.60 The Emergency Retarget may be requested by either the Gaining C/CSP or the Losing C/CSP. However, the Gaining C/CSP's agreement must be obtained to allow the Emergency Retarget to proceed. The Gaining C/CSP must confirm that agreement in writing. 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.

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

7.4.62 The Gaining C/CSP must provide the Losing C/CSP with a written confirmation of the request, either by facsimile, 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.

7.4.63 The Gaining C/CSP and the Losing C/CSP must agree on a new Cutover Date and Commencement Time with both parties manually updating their respective systems with new Cutover details. The completion of the Port following the Emergency Retarget requires a new CCA to be submitted following agreement to the Cutover Date and Commencement Time in accordance with Clause 7.4.77 to 7.4.78.

7.4.64 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.

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

Emergency Return

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

7.4.67 An Emergency Return may be requested by either the Gaining C/CSP's or Losing C/CSP's project manager or its nominated operational representative. However, the Gaining C/CSP's agreement must be obtained to allow the Emergency Return to proceed.

7.4.68 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/CSP's or the Gaining C/CSP's network and must be actioned as soon as the Gaining C/CSP determines an Emergency Return is required.

7.4.69 The Emergency Return Request Period commences as soon as possible once the project managers agree that an Emergency

Return is warranted, or as pre-specified in the Implementation Schedule. The Emergency Return Request period ends:

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

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

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

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

7.4.71   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 C/CSP. This format can be by way of a paper based form, electronic or via the Internet.

7.4.72   After the Gaining C/CSP has confirmed that the Emergency Return is to proceed, the Gaining C/CSP must provide the Losing C/CSP with confirmation of the Emergency Return, either by facsimile, e-mail or other method, as agreed, at the time the Emergency Return is to be implemented but no later than one Business Day after the commencement of the Emergency Return.

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

7.4.74   Where the Port has not commenced, the Gaining C/CSP may request an Emergency Retarget during the Emergency Return Request Period as an alternative to an Emergency Return.

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

7.4.76   The Emergency Return does not change the expiry date of the Port and the new agreed Cutover Date must be before the expiry date of the Port in accordance with Clause 7.4.77 to 7.4.78.

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

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

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

7.4.79   The Gaining C/CSP must send a new CCA to the Losing C/CSP to complete the Port where the new Cutover Date and Commencement Time is prior to the current expiry date.

7.5   Category D Porting Process

7.5.1   A Telephone Number to be Ported using the Cat. D Process must be obtained from a CA which has been validated by the Gaining C/CSP in accordance with Clause 7.1.10.

7.5.2   For the avoidance of doubt, the Cat. D Process must only be used where the telephone number to be ported is active on the ULL Access Provider's network and is associated to a ULLS Call Diversion by the same Gaining C/CSP.

Simple Notification Advice (SNA) – Cat. D Process

7.5.3   A Gaining C/CSP must not forward an SNA without validating the CA for that Port.

7.5.4   To initiate a Port, the Gaining C/CSP must forward an SNA to the Losing C/CSP.

7.5.5   The Gaining C/CSP must provide an SNA at least two Business Days before the Cutover Date which has been agreed between the Customer and the Gaining C/CSP.

7.5.6   The SNA must include:

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

(b)   Losing C/CSP service 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

7.5.7   Upon receipt of an SNA from the Gaining C/CSP, the Losing C/CSP 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 C/CSP;

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

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

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

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

(i)   the ULLS Request has been completed;

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

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

SNA Confirmation Advice - Cat. D Process

7.5.8   If the SNA is successfully validated in accordance with Clause 7.5.7, the Losing C/CSP 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

7.5.9   If the SNA is not successfully validated according to Clause 7.5.7, the Losing C/CSP 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

7.5.10   Correction of an SNA, which has been rejected, is the responsibility of the Gaining C/CSP.

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

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

Lifetime of a Port - Cat. D Process

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

SNA Retarget – Cat. D Process

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

SNA Withdrawal – Cat. D Process

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

7.5.16   Upon receipt of the PNO containing the valid Withdrawal, the Losing C/CSP must withdraw the Porting Request in its systems, resulting in cancellation of the Porting Request.

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

SNA Withdrawal Validation - Cat. D Process

7.5.18 Upon receipt of a Withdrawal from the Gaining C/CSP the Losing C/CSP 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

7.5.19 If the Withdrawal is successfully validated in accordance with Clause 7.5.18, the Losing C/CSP 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

7.5.20 If the Withdrawal request is not successfully validated according to Clause 7.5.18, the Losing C/CSP 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

7.5.21 If an ECA is not received by the Losing C/CSP up to and including 30 calendar days after the receipt of an SNA by the Losing C/CSP, the Losing C/CSP 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

7.5.22 After receipt of an SNA Confirmation Advice in accordance with Clause 7.5.8, the Gaining C/CSP must provide an ECA, to the Losing C/CSP via a Final Cutover Notification Interface.

