

999
EMERGENCY FILE FORMAT
BT Retail Data Systems

Issue 1

**FOR DATA PROCESSING OF
999 FILES VIA TELESTO**

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- 2. INTRODUCTION..... 4
- 2. INTRODUCTION..... 4
 - 2.1 INTRODUCTION 4
 - 2.2 DOCUMENT SCOPE..... 4
 - 2.3 WHO SHOULD USE THIS DOCUMENT 4
 - 2.4 AUTHORISATION 4
 - 2.5 DOCUMENT HISTORY 4
 - 2.6 DOCUMENT DISTRIBUTION..... 5
- 3. FILE FORMATS 5
 - 3.1 FILE TYPES..... 5
 - 3.2 HIGH LEVEL FILE SPECIFICATIONS (EXCLUDING .FCO FILE)..... 5
 - 3.3 FILE RECORDS (EXCLUDING .FCO FILE) 6
 - 3.4 FILE NAMING CONVENTIONS..... 6
 - 3.4.1 *Input Files* 6
 - 3.4.2 *Confirmation of File Receipt*..... 6
 - 3.4.3 *Confirmation/Reject File*..... 7
 - 3.4.4 *TDM Audit Files*..... 7
 - 3.5 CAPITALISATION WITHIN A FILE..... 7
- 4. DATA PROCESSING OVERVIEW 8
 - 4.1 DATA PROCESSING FLOW DIAGRAMS..... 8
- 5. INPUT FILE VALIDATION 9
 - 5.1 FILE VALIDATION..... 9
 - 5.2 NUMBER PORTABILITY..... 9
 - 5.3 *999 Porting Procedure (BT to CP or CP to BT)*..... 10
 - 5.4 *999 Porting Procedure (CP to CP)*..... 11
- 6. DATA ITEMS PRESENT IN CP INPUT FILE 12
 - 6.1. HEADER RECORD..... 12
 - 6.2. DATA RECORDS..... 13
- 7. INPUT FILE FORMAT 14
 - 7.1. INPUT FILE FORMAT HEADER RECORD 14
 - 7.2 INPUT FILE FORMAT FOR DATA RECORDS 15
- 8. CONFIRMATION OF RECEIPT (FCO) FILE FORMAT..... 18
 - 8.1 ACCEPTED .FCO FILE..... 18
 - 8.2 REJECTED .FCO FILE EXAMPLES 18
- 9. VETS 18
 - 9.1 *Valid Characters* 19
- 10. CONFIRMATION/REJECT (CAR) FILE 20
 - 10.1 CAR FILE HEADER RECORD 20
 - 10.2. CAR FILE DATA RECORD 21
- 11. 999 MESSAGES & ERROR CODES..... 22
- 12. 999/TDM AUDIT FILE FORMAT 25

13. GLOSSARY 26

14. REFERENCES **26**

2. INTRODUCTION

2.1 Introduction

BT Retail processes 999 batch files data through Telesto and forwards it onto the 999 Trinity Data Manager database (TDM). This document details the Input File format to be used by all CP's when sending 999 data to BT Retail and the formats that CP's must use when sending files via Telesto to TDM. Information in this document was previously contained in the SFF document Issue 9 owned by BT Directory Solutions which was used for both 999 and NI data files and representatives from the Telecommunications Industry were consulted regarding the file formats contained in that document.

The move of CP's to Telesto for 999 data files while still sending Number Information data files to LORS2 has necessitated the re-issue of the SFF documentation into 2 documents and this is the draft document for 999 data files to be sent to all CP's for their feedback. Also included are references to TDM, the replacement database for EDB, which holds name and address information for use by 999 operators and the Emergency Services who use EISEC (Enhanced Information System for Emergency Calls).

2.2 Document Scope

This document describes the individual fields, which make up the Input file format and the Output Files from the BT Telesto database. It concentrates on those fields applicable to 999 data only, and goes on to describe which fields are required for the different types of transactions available. DirectorySolutions own the documentation for NI data. BT Wholesale own the relationship between the Operator and BT and BT Retail own the document for 999 Standard File Format.

2.3 Who Should Use This Document

1. Any CP sending 999 data files to the BT Telesto database.
2. Any BT Retail support person handling CP 999 data.
3. Trinity Developers and support groups.
4. Telesto Developers and support groups.

2.4 Authorisation

This document has been authorised by:

NAME	SIGNATURE	POSITION	DATE

2.5 Document History

Version	Author	Date & Reason for change
Draft 0.1	Lynda da Nobrega	Separation of data feeds into NI to LORS2 and 999 to Telesto and incorporation of references to the new Trinity Data Manager.
Draft 0.2	Lynda da Nobrega	Following initial discussions with Telesto Support Team.
Draft 0.3	Deana Surtees	Following Internal Review
Draft 0.4	Deana Surtees	Following some responses from Licensed Operators as well as an amendment to cover VoIP.
Draft 0.5	Deana Surtees	Following further responses from Licensed Operators.
Draft 0.6	Deana Surtees	Following further responses from Licensed Operators.
Draft 0.7	Deana Surtees	Following further responses from Licensed Operators.

Draft 0.8	Tracey Porter	Following internal consultation
Issue 1	Dave Shaw	Issued after feedback from Virgin Media

2.6 Document Distribution

The document will be distributed to the following:

1. Licensed Operators using BT for their 999 service
2. BTRetail Data Systems Support
3. Telesto Development & Support Team
4. Trinity Development & Support Team
5. BT Wholesale
6. OFCOM

3. FILE FORMATS

3.1 File Types

There are currently four types of file. Their Naming Conventions are shown in Section 3.4

1. INPUT (.DAT) FILE	Used by the CP's to send 999 data to Telesto. The format for .DAT files is shown in section 6 & 7 (INPUT FILE FORMAT)
2. AUDIT (.AUD) FILE	An extract of all TDM data belonging to a specific CP. The format for the .AUD files are shown in section 12 (AUDIT FILE FORMAT) (TDM produces the records – Telesto converts to an audit file)
3. CONFIRMATION/REJECT (.CAR) FILE	CAR files are produced after each TDM update run of which there are currently 4 per day. These detail whether each 999 record sent by a specific CP has been accepted or rejected. Rejected records will also provide details of the reason for rejection. The file will contain rejects arising from data quality vets created by Telesto. (Refer to Section 5 for details of this process). The file will also contain any Import or Export records awaiting adoption/Export to the CP concerned and any records that the Data Delivery team have had to re-try. These files will conform to the format specified in Section 10- Confirmation/Rejects (CAR).file
4. CONFIRMATION OF FILE RECEIPT (.FCO) FILE	Produced automatically by Telesto as acknowledgement of receipt/rejection of Input file. The format for .FCO files is shown in section 8 (FCO FILE FORMAT)

3.2 High Level File Specifications (Excluding .FCO File)

The format of all files (Excluding .FCO File – See Section 8) must satisfy the following requirements:

1. ASCII, flat file format must be used.
2. File suffixes **MUST** be in upper case.
3. Each file will contain a Header Record. This will be positioned at the top of each file.
4. Each Record will be of a fixed length.
5. Each Record will be separated by a carriage return, line feed.

