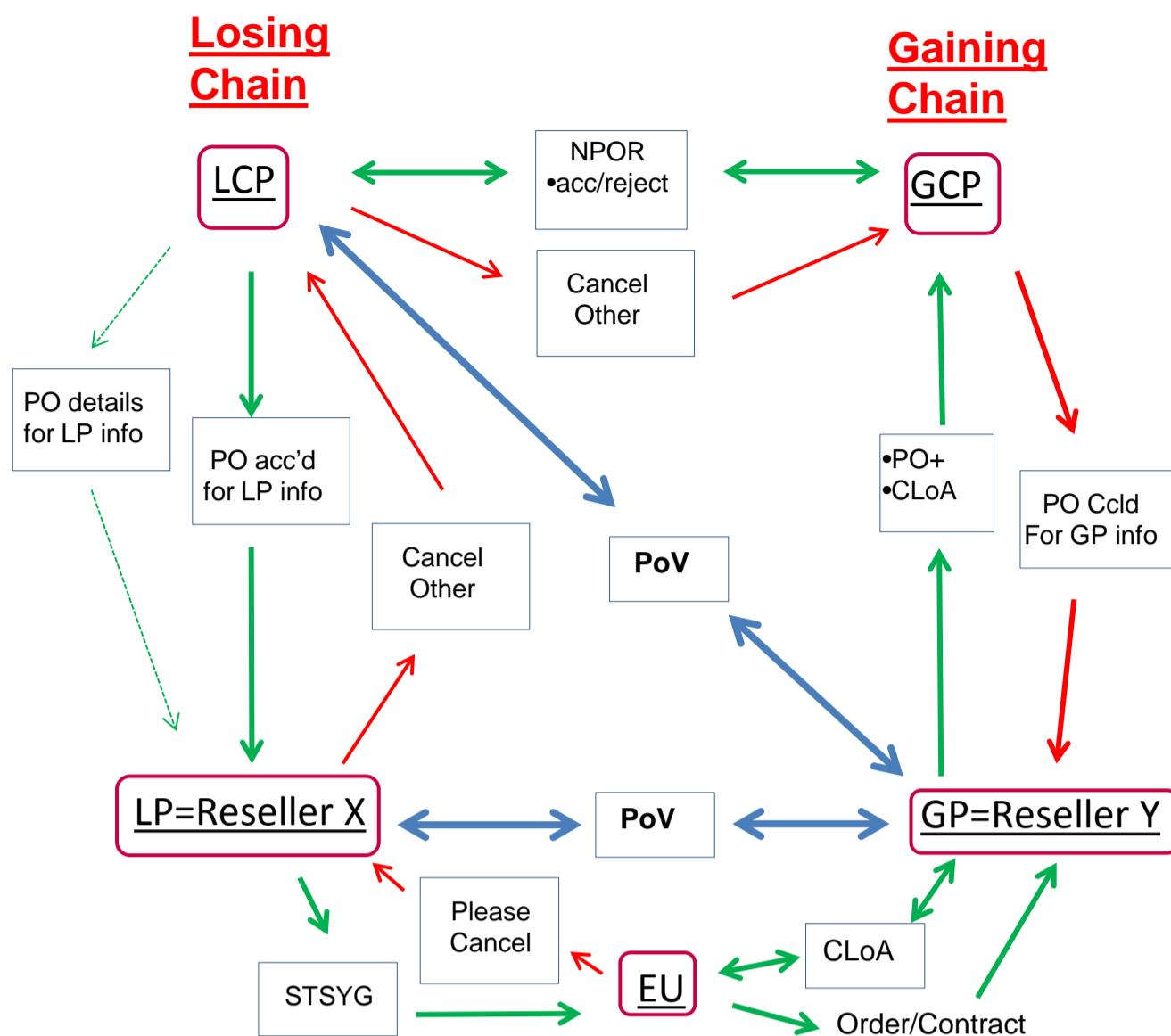


**BAU + PoV Order Handling Process**  
**Geographic Numbers**  
**Business M/L & S/L**



**High Level Process Description**

**BAU process**

- i) GP obtains signed LoA from EU
- ii) GP submits PO to GCP inc. LoA using GCP portal
- iii) GCP submits NPOR to LCP (LoAs available on request)
- iv) LCP validates NPOR content and accepts/rejects back to GCP based on own records in line with SLA (24/48hrs)
- v) LCP may allow LP < 24/48 hrs to validate PO details
- vi) Once LCP accepts NPOR, LCP 'notifies' LP via own bilateral arrangements
- vii) LP may subsequently instruct LCP to raise a cancel other order if EU does not wish to proceed.