7.5.23 The ECA must include the:

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

(b) Losing C/CSP service account number.

7.5.24 An ECA cannot be Retargetted.

ECA Validation – Cat. D Process

7.5.25 Upon receipt of an ECA from the Gaining C/CSP, the Losing C/CSP 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; and

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

7.5.26 ECAs received by the Losing C/CSP after Standard Hours of Operation must be rejected, unless otherwise agreed in Bilateral Agreements.

7.5.27   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

7.5.28   If the ECA is successfully validated in accordance with Clause 7.5.25, the Losing C/CSP 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

7.5.29   If the ECA is not successfully validated in accordance with Clause 7.5.25, the Losing C/CSP 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

7.5.30   The Losing C/CSP 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 C/CSP; and

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

Completion of a Port – Cat. D Process

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

7.5.32   The Completion Advice must be batched and sent to the Gaining C/CSP at least every 15 minutes.

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

7.5.34   Upon receipt of a request in accordance with Clause 7.5.32, the Losing C/CSP must advise the Gaining C/CSP by telephone, or other agreed method, within 30 minutes of receipt of the request for information:

(a)   the reason for the delay; and

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

Reversal of a Port– Cat. D Process

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

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

> Note: The Reversal process can only apply to a Port from the Donor C/CSP.

7.5.36 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 C/CSP Provisioning Centre by telephone of the Reversal requirement during the Reversal Period and also forward notification by facsimile, e-mail or other method, as agreed, which must include alternate Customer contact details if available. The Losing C/CSP must retain each notification 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;

(b) the Losing C/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 C/CSP 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.

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

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

8 THIRD PARTY PORTING PROCESS

8.1 Introduction

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

8.1.2 The process between the Gaining C/CSP and the Losing C/CSP is outlined in Section 7.

8.2 Category A Transfer Process

8.2.1 The Donor and 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

8.2.2 The Gaining C/CSP must send the Donor C/CSP a TSNA in electronic format at least two Business Days before the Cutover Date. The TSNA must include the:

(a) Telephone Number;

(b) category of the Telephone Number,

and may include the Gaining C/CSPs batch reference number.

TSNA Validation – Cat. A Process

8.2.3 The Donor C/CSP must perform the following validation checks on a TSNA:

(a) confirm that it is the Donor C/CSP 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

8.2.4 The Donor C/CSP 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

8.2.5 The Donor C/CSP 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.

8.2.6 Where a Telephone Number to be Transferred from the Losing C/CSP to the Gaining C/CSP using the Cat. A Process is a Telephone Number that was previously associated with a service that was classified as Portable using the Cat. B Process or Cat. C Process in the Donor C/CSP's network, the Donor C/CSP must indicate in the Confirmation Advice to the Gaining C/CSP that the time required to implement the transfer may exceed the relevant activation targets. In this case, if the activation targets

are exceeded the standard processes must commence as usual (e.g. Porting Inquiry Period).

8.2.7   When a valid TSNA has been received the Donor C/CSP must prepare for the Transfer to occur when the TECA is received.

TSNA Resubmission – Cat. A Process

8.2.8   Correction of a TSNA, which has been rejected in accordance with Clause 8.2.4, is the responsibility of the Gaining C/CSP.

8.2.9   If a rejected TSNA has been corrected by the Gaining C/CSP, then the Gaining C/CSP may resubmit the TSNA to the Donor C/CSP.

8.2.10   The Donor C/CSP must treat a rejected TSNA as finalised and any resubmitted TSNA must be treated as if it were notified to the Donor C/CSP for the first time.

Lifetime of a Third Party Port - Cat. A Process

8.2.11   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

8.2.12   A TSNA must not be Retargeted.

Expiry of a Third Party Port – Cat. A Process

8.2.13   Where a TECA has not been received by the Donor C/CSP up to and including 90 calendar days after the receipt of a valid TSNA by the Donor C/CSP, the Donor C/CSP 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

8.2.14   A Gaining C/CSP may Withdraw a TSNA by notifying the Donor C/CSP at least one Business Day before the expiry of a TSNA.

8.2.15   Upon receipt of the Withdrawal, the Donor C/CSP must Withdraw the TSNA in its systems, resulting in the cancellation of the Transfer request.

Withdrawal Validation – Cat. A Process

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

Withdrawal Confirmation Advice – Cat. A Process

8.2.17   If the Withdrawal is successfully validated in accordance with Clause 8.2.16 the Donor C/CSP 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

8.2.18   If the Withdrawal is not successfully validated in accordance with Clause 8.2.16 the Donor C/CSP 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

8.2.19   Where a valid TSNA exists in the Donor C/CSP's system, the Gaining C/CSP must provide a TECA to the Donor C/CSP via the Final Cutover Notification Interface.