6. Every Field within each Record will be of a fixed length and must be populated with characters or spaces to complete field length (e.g. the System Routing Flag field, details of which are shown in section 6.2. can either contain the value YNNNNNNNNN or YN followed by eight spaces). In most fields, spaces are the preferred option, as there is then no danger of default characters being included in the record input to TDM.
7. Mandatory numeric fields should be padded out with leading zeros to the left. Alpha and mandatory Alpha/Numeric fields must be padded out with spaces to the right. Where a field is one of the “optional” fields in a record and no value exists, or simply not applicable (e.g. New Telephone Number for any Command type other than “Renumber “), the field should be padded out using spaces only.
8. Trailer records will not be used.

NOTE: ‘Spare Fields’ have been built into the file formats to allow for additional information to be included in the future (should it be required) without major amendment to processes. These fields must be populated with spaces, until required for specific data.

3.3 File Records (Excluding .FCO File)

A description of all fields contained within the various record types including details of field length and whether Numeric or Alpha/Numeric is given in the sections 6 and 7 for .DAT files, section 10 for CAR files and section 13 for Audit files.

3.4 File Naming Conventions

The naming conventions for Live Files are shown below. Naming conventions for Test Files must be agreed with the Migration / Support manager prior to commencement of Testing. Note: All file suffixes are in upper case.

The four files are:

1. Input Files (.DAT)
2. Confirmation of File Receipt (.FCO)
3. Confirmation/ Reject Files (.CAR)
4. Audit Files (.AUD)

3.4.1 Input Files

The file name field length can be a maximum of 14 characters. The first six characters are mandatory: BT1 followed by the sending CP’s 3 digit LOPID. The other characters may be populated by the CP to create a unique filename, e.g. the date, followed by a 2 digit run number for the day - the format can be either DDMMYYNN or YYMMDDNN. The file name must also have the filename extension of .DAT

Example of a filename for Telewest Avon (LOPID 041):

BT104122119901.DAT

3.4.2 Confirmation of File Receipt

Sent from BT to CP to confirm file receipt or rejection and give a summary of records to be processed. Produced automatically by Telesto. Simply replaces the .DAT extension with .FCO to produce filename. Confirmation of File Receipt for the Telewest input file in would be:

BT104122119901.FCO or BT104199112201.FCO

3.4.3 Confirmation/Reject File

Sent from BT to CP. Confirmation and Reject files will be named by using the prefix of BT1, followed by the Agent's 3 digit CUPID, the date of production of the CAR file, and a two digit incremental number for that days CAR files (determined by TDM) for an individual LO. (This will **always** be in the format DDMMYYNN) The filename extension will be .CAR Example of a CAR file produced for Telewest Avon on 22/11/99 in the first of the batch runs for the day would be -

BT104122119901.CAR

3.4.4 TDM Audit Files

Sent from BT to CP. Named by using the Prefix BT, followed by the CP's 3 digit CUPID, the date in format yyyyymmdd, time in format hhmm, and the filename extension of AUD. The run number used in the header record is not related to anything the CP has sent in – this is decided by TDM on the creation of the audit file.