**N.B.**

Where GP is a WLR CP, then OR act as GCP (i.e. Creates & Sends NPOR to LCP on behalf of GP)

Where LP is a WLR CP, then OR act as LCP (i.e. Receives & Processes NPOR on behalf of LP, accept/reject)

Where GP is a IPexCP, then BTW(Wolverhampton) act as GCP (i.e. Creates & Sends NPOR to LCP (via OR) on behalf of Gaining IPex CP)

Where LP is a IPexCP, then GCP sends NPOR to OR who forward NPOR onto BTW(Wolverhampton) who act as LCP (i.e. Receives & Processes NPOR on behalf of the Losing IPex CP).

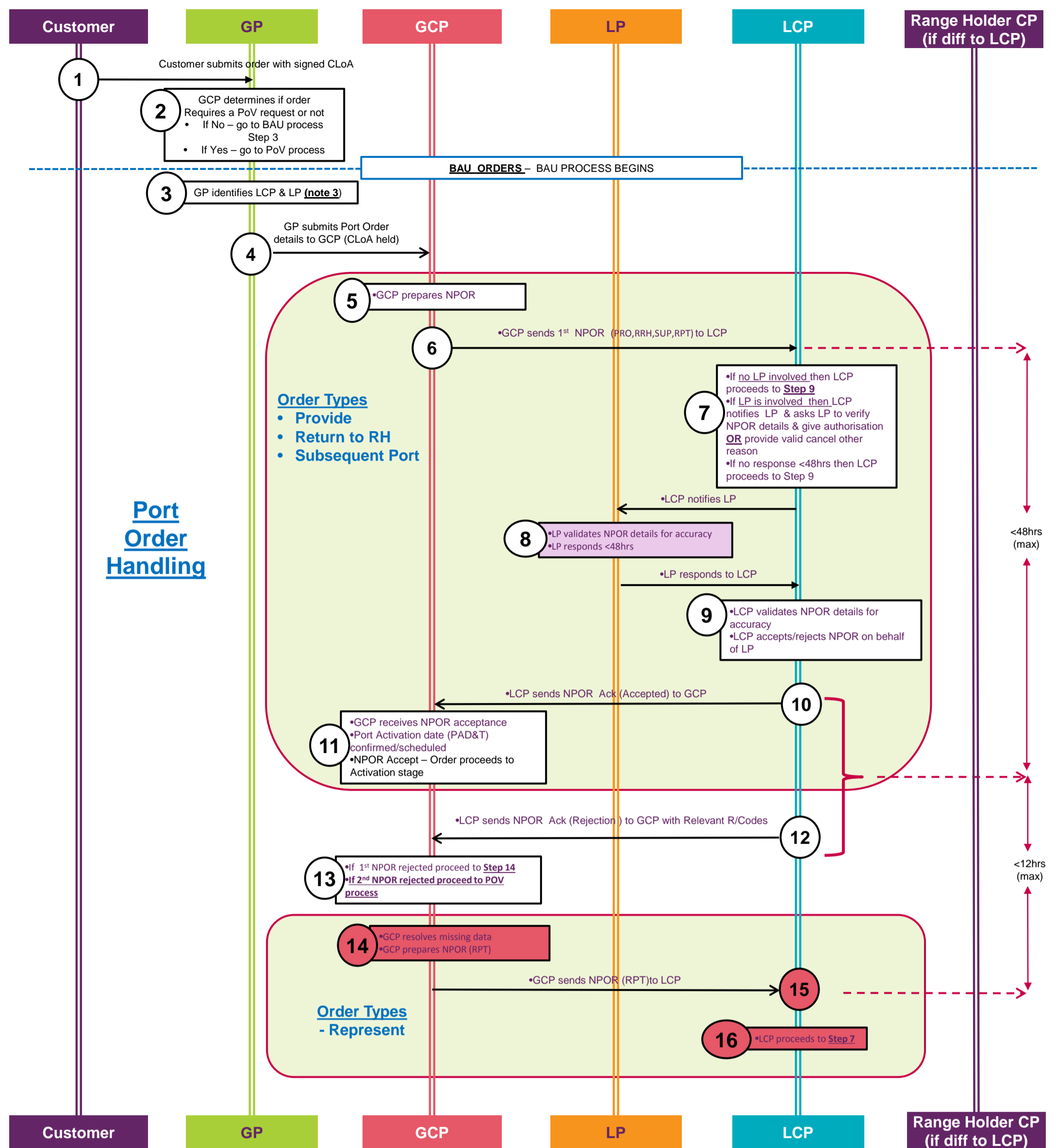
**PoV Process**

- i) PoV Process is an additional /optional step which can be used by GPs to reduce the risk of NPOR rejection
- ii) CPs need to be registered to use the PoV process
- iii) PoV Response SLA is <5WD
- iv) GP may submit PoV request to LCP in 1<sup>st</sup> instance
- v) If LP is known to GP, and both are registered, then GP may submit PoV request direct to LP

**N.B.**

Where LP is a IPexCP, then GCP sends NPOR to OR who forward NPOR onto BTW/IPex who process PoV on behalf of LP. OR notify GCP that PoV has been sent to BTW/IPex who will liaise directly with GP.