8.2.20   The Donor C/CSP must implement the TECA immediately if:

(a)   there exists a valid TSNA for the Telephone Number from that C/CSP in its systems;

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

(c)   sufficient notice has been provided as per Clause 8.2.2.

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

8.2.22   Subject to validation the Donor C/CSP 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 C/CSP.

8.2.23   The TECA must be confirmed by the Donor C/CSP to the Gaining C/CSP before the Gaining C/CSP forwards an ECA to the Losing C/CSP.

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

8.2.24   When a TECA for a Cat. A Process Transfer is received, the Donor C/CSP must activate a Transfer in accordance with the following targets:

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

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

Completion of a Third Party Port – Cat. A Process

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

8.2.26   The Completion Advice must be batched and sent to the Gaining C/CSP at least every 15 minutes.

8.2.27   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 C/CSP, by phone to be confirmed by facsimile, e-mail or other method, as agreed, including Telephone Number to be Transferred, to the Donor C/CSP Provisioning Centre;

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

Transfer Reversal – Cat. A Process

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

8.2.29   A Transfer Reversal request from the Gaining C/CSP may be made by phone but must be confirmed by facsimile, e-mail or other method, as agreed. The Gaining C/CSP and the Losing C/CSP are responsible for maintaining records of Transfer Reversal requests.

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

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

8.3   Category B Transfer Process

8.3.1   The Donor C/CSP and Gaining C/CSP must follow the process outlined below to implement a Port using the Cat. B Process where the Donor is not the Losing C/CSP or the Gaining C/CSP.

Transfer Complex Notification Advice (TCNA) – Cat. B Process Transfer

8.3.2   The Gaining C/CSP must send the Donor C/CSP a TCNA in electronic format at least five Business Days before the Cutover Date and Cutover Timeslot. The TCNA must include:

(a)   area code and service number of the Telephone Numbers to be Transferred; and

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

TCNA Receipt Advice

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

TCNA Validation - Cat. B Process

8.3.4   The Donor C/CSP must perform the following validation checks on a TCNA:

(a)   confirm that it is the Donor C/CSP for that Telephone Number; and

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

TCNA Rejection Advice - Cat. B Process

8.3.5   The Donor C/CSP must provide a TCNA Rejection Advice to the Gaining C/CSP for a TCNA which is not successfully validated in accordance with Clause 8.3.4 within two Business Days of receipt of the TCNA.

TCNA Confirmation Advice - Cat. B Process

8.3.6   The Donor C/CSP must provide a TCNA Confirmation Advice to the Gaining C/CSP for those TCNA which are successfully validated under Clause 8.3.4 within two Business Days of receipt of the TCNA. This must be done on a batch level.

8.3.7   Where a Telephone Number to be Transferred from the Losing C/CSP to the Gaining C/CSP using the Cat. B Process is a Telephone Number that was previously associated with a service that was classified as Portable using the Cat. B Process or Cat. C Process in the Donor C/CSP's network, the Donor C/CSP must indicate in the TCNA Confirmation Advice to the Gaining C/CSP that the time required to implement the Transfer may exceed the relevant activation targets. In this case, if the activation targets are exceeded the standard processes must commence as usual (e.g. Porting Inquiry Period).

TCNA Resubmission - Cat. B Process

8.3.8   Correction of a TCNA which has been rejected in accordance with Clause 8.3.5 is the responsibility of the Gaining C/CSP.

8.3.9   If a rejected TCNA has been corrected by the Gaining C/CSP, the Gaining C/CSP may resubmit the TCNA to the Donor C/CSP.

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

Expiry of a Third Party Port – Cat. B Process

8.3.11   The Donor C/CSP must provide an Expiry Notification to the Gaining C/CSP once the TCNA has expired. This must be done at a batch level.

TCNA Withdrawal of a Third Party Port - Cat. B Process

8.3.12   A Gaining C/CSP may Withdraw a TCNA by notifying the Donor C/CSP in a Porting Notification Order at least one Business Day prior to the expiry date. Withdrawal activity must be conducted at batch level.

8.3.13   Upon receipt of a valid Withdrawal, the Donor C/CSP must Withdraw the Transfer request in its system, resulting in the cancellation of the Transfer request.

TCNA Withdrawal Validation - Cat. B Process

8.3.14   Upon receipt of a Withdrawal from the Gaining C/CSP the Donor C/CSP must validate that it has a valid TCNA from the Gaining C/CSP for that batch.

TCNA Withdrawal Confirmation Advice - Cat. B Process

8.3.15   If the Withdrawal is successfully validated in accordance with Clause 8.3.14 the Donor C/CSP 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.

Withdrawal Rejection Advice - Cat. B Process Transfer

8.3.16   If the Withdrawal is not successfully validated in accordance with Clause 8.3.14 the Donor C/CSP must provide a TCNA Withdrawal 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. B Process Transfer

8.3.17   The Gaining C/CSP must send the Donor C/CSP a TCCA in electronic format. The TCCA must include:

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

(b)   Cutover Date and Cutover Timeslot.