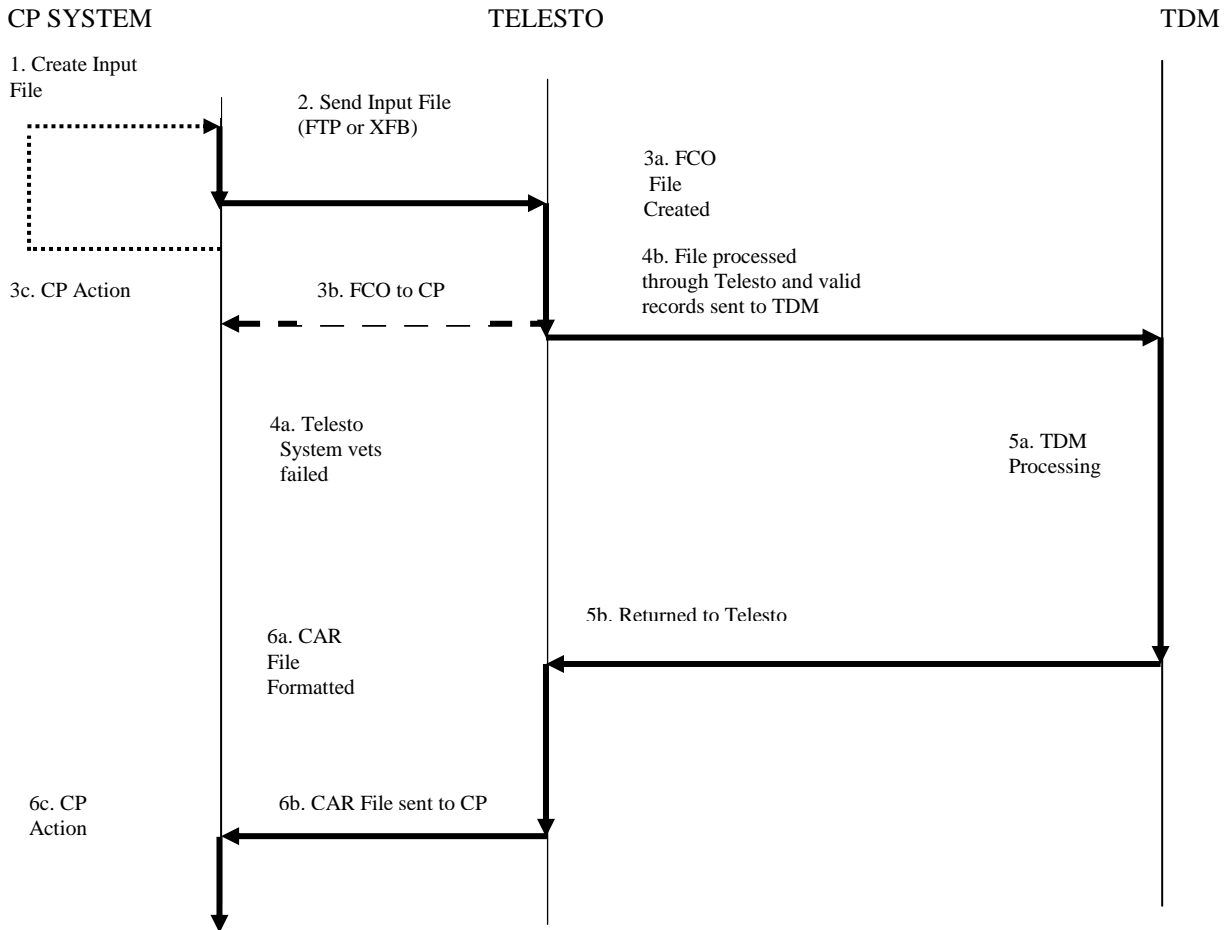
BT483_200106171330.AUD

3.5 Capitalisation within a File

It is preferred if CP's send records with mixed case letters, obviously except when appropriate to the business name i.e. HSBC Bank. However no records will fail on Telesto/TDM if they are all in uppercase.

4. DATA PROCESSING OVERVIEW

4.1 Data Processing Flow Diagrams



No.	Action	Full Description
1.	Create Input File	CP chosen method/program
2.	Send Input File	Using FTP (or XFB please contact BT Wholesale if you would like to use either of these transfer methodologies)
3a.	FCO File Created	See section 8. For example
3b.	FCO sent to/collected by CP	Either placed in outgoing directory or returned if Connect Direct user.
3c.	CP Action	If file rejected, CP to amend and resubmit.
4a.	Telesto system vets failed.	This can be at record or file level - Refer to Section 5
4b.	Telesto Processing	Files loaded and valid records sent to TDM
5a.	TDM Processing	Multiple daily updates after Telesto processing
5b.	Returned to Telesto	Following multiple daily updates
6a.	CAR File Formatted	See section 10 for CAR file format
6b.	CAR File sent to/collected by CP	Either placed in outgoing directory or returned if Connect Direct user.
6c.	CP Action	Rejected records corrected and resent via new .DAT file.

5. INPUT FILE VALIDATION

5.1 File Validation

Upon receipt Telesto will perform the following checks on data contained in the ASCII files:

1. check that a Header Record, in the correct format exists at the top of the file (i.e. all mandatory fields must be populated with valid data).
2. check that the CP identified in the header exists on Telesto. The whole file will be rejected if the CP identified in the header does not exist
3. check the Record count (in the Header Record) is equal to the actual number of records found in the file, including the Header record itself. **If a file fails any of the above checks it will be rejected (in its entirety) back to the sending LO.**
4. check the 'Run Number' in the Header Record of the file is one greater than the 'Run Number' of the last Input file with the same Sending CP Identifier. If the 'Run Number' is more than one greater, the file will be rejected by Telesto. The options are then a) For the CP to correct the run number and resubmit the file or b) The CP to send the files with missing run number(s) and resubmit the original file.
5. check that all records have an CP identifier. (CP's will only be allowed to change records within their own franchise(s). Records will be rejected where they do not belong to the CP sending the data input. **Individual records failing this check will be rejected back to the sending CP as part of the subsequent CAR file.**
6. check that the CP identified in any record is either a) the CP identified in the Header or b) is a franchise of the CP in the Header
7. Data vets applied against all records are detailed in section 9.

Telesto will pass all validated records to TDM for processing following the checks above.

5.2 Number Portability

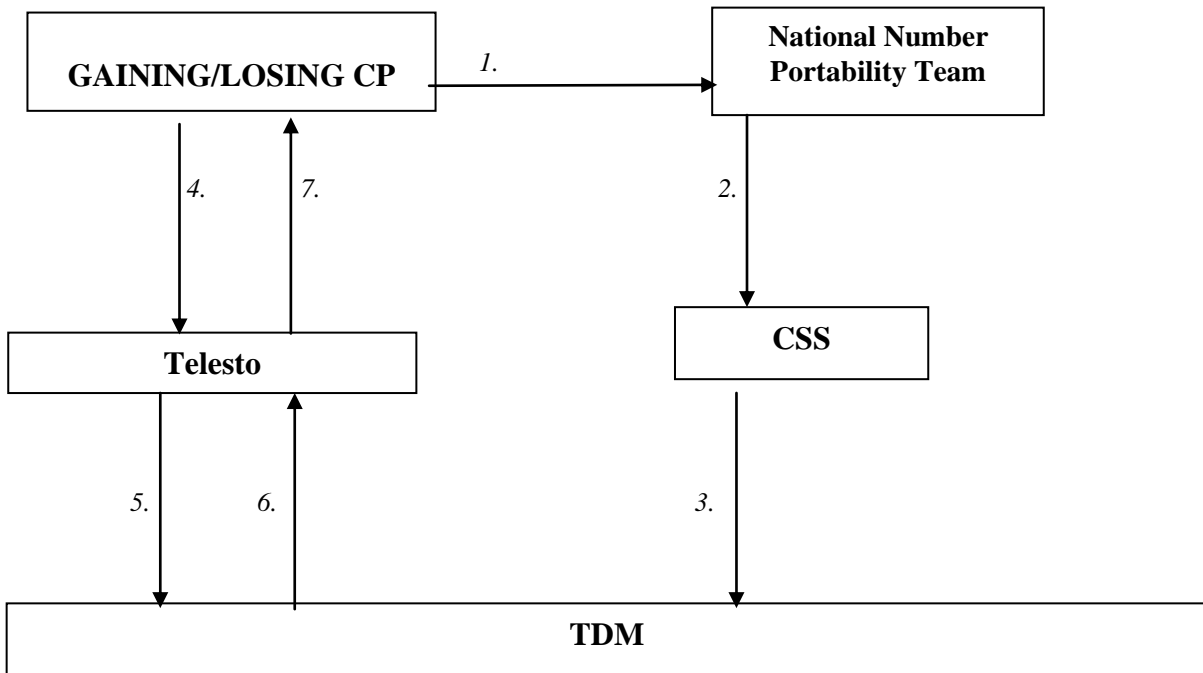
It is important to be aware that the Number Portability process is "gaining" operator driven. The only onus on the "losing" operator is to make sure that the record in question is initially exported. Further details on the Number Portability processes are best obtained via the OFCOM website <http://www.ofcom.org.uk/>

Number Portability transactions will be processed on the TDM system as follows:

1. A TDM record is Exported from BT to another CP via the Customer Services System (CSS) interface with TDM. CP to CP exporting takes place via the Telesto system.
2. Once a record has been 'Exported' on TDM, confirmation of the export transaction is received by Telesto in one of the multiple daily batch runs. At this stage, the record is deemed to belong to the "gaining" CP.
3. Both losing and gaining CP's will be sent daily reminders for all records awaiting adoption, up to and including the 28th day from when it was exported. On the 29th day after export, the Export will be removed, although the record will remain in ownership of the "gaining" CP. The TDM record is **not** deleted. Confirmation of this is sent to both CP's in their respective Confirmation/Reject files.

- 4. Any Export or Import Command received by TDM must contain the same gaining & losing CP Identifiers as the existing Import/Export record. If this is not the case, the order received will not be processed.
- 5. Export and Import Records are 'matched' via 'telephone number' and 'effective date'
- 6. Import transactions received for Records that have not yet been exported will be held for 28 days, after which they will be rejected if the corresponding Export Transaction has not been received.
- 7. Rejected records will be reported back to the sending CP, and successful records will be confirmed, in the Confirmation/rejects file.

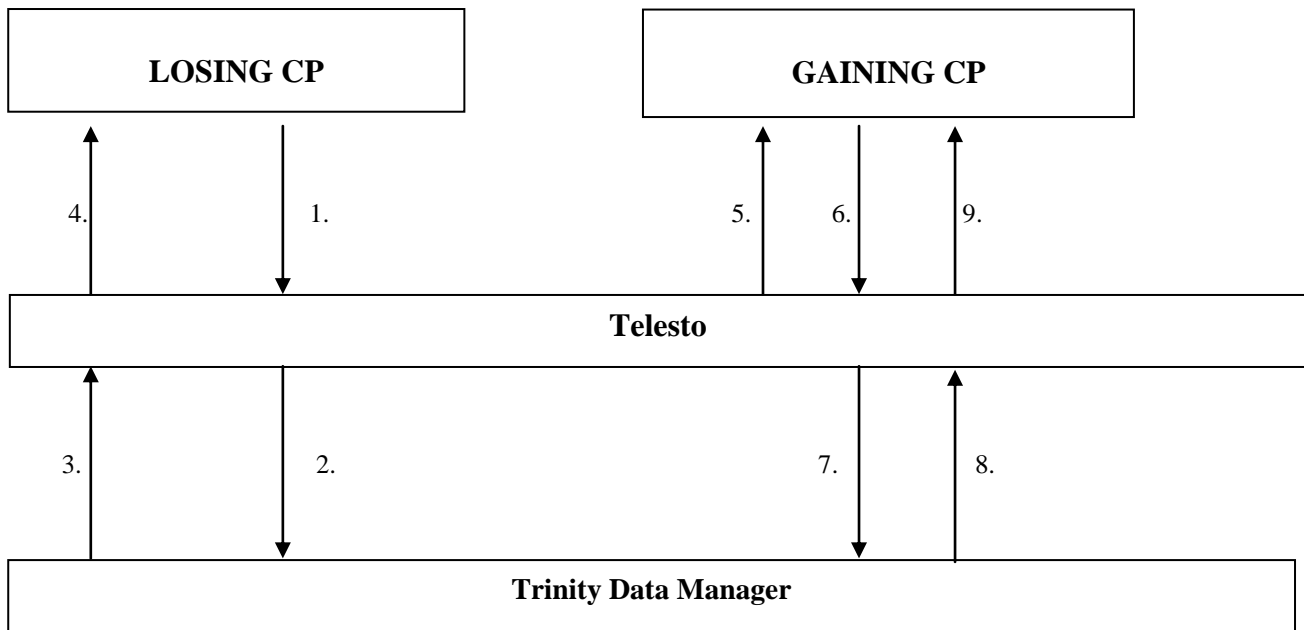
5.3 999 Porting Procedure (BT to CP or CP to BT)



- 1. Gaining/Losing CP Contacts National Number Portability Team
- 2. National Number Portability Team issues CSS order, confirming export/import of customer to gaining/losing CP.
- 3. Export/Import sent to TDM database in overnight batch.
- 4. Gaining/Losing CP sends Export/Import order to Telesto in .DAT file.
- 5. Telesto sends Export/Import order to TDM in one of multiple daily batch runs. (Reminders are sent to both the gaining and the losing CP that a record is awaiting a corresponding record in each of the four daily batch runs)
- 6. TDM then completes Export/Import of record to gaining/losing CP – alternatively reminders sent in each of the multiple batch runs while record awaits adoption. Confirmation of Export/Import returned to Telesto.
- 7. Confirmation of Export/Import completion returned to gaining/losing CP in .CAR file.

5.4 999 Porting Procedure (CP to CP)

Please note the following procedure only currently applies where both CP's use BT for their 999 calls.



1. Losing CP sends Export to Telesto in one of their .DAT files
2. Telesto sends Export record to TDM where it will wait 28 days for a corresponding Import from the gaining CP. (Reminders are sent to both the gaining and the losing CP that a record is awaiting a corresponding record in each of the four daily batch runs)
3. TDM sends back a confirmation of the receipt of the Export record to Telesto
4. Telesto returns the confirmation of the Export record to the CP.
5. Telesto sends a reminder to the gaining CP that a record is awaiting adoption.
6. The Gaining CP sends an Import record to Telesto.
7. Telesto sends the Import record to TDM.
8. Confirmation of the receipt of the Import record returned to Telesto.
9. Confirmation of the record sent back to the Gaining CP.

At this point TDM will match the Import and Export records and confirm back to both the Gaining and the Losing CP via Telesto that the Import or Export has been successful.

6. DATA ITEMS PRESENT IN CP INPUT FILE

The table below shows a list of the data items in the files sent to BT.

6.1.Header Record

FIELD NAME	TYPE	SIZE	DESCRIPTION
RECORD TYPE	N	1	Identifies record type. 0 = header record
FILE VERSION NO	N	3	Version number of the file - to cater for occasions when the file format has to be changed and the LO community are unable to convert to producing data in the new format at the same time. At the time that the new receipt and return system is launched this will be set to 001.
SENDING CP IDENTIFIER	N	6	Common to all systems identifies the CP originating the file.
RECORD COUNT	N	8	Count of records in the file including header.
RUN NUMBER	N	8	Sequential number to identify the file. CP can specify the first run number they wish to use anything greater than zero. Mandatory for auditing purposes.
HEADER DATE	N	8	Date that the file was sent by the CP to Telesto or vice versa in the format YYYYMMDD.
HEADER TIME	AN	8	Time that the file was sent by the CP to Telesto or vice versa in the format HH:MM:SS
CP FILE ID	AN	32	Name of the file sent to Telesto from the CP's.