TCCA Receipt Advice – Cat. B Process Transfer

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

TCCA Validation – Cat. B Process Transfer

8.3.19   The Donor C/CSP 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 Cutover Timeslot is not less than five Business Days or more than 100 calendar days after the receipt of the TCNA;

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

(d)   confirm that the Cutover Date and Cutover Timeslot is during Standard Hours of Operation.

TCCA Rejection Advice – Cat. B Process Transfer

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

8.3.21   A Reject Advice must not affect the validity of a valid TCNA.

TCCA Confirmation Advice – Cat. B Process

8.3.22   The Donor C/CSP must provide a TCCA Confirmation Advice to the Gaining C/CSP for those TCCAs which are successfully validated under Clause 8.3.19, within two Business Days of receipt of the TCCA from the Gaining C/CSP.

8.3.23   Once the TCCA has been accepted the Donor C/CSP must prepare for the Transfer to occur at the Cutover Date and Time.

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

TCCA Resubmission – Cat. B Process

8.3.25   Correction of a TCCA which has been rejected in accordance with Clause 8.3.20 is the responsibility of the Gaining C/CSP.

8.3.26   If a rejected TCCA has been corrected by the Gaining C/CSP, then the Gaining C/CSP may resubmit the TCCA to the Donor C/CSP.

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

Lifetime of a Third Party Port - Cat. B Process

8.3.28   The lifetime of a Transfer request using the Cat. B Process is deemed to be the period from the date of receipt of a valid TCNA to the date 100 calendar days from that receipt date unless withdrawn.

Retargeting of a Third Party Port - Cat. B Process

8.3.29   A TCNA must not be Retargeted.

8.3.30   A TCCA may be Retargeted.

8.3.31   A Retarget notification of a TCCA must be received by the Donor C/CSP no later than two Business Days prior to the Cutover Date and Cutover Timeslot and may only occur twice in relation to a given TCCA.

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

8.3.33   The Donor C/CSP must validate and respond with a TCCA Confirmation or Rejection Advice within two Business Days of receipt of a Retarget request from the Gaining C/CSP.

8.3.34   If a Retarget is received less than two Business Days before the Cutover Date the Transfer must proceed. The Gaining C/CSP must determine if a Transfer Reversal is required.

Retarget Validation – Cat. B Process

8.3.35   Upon receipt of the Retarget request from the Gaining C/CSP, the Donor C/CSP must validate the Retarget to ensure that there is a valid TCCA in place for the Gaining C/CSP and that sufficient notice has been provided in accordance with Clause 8.3.31.

Retarget Confirmation Advice – Cat. B Process

8.3.36   The Donor C/CSP 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 a TCCA from the Gaining C/CSP.

8.3.37 Upon receipt of a valid Retarget the Donor C/CSP must make the appropriate changes to reflect the new Cutover Date and Cutover Timeslot.

Retarget Rejection Advice – Cat. B

8.3.38 The Donor C/CSP must provide a Rejection Advice to the Gaining C/CSP when a Retarget is not successfully validated within two Business Days of receipt of the TCCA from the Gaining C/CSP.

Expiry of a Third Party Port – Cat. B Process

8.3.39 Where a TCCA has not been received by the Donor C/CSP up to and including 100 calendar days after the receipt of a valid TCNA by the Donor C/CSP, the Donor C/CSP must cancel the Transfer request and provide an Expiry Notification Advice to the Gaining C/CSP via a PNO the next Business Day.

TCCA Withdrawal of a Third Party Port – Cat. B Process

8.3.40 Withdrawals must be conducted at a batch level.

8.3.41 The Gaining C/CSP may Withdraw a TCCA by notifying the Donor C/CSP in a Porting Notification Order at least one Business Day prior to the Cutover Date.

8.3.42 Upon receipt of a valid Withdrawal, the Donor C/CSP must Withdraw the Transfer request in its system, resulting in the cancellation of the TCNA.

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

8.3.44 If the Withdrawal is successfully validated in accordance with Clause 8.3.43 the Donor C/CSP must provide a TCCA Withdrawal Confirmation Advice to the Gaining C/CSP within one Business Day from receipt of the Withdrawal of the TCCA from the Gaining C/CSP.

8.3.45 If the Withdrawal is not successfully validated in accordance with Clause 8.3.43 the Donor C/CSP must provide a TCCA Withdrawal Rejection Advice to the Gaining C/CSP within one Business Day of receipt of the Withdrawal of the TCCA from the Gaining C/CSP.

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

8.3.46 The Donor C/CSP must activate a Transfer at the Cutover Date and Cutover Timeslot in accordance with the following targets:

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

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

Completion of a Third Party Port - Cat. B Process

8.3.47 The Donor C/CSP must forward a TCNA Completion Notification for a Cat. B Process Transfer after the LNP facility has been implemented in the Donor C/CSP's network.