6.2.Data records

FIELD NAME	TYPE	SIZE	DESCRIPTION
RECORD TYPE	N	1	Identifies record type. 0 = header record 1 = data record
CP IDENTIFIER	N	6	A three digit Identifier for the CP owning the entry. Commonly referred to as CUPID. In this field, needs to be padded with zeros. Example CUPID 025 would be shown as 000025.
CP TRANSACTION ID REFERENCE NUMBER	AN	20	This is a transaction ID code assigned to the entry by the CP (where the information was sent via batch file) and returned in Confirmation/Reject records.
SYSTEM ROUTING FLAGS	A	10	A series of 10 1-byte flags to indicate to which system a record is to be sent to. Values are Y (send) or N (do not send). Flag 1 is to be used for TDM (999); flag 2 is to be used for OSIS (Number Information). Flags 3 - 10 are currently spare. Telesto will only process records showing YN if any records are NY the whole file will be rejected.
COMMAND	A	1	Commands are used by TDM to determine what action to take upon receipt. 'A' Activate Customer 'C' Cease Customer 'E' Export Number porting to another CP 'I' Import – CP adopting a ported number 'K' Cancel an advanced order that has not yet reached its Effective Date. (Only the first Advanced Order received for the same telephone number will be cancelled) 'M' Modify customer details 'P' Inform TDM of a Postcode that is about to be used 'R' Renumber
EFFECTIVE DATE	N	8	Date on which the command associated with the listing is to be executed. Format used must be YYYYMMDD (where Y = Year, M = Month & D = Day)
TITLE	A	20	Honorary or professional titles only.
INITIALS / FORENAME	A	20	Data that will be placed after the title field in the entry. If data included in a business entry it will be inserted between the name and the suffix components of the name field. If more than one initial is included, these MUST be separated by a full stop e.g. D.R.A Smith
NAME/HEADER	AN	50	Surname or business name for entry. Used to determine location of the entry in downstream products.
BUSINESS SUFFIX	A	50	Addition to business name (e.g. '& Son', 'Ltd', 'plc,')
PREMISES	AN	60	Identifies premises on a thoroughfare i.e. house name and/or number. Example 24, Bleak House
THOROUGHFARE	AN	55	The thoroughfare name and type Examples: Byron Close, Suffolk Lane, and High Street.
LOCALITY	AN	30	Village or an area within a town and Town if possible.

POST CODE	AN	9	The full postcode for the address to be shown in the entry. This must be sent in the format of Out-code space In-code i.e.: LS11 5DF, S9 5AD, S60 3ML. This field is 9 characters to allow for additional characters in the future. The field will be truncated to 8 and only return 8 in the Confirmation/ Rejection and Audit files. Is mandatory for all 999 records
TELEPHONE NUMBER	AN	15	Telephone number to be assigned to the entry.
NEW TELEPHONE NUMBER	AN	15	Contains the new telephone number to be applied to an entry with the renumber command.
CP IDENTIFIER (EXPORT/IMPORT)	N	6	Identifies the cupid of the gaining or losing CP ('E' & 'I' commands for TDM/999 records).

7. INPUT FILE FORMAT

7.1. Input File Format Header Record

Note: The overall length of a header record contained in an SFF Input (.DAT) file should be 74 bytes, followed by Carriage Return

INPUT FILE FORMAT HEADER RECORD		FIELD SIZE	FIELD TYPE	FIELD START POSITION
1	RECORD TYPE	1	N	1
2	FILE VERSION NO	3	N	2
3	SENDING CP IDENTIFIER	6	N	5
4	RECORD COUNT	8	N	11
5	RUN NUMBER	8	N	19
6	HEADER DATE	8	N	27
7	HEADER TIME	8	AN	35
8	CP FILE ID	32	AN	43

7.2 Input File Format For Data Records

Note: The overall length of a data record contained in an SFF Input (.DAT) file should be 1357 bytes, followed by Carriage Return.

INPUT FILE FORMAT		FIELD SIZE	FIELD TYPE	FIELD START POSITION	999 DATA							
No.	DATA RECORD				A	C	E	I	K	M	P	R
1	RECORD TYPE	1	N	1	4	4	4	4	4	4	4	4
2	PARTIAL ADDRESS INDICATOR	10	A	2								
3	CP IDENTIFIER	6	N	12	4	4	4	4	4	4	4	4
4	CP NI REFERENCE NUMBER	20	AN	18								
5	CP TRANSACTION ID REF. NO	20	AN	38	4	4	4	4	4	4	4	4
6	CP USER ID	8	AN	58								
7	SYSTEM ROUTING FLAGS	10	A	66	4	4	4	4	4	4	4	4
8	MESSAGES	80	AN	76								
9	COMMAND	1	A	156	4	4	4	4	4	4	4	4
10	EFFECTIVE DATE	8	N	157	4	4	4	4		4		4
11	SPARE FIELD (30)	30	AN	165								
12	TITLE	20	AN	195	♦			♦		♦		
13	INITIALS / FORENAME	20	AN	215	♦			♦		♦		
14	NAME/HEADER	50	AN	235	4			4		4		
15	HONOURS	30	AN	285	♦			♦		♦		
16	BUSINESS SUFFIX	50	A	315	♦			♦		♦		
17	BUSINESS DESCRIPTION	50	AN	365								
18	LINE TYPE ** see below **	30	AN	415	♦			♦		♦		
19	PREMISES	60	AN	445	♦			♦		♦		
20	THOROUGHFARE	55	AN	505	♦			♦		♦		
KEY	4= Mandatory	♦ = Optional	☐ = Not Applicable									
	A = Activate Customer	C = Cease	E = Export		I = Import							
	M = Modify	P = Inform BT Retail of a Post Code	R = Renumber		K = Cancel (Advanced Orders)							

** New Use for this Spare field – This is for DDI/VoIP type number ranges or it basically will add a flag to show that the record which is being sent may not reflect the actual location of the caller. Options for the population of this field are EXT, DDI, FNET, or VOIP any of these possible mnemonic's will flag to the Operator as well as an Emergency Authority who has the EISEC service. (This allows the Emergency Authority to see the name and address details we have for a customer at the time of a 999 call)