8.3.48 The Completion Advice must be batched and sent to the Gaining C/CSP at least every 15 minutes.

8.3.49 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 C/CSP a request by phone to be confirmed by facsimile, e-mail or other method, as agreed, including the Telephone Number to be Transferred, to the Donor C/CSP Provisioning Centre; and

(b) the Donor C/CSP 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 of the Transfer Cutover; and

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

Transfer Reversal – Cat. B Process

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

8.3.51 When the Gaining C/CSP requests a Transfer Reversal, the Transfer Reversal request may be made by phone but must be confirmed by facsimile, e-mail or other method, as agreed. The Donor C/CSP and the Gaining C/CSP are responsible for maintaining records of Transfer Reversal requests.

Completion of the Porting Request following a Transfer Reversal – Cat. B Process

8.3.52 A Transfer Reversal does not extend the lifetime of the Port. Should the Gaining C/CSP not be able to complete the Port before the expiry date then the Port expires.

8.3.53 If the Gaining C/CSP wishes to complete a Port following the Transfer Reversal, they must submit a new TCCA or TCCA Retarget following agreement to the new Cutover Date and Commencement Time.

8.3.54 If the new Cutover Date and Commencement Time is less than the expiry date of the Port, the Gaining C/CSP may send a new TCCA to the Donor C/CSP.

8.3.55 If the new Cutover Date and Commencement Time is greater than the expiry date, the Gaining C/CSP may send a TCCA Retarget to the Donor C/CSP, subject to the limits in Clause 8.3.31.

The Transfer Reversal does not impact on the maximum number of Retargets allowed for the Port.

8.4 Category C Transfer Process

8.4.1 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 C/CSP, nor the Gaining C/CSP.

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

8.4.2 The Gaining C/CSP must send the Donor C/CSP 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 project manager name and contact details.

TCNA Receipt Advice – Cat. C Process

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

TCNA Validation - Cat. C Process

8.4.4 The Donor C/CSP must perform the following validation checks on a TCNA:

(a) confirm that it is the Donor C/CSP 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

8.4.5 The Donor C/CSP must provide a Rejection Advice to the Gaining C/CSP for any TCNA which is not successfully validated as per Clause 8.4.4 within two Business Days of receipt of the TCNA.

TCNA Confirmation Advice - Cat. C Process

8.4.6 The Donor C/CSP must provide a Confirmation Advice to the Gaining C/CSP for the TCNA which is successfully validated under Clause 8.4.4 within two Business Days of receipt of the TCNA.

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

TCNA Resubmission - Cat. C Process

8.4.8 Correction of a TCNA which has been rejected in accordance with Clause 8.4.5 is the responsibility of the Gaining C/CSP.

8.4.9 If a rejected TCNA has been corrected by the Gaining C/CSP, the Gaining C/CSP may resubmit the TCNA to the Donor C/CSP.

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

Lifetime of a Third Party Port - Cat. C Process

8.4.11   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

8.4.12   A TCNA cannot be Retargeted.

Withdrawal of a Third Party Port - Cat. C Process

8.4.13   A Gaining C/CSP may Withdraw a TCNA by notifying the Donor C/CSP at least one Business Day prior to the expiry date.

8.4.14   Upon receipt of the Withdrawal, the Donor C/CSP must withdraw the TCNA in its system, resulting in the cancellation of the TCNA.

8.4.15   Upon receipt of a Withdrawal from the Gaining C/CSP the Donor C/CSP must validate that it has a valid TCNA from the Gaining C/CSP for that batch.

8.4.16   If the Withdrawal is successfully validated in accordance with Clause 8.4.15 the Donor C/CSP 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.

8.4.17   If the Withdrawal is not successfully validated in accordance with Clause 8.4.15 the Donor C/CSP 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

8.4.18   The Gaining C/CSP must send the Donor C/CSP 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

8.4.19   The Donor C/CSP 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 and Gaining C/CSPs project managers.

TCCA Receipt Advice - Cat. C Process

8.4.20   The Donor C/CSP 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

8.4.21   The Donor C/CSP 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.

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

TCCA Confirmation Advice - Cat. C Process

8.4.23   The Donor C/CSP must provide a TCCA Confirmation Advice to the Gaining C/CSP for the TCCA which is successfully validated under Clause 8.4.19 within two Business Days of receipt of the TCCA from the Gaining C/CSP.

8.4.24   Once a TCCA has been accepted the Donor C/CSP must prepare its network for the Cutover Date and Commencement Time.

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

TCCA Resubmission - Cat. C Process

8.4.26   Correction of a TCCA which has been rejected in accordance with Clause 8.4.21 is the responsibility of the Gaining C/CSP.

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

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

Retargeting of a Third Party Port – Cat. C Process

8.4.29   A TCCA may be Retargeted.

8.4.30   A Retarget notification of a TCCA must be received by the Donor C/CSP 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.

8.4.31   The Donor C/CSP 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.

8.4.32   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

8.4.33   Upon receipt of the Retarget request from the Gaining C/CSP, the Donor C/CSP 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 8.4.30 and the Transfer has not been Retargetted more than twice.

Retarget Receipt Advice - Cat. C Process

8.4.34   The Donor C/CSP 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

8.4.35   The Donor C/CSP 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.

8.4.36   Upon a receipt of a valid Retarget the Donor C/CSP must take the appropriate steps to reflect the changed Cutover Date.

Retarget Rejection Advice - Cat. C Process

8.4.37   The Donor C/CSP must provide a TCCA Retarget Rejection Advice to the Losing C/CSP 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

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

Withdrawal of a Third Party Port - Cat. C Process

8.4.39   A Gaining C/CSP may Withdraw a TCCA by notifying the Donor C/CSP in a Porting Notification Order at least one Business Day prior to the Cutover Date.

8.4.40   Upon receipt of the Withdrawal, the Donor C/CSP must Withdraw the TCCA in its system, resulting in the cancellation of the Transfer request.

Withdrawal Validation - Cat. C Process

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

Withdrawal Confirmation Advice - Cat. C Process

8.4.42   If the Withdrawal is successfully validated in accordance with Clause 8.4.41 the Donor C/CSP 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

8.4.43   If the Withdrawal is not successfully validated in accordance with Clause 8.4.41 the Donor C/CSP 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

8.4.44   The Donor C/CSP must activate a Transfer at the Cutover Date and Commencement Time in accordance with the following targets:

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

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

Transfer Reversal – Cat. C Process

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

8.4.46   When a Gaining C/CSP requests a Transfer Reversal, the Transfer Reversal request may be made by phone but must be confirmed by facsimile, e-mail or other method, as agreed. Each C/CSP is responsible for maintaining records of Transfer Reversal requests.

Completion of the Porting Request following a Transfer Reversal – Cat. C Process

8.4.47   If a Transfer Reversal is implemented and completed then the completion of the original Port must be finalised before the expiry of the Port. A Transfer Reversal does not extend the lifetime of the Port. Should the Gaining C/CSP not be able to complete the Port before the expiry date then the Port expires.

8.4.48   The completion of the Port following the Transfer Reversal requires a new TCCA or TCCA Retarget to be submitted following agreement to the new Cutover Date and Commencement Time.

8.4.49   If the new Cutover Date and Commencement Time is less than the expiry date of the Port, the Gaining C/CSP may send a new TCCA to the Donor C/CSP.

8.4.50   If the new Cutover Date and Commencement Time is greater than the expiry date, the Gaining C/CSP may send a TCCA Retarget to the Donor C/CSP, subject to the limits in Clause 8.4.30. The Transfer Reversal does not impact on the maximum number of Retargets allowed for the Port.

9 GIVE BACK AND TELEPHONE NUMBER QUARANTINE

9.1 Detailed Procedures

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

9.1.2 Give Back requirements apply in the following circumstances:

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

(b) change of the Customer's Telephone Number; and

(c) in accordance with Clause 6.7.

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

9.1.4 Notification of Give Back via a PNO under Clause 9.1.3 must include the following information:

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

(b) date of disconnection on the Gaining 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.

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

(a) the Give Back Telephone Number is recorded as a Ported Telephone Number to the Gaining C/CSP;

(b) it is the Donor C/CSP; and

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

9.1.6 After successfully validating the Give Back Notification, the Donor C/CSP must respond with a Give Back Confirmation Advice within one Business Day.

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

9.1.8   Correction of Give Back rejects must require the Gaining C/CSP to submit another Give Back Notification in a subsequent PNO file.

9.1.9   A Completion Advice must not be forwarded by the Donor C/CSP with respect to a valid Give Back Notification.

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

9.1.11   Subject to Clauses 9.1.12 and 9.1.13, the Donor C/CSP must Quarantine Give Back Telephone Numbers for a minimum period of six months from the date that the service is terminated on the Gaining C/CSP's network except as permitted in the Numbering Plan.

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

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

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

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

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

9.1.13   If a Ported Telephone Number is proven to be incorrectly Given Back, the former Gaining C/CSP may approach the Donor C/CSP and apply for the release of that Telephone Number from Quarantine. The former Gaining C/CSP must outline the circumstances under which the Telephone Number was incorrectly Given Back and the Donor C/CSP must, if possible, make the necessary changes in the system to stop the Give Back being processed within the Donor C/CSP's Network or release the Telephone Number, provided that:

(a)   the Telephone Number has not already been Issued to a new Customer; and

(b)   the Telephone Number is being returned to the original Customer or to another person in the circumstances specified in Section 13 of the Code.