INPUT FILE FORMAT		FIELD SIZE	FIELD TYPE	FIELD START POSITION	999 DATA								
No.	DATA RECORD				A	C	E	I	K	M	P	R	
21	LOCALITY	30	AN	560	◆				◆		◆		
22	TOWN	50	A	590									
23	COUNTY	20	AN	640									
24	POSTCODE	9	AN	660	4			4	4		4	4	
25	SPARE FIELD (50)	50	AN	669									
26	TELEPHONE NUMBER	15	AN	719	4	4	4	4	4	4			4
27	NEW TELEPHONE NUMBER	15	AN	734									4
28	CALL-BACK NUMBER	15	AN	749									
29	SPARE FIELD (30)	30	AN	764									
30	FIRST TELNO IN DDI RANGE	15	AN	794									
31	LAST TELNO IN DDI RANGE	15	AN	809									
32	SPARE FIELD (30)	30	AN	824									
33	CP IDENTIFIER (EXPORT/IMPORT)	6	N	854				4	4				
34	NEW CP REFERENCE NO.	20	AN	860									
35	SPARE FIELD (30)	30	AN	880									
36	SUB HEADER	50	AN	910									
37	SUB SUB HEADER	50	AN	960									
38	SUB SUB SUB HEADER	50	AN	1010									
39	QUALIFIER	50	AN	1060									
40	APPENDIX	60	AN	1110									
41	SORT PRIORITY	1	A	1170									
42	TYPEFACE	1	N	1171									
KEY	4 = Mandatory	◆ = Optional	☐ = Not Applicable										
	A = Activate Customer	C = Cease	E = Export	I = Import									
	M = Modify	P = Inform BT Retail of a Post Code	R = Renumber	K = Cancel (Advanced Orders)									

INPUT FILE FORMAT		FIELD SIZE	FIELD TYPE	FIELD START POSITION	999 DATA							
No.	DATA RECORD				A	C	E	I	K	M	P	R
43	SPARE FIELD (50)	50	AN	1172								
44	SUPPRESSION PREFERENCES	8	AN	1222								
45	SPARE FIELD (10)	10	AN	1230								
46	MAIN / ADDITIONAL / OOA	1	A	1240								
47	PHONE BOOK NUMBER	3	N	1241								
48	ENTRY FORMAT	1	A	1244								
49	FILE PLACEMENT	1	A	1245								
50	LINE USE	1	A	1246								
51	SPARE FIELD (10)	10	AN	1247								
52	BUSINESS CLASSIFICATION MANUAL CODE	1	A	1257								
53	SPARE FIELD (10)	10	AN	1258								
54	CROSS REFERENCE TEXT	80	AN	1268								
55	SPARE FIELD (10)	10	AN	1348								
KEY	4 = Mandatory	◆ = Optional	☐ = Not Applicable									
	A = Activate Customer	C = Cease	E = Export	I = Import								
	M = Modify	P = Inform BT Retail of a Post Code	R = Renumber	K = Cancel (Advanced Orders)								

8. CONFIRMATION OF RECEIPT (FCO) FILE FORMAT.

8.1 Accepted .FCO file

This file will be returned by Telesto to the CP's on receipt of their files.

The example shown below is for an accepted .DAT file containing one record, where NNN = cupid and XXXXX = run number.

****Please note the best application to view these files is TextPad, Notepad also works but has much less functionality****



**Successful FCO
Format BT1NNN03..**

8.2 Rejected .FCO file examples

The example shown below is for a rejected .DAT file with a "Read Error", where NNN = lopid and XXXXX = run number. A Read error can be received if a file is sent in Binary instead of ASCII.



**Failed FCO format
BT1NNN291002...**

8.3 DAT Files

The examples below are of DAT files, one with errors and one showing exactly how we need to see it.



**adexampleBT188xampleBT18802!
002004.DAT (4..0701.DAT (33 ...**

8.4 CAR Files

The examples below are of CAR files.



**T188810060504.T188810060502.
AR (6 KB) AR (6 KB)**

9. VETS

Telesto will apply system vets to ensure that all mandatory fields are populated. 999 Data will be validated by Telesto against the criteria indicated below.

The Commands for which fields are mandatory can be found in Section 7.

9.1 Valid Characters

Below is a list of **allowable** data characters, vetted by Telesto. Where these vets are failed, the record will be rejected and reported to the LO, in their CAR file

CHARACTER	PRINTER GRAPHIC	RECORD TYPE	FIELD TYPE	POSITION IN FIELD
Space	Space	All	A, AN *	Anywhere
Full stop	.	All	A, AN **	Anywhere
Left Parenthesis	(All	A, AN **	Anywhere
Ampersand	&	All	A, AN **	Anywhere
Exclamation Mark	!	All	A, AN **	Anywhere
Right Parenthesis)	All	A, AN **	Anywhere
Minus	-	All	A, AN **	Anywhere
Virgule	/	All	A, AN **	Anywhere
Comma	,	All	A, AN **	Anywhere
Colon	:	All	A, AN **	Anywhere
Apostrophe	'	All	A, AN **	Anywhere
Quotes	“ ”	All	A, AN **	Anywhere
A to Z	A to Z	All	A, AN *	Anywhere
a to z	a to z	All	A, AN *	Anywhere
0 to 9	0 to 9	All	N, AN	Anywhere

- * = Except all telephone number fields
- ** = Except all telephone number and postcode fields

10. CONFIRMATION/REJECT (CAR) FILE

10.1 CAR file header record

Note: The overall length of a header record contained in a CAR file should be 40 bytes, followed by Carriage Return.

	CONFIRMATION/REJECT HEADER RECORD	FIELD SIZE	FIELD TYPE	FIELD START POSITION
1	RECORD TYPE	1	N	1
2	FILE TYPE	1	A*	2
3	RECEIVING LO IDENTIFIER	6	N	3
4	RECORD COUNT	8	N	9
5	RUN NUMBER	8	N	17
6	HEADER DATE	8	N	25
7	HEADER TIME	8	AN	33

* value = C

10.2. CAR file data record

Note: The overall length of a data record contained in CAR file should be 273 bytes, followed by Carriage Return.

DATA RECORD		FIELD LENGTH	START POSITION	A	C	E	I	K	M	P	R
1.	RECORD TYPE	1	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4	4	4	4	4
2.	ORIGINATING SYSTEM	10	2	4	4	4	4	4	4	4	4
3.	CP IDENTIFIER	6	12	4	4	4	4	4	4	4	4
4.	CP NI REFERENCE NUMBER	20	18								
5.	CP TRANSACTION ID REF. NO.	20	38	4	4	4	4	4	4	4	4
6.	CP USER ID	8	58								
7.	TELEPHONE NUMBER	15	66	4	4	4	4	4	4	4	4
8.	NAME	50	81								
9.	POST CODE	9	131	4	4	4	4	4	4	4	4
10.	CONFIRMATION/REJECT CODE	4	140	4	4	4	4	4	4	4	4
11.	ERROR MESSAGE	70	144	4	4	4	4	4	4	4	4
12.	REJECTION FIELD	20	214								
13.	REJECTION VALUE	40	234								

KEY	4 = Mandatory	◆ = Optional	<input type="checkbox"/> = Not Applicable		
	A = Activate Customer	C = Cease	E = Export	I = Import	K = Kill
	M = Modify	P = Inform BT Retail of a Post Code	R = Renumber		

11. 999 MESSAGES & ERROR CODES

Msg_no.	Msg Text (26)+ space (1)	Actions to be taken.
13	Telephone Number Missing.	DATA DELIVERY TEAM TO BUILD RANGE AND RETRY IF APPLICABLE, OR CP TO CORRECT ENTRY
14	Telephone Number Invalid.	DATA DELIVERY TEAM TO BUILD RANGE AND CP TO RESUBMIT
18	OLO does not own Entry.	CP TO INVESTIGATE - IF DISPUTED CONTACT DATA DELIVERY TEAM
19	Invalid OLO.	DATA DELIVERY TEAM TO CHECK VALIDITY OF CP AND CP TO RESEND IF APPLICABLE.
28	Renumber in Invalid Range.	DATA DELIVERY TEAM TO BUILD RANGE IF APPLICABLE AND REQUEST CP TO RESUBMIT - OR CP TO CORRECT ENTRY
33	Cancellation Successful.	NO ACTION
34	Cancellation Invalid.	CP TO SUBMIT CORRECTION AS AMENDMENT
35	Cancellation Unsuccessful.	CP TO SUBMIT CORRECTION AS AMENDMENT
37	New Record Successful.	NO ACTION
38	Cease Record Successful.	NO ACTION
39	NAA Record Successful.	NO ACTION
40	Renumber Successful.	NO ACTION
43	Export/Import OLO Mismatch.	CP TO CORRECT AND RESUBMIT. THIS APPLIES TO EITHER THE GAINING OR LOSING CP AS TDM IS UNABLE TO DISTINGUISH WHICH IS CORRECT / INCORRECT
45	Import Record is Missing.	GAINING CP TO RE-SUBMIT
46	Import is 28 days overdue.	LAST WARNING BEFORE DELETION - CP TO RESUBMIT
47	Export Record is Missing.	LOSING CP TO RESUBMIT
48	Export is 28 days Overdue.	LAST WARNING BEFORE DELETION – CP TO RESUBMIT
49	Export removed, no Import.	CP TO RESUBMIT UNLESS IMPORT FROM BT. IN WHICH CASE ANY FUTURE CHANGES SHOULD BE DEALT WITH AS AN AMEND
50	Import removed, no Export.	CP TO RESUBMIT UNLESS IMPORT FROM BT. IN WHICH CASE ANY FUTURE CHANGES SHOULD BE DEALT WITH AS AN AMEND
53	Export/Import dates differ.	WARNING ONLY - WILL BE PROCESSED ON LATEST DATE
55	Export Record Successful.	NO ACTION
56	Import Record Successful.	NO ACTION
60	Postcode not found.	DATA DELIVERY TEAM TO CHECK POSTCODE WITH ROYALMAIL AND RETRY IF VALID. IF POSTCODE IS INVALID LO WILL BE NOTIFIED BY DATA DELIVERY TEAM, CP TO THEN CORRECT AND THEN RESUBMIT
61	Postcode is acceptable.	NO ACTION
73	Record Received.	NO ACTION
75	More Recent Record exists.	CP TO INVESTIGATE

Msg no.	Msg Text (26)+ space (1)	Actions to be taken.
100	Blank record.	BLANK RECORD, CP TO CORRECT AND RESUBMIT
101	Invalid record type.	RECORD TYPE MISSING, CP TO CORRECT AND RESUBMIT
102	Feed Type is missing.	COMMAND VALUE NOT PRESENT IN RECORD, CP TO CORRECT AND RESUBMIT
103	Feed Type is incorrect.	INVALID COMMAND VALUE IN RECORD, CP TO CORRECT AND RESUBMIT
104	OLO ID is missing.	CP ID NOT PRESENT IN RECORD, CP TO CORRECT AND RESUBMIT
105	Invalid OLO ID.	INVALID CHARACTER IN CP ID FIELD, CP TO CORRECT AND RESUBMIT
106	OLO ID in record not owned by OLO in header.	CP ID IN RECORD NOT OWNED BY CP IN HEADER, CP TO CORRECT AND RESUBMIT
107	Reference ID is missing.	CP TRANSACTION ID NOT PRESENT IN RECORD, CP TO CORRECT AND RESUBMIT
108	Reference ID incorrect.	INVALID CHARACTERS IN CP TRANSACTION ID, CP TO CORRECT AND RESUBMIT
109	System Routing Flags is missing.	SYSTEM ROUTING FLAG NOT PRESENT IN RECORD, CP TO CORRECT AND RESUBMIT
110	System Routing Flags incorrect.	INVALID CHARACTERS IN SYSTEM ROUTING FLAGS, CP TO CORRECT AND RESUBMIT
111	999 routing Flag set to 'N'.	FLAG 1 OR 2 IN SYSTEM ROUTING FLAGS FIELD MUST BE SET TO 'Y', CP TO CORRECT AND RESUBMIT
112	NI only record found in file.	NO NI-ONLY RECORDS ARE ACCEPTED VIA TELESTO, CP TO CORRECT AND RESUBMIT
113	Invalid Effective Date.	DATE INCORRECT, CP TO CORRECT AND RESUBMIT
114	Title is incorrect.	INVALID VALUE IN TITLE FIELD, CP TO CORRECT AND RESUBMIT
115	Initials / Forename is missing.	INITIALS / FORENAME NOT PRESENT IN RECORD, CP TO CORRECT AND RESUBMIT
116	Initials / Forename is incorrect.	INVALID VALUE IN INITIALS / FORENAME FIELD, CP TO CORRECT AND RESUBMIT
117	Name is missing.	NAME VALUE NOT PRESENT IN RECORD, CP TO CORRECT AND RESUBMIT
118	Name is incorrect.	INVALID CHARACTERS IN NAME FIELD, CP TO CORRECT AND RESUBMIT
119	Honours is incorrect.	INVALID VALUE IN HONOURS FIELD, CP TO CORRECT AND RESUBMIT
120	Business Suffix is incorrect.	INVALID VALUE IN BUSINESS SUFFIX FIELD, CP TO CORRECT AND RESUBMIT
121	Premises is incorrect.	INVALID VALUE IN PREMISES FIELD, CP TO CORRECT AND RESUBMIT
122	Thoroughfare is incorrect.	INVALID VALUE IN THOROUGHFARE FIELD, CP TO CORRECT AND RESUBMIT
123	Locality is incorrect.	INVALID VALUE IN LOCALITY FIELD, CP TO CORRECT AND RESUBMIT
124	Post Code is missing.	POST CODE NOT PRESENT IN RECORD, CP TO CORRECT AND RESUBMIT
125	Post Code is incorrect.	INVALID CHARACTERS IN POST CODE FIELD, CP TO CORRECT AND RESUBMIT
126	Telephone number not present in record.	TELNO VALUE NOT PRESENT IN RECORD, CP TO CORRECT AND RESUBMIT
127	Telephone Number Invalid.	INVALID CHARACTERS IN TELNO FIELD, CP TO CORRECT AND RESUBMIT
128	New Telephone number is	NEW TELEPHONE NUMBER IS NOT PRESENT IN THE RECORD, CP TO CORRECT AND RESUBMIT