9.1.14   The Gaining C/CSP may, upon receipt of a customer request, connect a non standard disconnection recorded voice announcement or call redirection facilities to a customer's

Telephone Number for a period of time before the Telephone Number is returned to the Donor C/CSP in accordance with a Give Back. The period of time of connection of the non standard disconnection recorded voice announcement or call redirection facilities are by agreement between the customer and the Gaining C/CSP. The Gaining C/CSP must ensure that removal of the non standard disconnection recorded voice announcement or call redirection facilities occurs after the Give Back notification has been provided to the Donor C/CSP in accordance with Clause 9.1.3 and in a time frame that ensures a reasonable period of overlap between the date of disconnection of the non standard recorded voice announcement or call redirection facilities in the Gaining C/CSP's network and the date of connection of a standard disconnection recorded voice announcement in the Donor C/CSP's network.

9.1.15   If a non standard disconnection recorded voice announcement or call redirection facility is not required by a Customer, the Gaining C/CSP must connect its standard disconnection recorded voice announcement to the former Customer's Telephone Number in its network and initiate Give Back of the Telephone Number to the Donor C/CSP in accordance with this Section. The Gaining C/CSP's standard disconnection recorded voice announcement must remain in place on the Telephone Number at least two Business Days after the Give Back notification has been received by the Donor C/CSP and a standard disconnection recorded voice announcement is connected on the Telephone Number in the Donor C/CSP's network. The Donor C/CSP must connect the Donor C/CSP's standard disconnection Recorded Voice Announcement to the Give Back Telephone Number at the time that the LNP facility is terminated unless otherwise agreed by the customer.

9.1.16   Subject to Clause 9.1.14, the Gaining C/CSP must advise customers who request non standard disconnection recorded voice announcements or call redirection facilities, other than the Donor C/CSP standard disconnection recorded voice announcement, after the Giveback to the Donor C/CSP is completed, to contact the Donor C/CSP for quotation and arrangement of such facilities.

9.1.17   The Give Back process must not be used as an alternative to Porting the Telephone Number back to the Donor C/CSP. Should the customer wish to return to the Donor C/CSP with an active service, the Telephone Number must be Ported using the Standard Porting processes.

10 CALL ROUTING PORTING INFORMATION

10.1 Introduction

10.1.1   To facilitate correct routing of calls for local Telephone Numbers that are subject to Porting, Donor C/CSPs must provide information about Ported Telephone Numbers and Telephone Numbers that are subject to Porting in a Ported Local Number Register in accordance with Chapter 11 of the Numbering Plan.

10.2 Ported Local Number Register

10.2.1   Donor C/CSPs 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 C/CSP or that are subject to Porting activity.

10.2.2   The Donor C/CSP must provide an indication of Telephone Numbers:

(a)   currently held by another C/CSP;

(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).

10.3 Port between Donor and one other party where the Donor is the Losing C/CSP

10.3.1   In the case of a Port where the Donor C/CSP is the Losing C/CSP, the Donor C/CSP must, following a successful Port, provide Donor Transit Routing for that Ported Telephone Number to the Gaining C/CSP.

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

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

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

10.4 Port between Donor and one other party where the Donor is the Gaining C/CSP

10.4.1 When an SNA or CNA is sent by the Donor C/CSP, the Donor C/CSP must update its Ported Local Number Register by 3:00am 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.

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

10.4.3 When an SNA Rejection, a CNA Rejection, a Withdrawal Confirmation or Expiry Notification is received and accepted or a Reversal or Emergency Return is implemented, the Donor C/CSP 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.

10.4.4 When a Reversal is implemented for the Cat. A Process, the Donor C/CSP 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.

10.4.5 When an Emergency Return is implemented for the Cat. B Process or Cat. C Process, the Donor C/CSP 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.

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

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

10.5 Third Party Port where the Donor is the neither the Gaining nor Losing C/CSP

10.5.1 When a TSNA or TCNA is confirmed the Donor C/CSP must update its Ported Local Number Register by 3.00am 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.

10.5.2 The Donor C/CSP must provide Donor Transit Routing for that Ported Telephone Number for the Originating ASD from the time of the TSNA or TCNA confirmation.

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

10.5.4 When a Port is successfully withdrawn or expires or a Reversal or Emergency Return is implemented, the Donor C/CSP must update its Ported Local Number Register by 3.00am 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.

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

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

10.5.7 When a Transfer Reversal is implemented for the Cat. A Process, the Donor C/CSP 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.

10.5.8 When a Transfer Reversal is implemented for the Cat. B Process or Cat. C Process, the Donor C/CSP 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.

10.5.9   Following a successful Port and if a Transfer Reversal has not been requested, the Donor C/CSP must update its Ported Local Number Register no sooner than one full Business Day and no later than two full Business Days after completion of the Port. Updates of the Ported Local Number Registers are to be completed by 3.00am Standard Time.