Msg_no.	Msg Text (26)+ space (1)	Actions to be taken.
	missing.	
129	New Telephone number is incorrect.	NEW TELEPHONE NUMBER CONTAINS INVALID CHARACTERS, CP TO CORRECT AND RESUBMIT
130	New OLO ID is missing.	NEW CP ID VALUE NOT PRESENT IN RECORD, CP TO CORRECT AND RESUBMIT
131	New OLO ID is incorrect.	INVALID CHARACTERS IN SECOND CP FIELD, CP TO CORRECT AND RESUBMIT
132	Unknown Error.	CP TO CONTACT DATA DELIVERY TEAM

Note: Error / Message codes 100 - 132 (Red text) apply to Telesto vets – these checks will be made first, followed by TDM checks for error/message codes 13 – 75.

12. 999/TDM AUDIT FILE FORMAT

As many audit files as required to maintain valid data on TDM are allowed, these files can either be emailed or placed in your outgoing directory for you to collect.

Note: The overall length of a header record contained in an Audit file will be 50 bytes, followed by Carriage Return.

TDM AUDIT FILE FORMAT HEADER RECORD		FIELD TYPE	FIELD SIZE	START POSITION	TDM	DETAILS
1.	RECORD TYPE	N	1	1	<input type="checkbox"/>	0 = HEADER RECORD
2.	ORIGINATING SYSTEM	AN	10	2	<input type="checkbox"/>	EDB - BT RIGHT PADDED WITH SPACES
3.	FILE TYPE	A	1	12	<input type="checkbox"/>	VALUE = A
4.	RECEIVING CP IDENTIFIER	N	6	13	<input type="checkbox"/>	LOPID LEFT PADDED WITH ZEROS
5.	RECORD COUNT	N	8	19	<input type="checkbox"/>	LEFT PADDED WITH ZEROS
6.	RUN NUMBER	N	8	27	<input type="checkbox"/>	SEQUENCE PER LOPID.LEFT PADDED WITH ZEROS
7.	HEADER DATE	N	8	35	<input type="checkbox"/>	YYYYMMDD
8.	HEADER TIME	AN	8	43	<input type="checkbox"/>	HH:MM:SS

Note: The overall length of a data record contained in an audit file will be 1148 bytes, followed by Carriage Return.

TDM AUDIT FILE FORMAT DATA RECORD		FIELD TYPE	FIELD SIZE	START POSITION	TDM	DETAILS
1.	RECORD TYPE	N	1	1	<input type="checkbox"/>	1 = DATA RECORD
2.	CREATION DATE	AN	10	2	<input type="checkbox"/>	YYYY-MM-DD
3.	CP IDENTIFIER	N	6	12	<input type="checkbox"/>	LEFT PADDED WITH ZERO'S
4.	SPARE SPACE (188)	AN	188	18	<input type="checkbox"/>	RIGHT PADDED WITH SPACES
5.	NAME / HEADER	AN	50	206	<input type="checkbox"/>	RIGHT PADDED WITH SPACES
6.	HONOURS	AN	30	256	◆	RIGHT PADDED WITH SPACES
7.	SPARE SPACE (130)	AN	130	286	<input type="checkbox"/>	RIGHT PADDED WITH SPACES
8.	PREMISES	AN	60	416	◆	RIGHT PADDED WITH SPACES
9.	THOROUGHFARE	AN	60	476	◆	RIGHT PADDED WITH SPACES
10.	LOCALITY	AN	30	536	◆	RIGHT PADDED WITH SPACES
11.	SPARE SPACE (120)	AN	120	566	<input type="checkbox"/>	PADDED WITH SPACES
12.	POSTCODE	AN	8	686	<input type="checkbox"/>	RIGHT PADDED WITH SPACES
13.	TELEPHONE NUMBER	AN	15	694	<input type="checkbox"/>	RIGHT PADDED WITH SPACES
14.	SPARE SPACE (440)	AN	440	709	<input type="checkbox"/>	RIGHT PADDED WITH SPACES

KEY:	<input type="checkbox"/> = Mandatory	◆ = Optional
	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> = Not applicable	

13. GLOSSARY

ASCII American Standard Character Interchange Information
AUD File Audit File
CAR File Confirmation and Rejection File
CP Communications Provider
CUPID Communications Provider Identity Codes (a code allocated by OFCOM <http://www.ofcom.org.uk/>)
CIN Corporate Information Network – **this document explains how to connect to the BT Network**
DAT File Licensed Operator Input File
DDT Data Delivery Team -Internal BT group who are responsible for the Data Administration of the TDM system
EDB Emergency Database – replaced by TDM
FCO File Confirmation of File Receipt/rejection
LORS Licensed Operator Registration System (the gateway for LO NI data)
NI Number Information
SFF Standard File Format
TDM Trinity Data Manager – the Database which manages 999 data.
XFB File transfer software <http://www.support.axway.com/prod/www/vlreg.nsf/index?openform>

14. REFERENCES

DOCUMENT	ISSUE	AUTHOR	DATE
SFF	9	Dave Nunn	14/11/01
Telesto Support Document	4	Deana Surtees	Oct 2002
CIN	1.2	Johnathon Clough	June 2002

END OF DOCUMENT