10.5.10   Following a successful Port, the Donor C/CSP must provide Donor Transit Routing for a further five Business Days after the Donor C/CSP's Ported Local Number Register has been updated. Extension of this period for Donor Transit Routing may be agreed in Bilateral Agreements.

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

10.6   Give Back of a Ported Telephone Number

10.6.1   When a Give Back is confirmed by the Donor C/CSP, the Donor C/CSP must update its Ported Local Number Register by 3:00am 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.

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

10.7   Accuracy of Ported Local Number Registers

10.7.1   Bilateral Agreements may include procedures for resolving disputes with regard to the accuracy of a Donor C/CSP's Ported Local Number Register.

11 COMPLAINTS MANAGEMENT

11.1 Introduction

Complaints may be raised by a C/CSP in circumstances including, but not limited to the following:

(a) a Porting Request is rejected and the reason given for rejection is disputed by a Customer;

(b) those Porting activities that are under dispute;

(c) Porting delays;

(d) claims of unauthorised Porting.

11.2 Customer Authorisation Disputes

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

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

11.2.3 If a dispute exists regarding a CA, the Losing C/CSP may request the Gaining C/CSP to retain the CA for a reasonable period, in addition to the period specified in Clause 7.1.7, having regard to the nature of the dispute. If such a request is made the Gaining C/CSP must retain the CA for the period which the Losing C/CSP has requested, unless this request is impractical.

11.3 Unauthorised Port

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

(a) the Gaining C/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 11.2.2;

(b) the CA relating to that Telephone Number is not complete and is missing some of the mandatory information outlined in Clause 7.1.4;

(c) information supplied is indecipherable;

(d) the authorisation date of the CA is more than 90 days before receipt of the PNO file sent by the Gaining C/CSP to the Losing C/CSP; or

(e) the Customer validly rescinds or cancels a contract within the cooling off period in accordance with the applicable fair trading legislation.

11.3.2   If any of the criteria in Clause 11.3.1 applies, the Losing C/CSP
           may, with the agreement of the Customer, request the Port of the
           Telephone Number back to the Losing C/CSP. In these
           circumstances the Losing C/CSP must notify the nominated
           Gaining C/CSP's representative in writing.

12   CHANGE OF C/CSP TOGETHER WITH CHANGE OF ADDRESS

12.1   Change of address rules

If a Customer is changing address on the same day that a Porting Request is to be actioned the following procedures must apply in addition to those that apply under Section 7:

(a)   the Gaining C/CSP must inform the Customer that no Reversal or Emergency Return (as applicable) of the Ported Number is possible; and

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

13 TRANSFER OF PORTED TELEPHONE NUMBER TO ANOTHER PERSON

13.1 Reissuing of a Telephone Number

13.1.1 A Telephone Number must not be reissued from one Customer to another Customer except in accordance with this Section.

13.2 Transfer of Ported Telephone Number

13.2.1 If there is an assignment or transfer of a Ported Telephone Number to another person as set out below, but the service address does not change, the Telephone Number may remain in the Gaining C/CSP's network if requested by that other person, in the following circumstances where:

(a) an acquirer of a service associated with a Telephone Number (used predominantly for business purposes) changes and the Telephone Number of that service is required to be retained by the new acquirer (as the Telephone Number forms part of the goodwill of the business);

(b) the service associated with a Telephone Number is transferred to a relative (for example, husband, wife, brother, daughter, defacto, spouse etc) of the previous acquirer and the Telephone Number is required to be retained by the new acquirer;

(c) responsibility for the service associated with the Telephone Number is to transfer to the Executor of the estate of a deceased Customer, pending finalisation of the Customer's estate;

(d) a service associated with a Telephone Number in an employee's residence, previously acquired by the employer, is to transfer to the employee's name;

(e) a service associated with a Telephone Number in an employee's residence is to be transferred to the employer's name;

(f) a company undergoes an internal reorganisation or alteration to its constitution which results in the company changing its name;

(g) a business service is changed to a company name with the previous Customer retaining a controlling interest;

(h) one company assumes control of another and operates it as a subsidiary or as part of an enlarged business;

(i) a business goes into receivership and a service associated with a Telephone Number is to be transferred to the receiver;

(j) the service associated with a Telephone Number is transferred to or from a C/CSP and the Telephone Number

(k)   where people are living in shared accommodation and the person who is the person acquiring the service associated with the Telephone Number for the residence, agrees to a request from person 'B' who wants to become the acquirer of that service.

13.2.2   A Gaining C/CSP is responsible for providing information to update databases identified and agreed by the C/CSPs (eg emergency services and directories databases such as the Integrated Public Number Database).

13.2.3   In all circumstances where there is a change in the acquirer of service associated with a Ported Telephone Number other than those circumstances specified in Clause 13.2.1, the Ported Telephone Number must be Given Back to the Donor C/CSP in accordance with Section 7.

Communications Alliance was formed in 2006 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.