# BAU Process - GNP Multi-Line Orders (Direct Port + 2\*Resellers(GP & LP))



## Note 1 - Definitions

GP = Gaining Party = Retail CP who uses upstream Network Partner (the GCP) to facilitate the GP's number porting obligations including i) number range hosting ii) Interconnect Service Establishment iii) NPOR generation/receipt iv) POV request handling

GCP = Gaining CP = Network CP who facilitates their own number porting requirements, and, where necessary, for their downstream retail partners also (i.e. GPs).

A GCP may service i) End consumers directly ii) downstream Retail CP partners iii) or combination of both

## Note 2

GP should ask their Client to identify their current supplier (i.e. the LP)

GP can confirm the identify of the LCP by reference to the Ofcom (Range Holder) Database (assumes LCP=RH)

## Note 3 - Sub-Ports (Assumes LCP & RH are different)

To positively identify the LCP, the GCP can submit a provide NPOR to the RH.

The RH will then reject the order using rejection code 30 and supply the cupid of the LCP to whom the number has been previously ported

For Subsequent Ports, GCP repeats Steps 6-10 with Range Holder

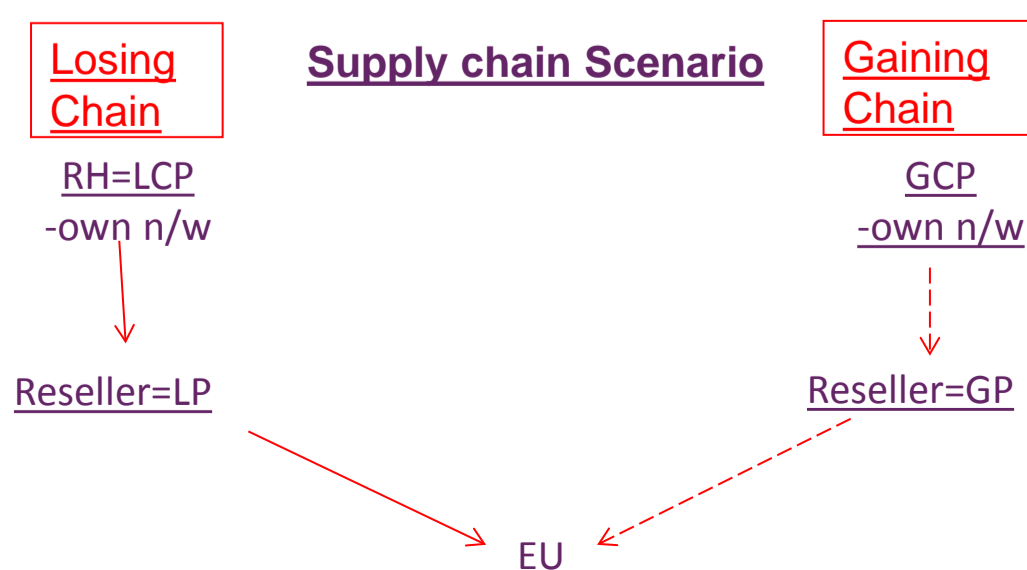
## Note 4

Where GP is a WLR CP, then OR act as GCP (i.e. Creates & Sends NPOR to LCP on behalf of GP)

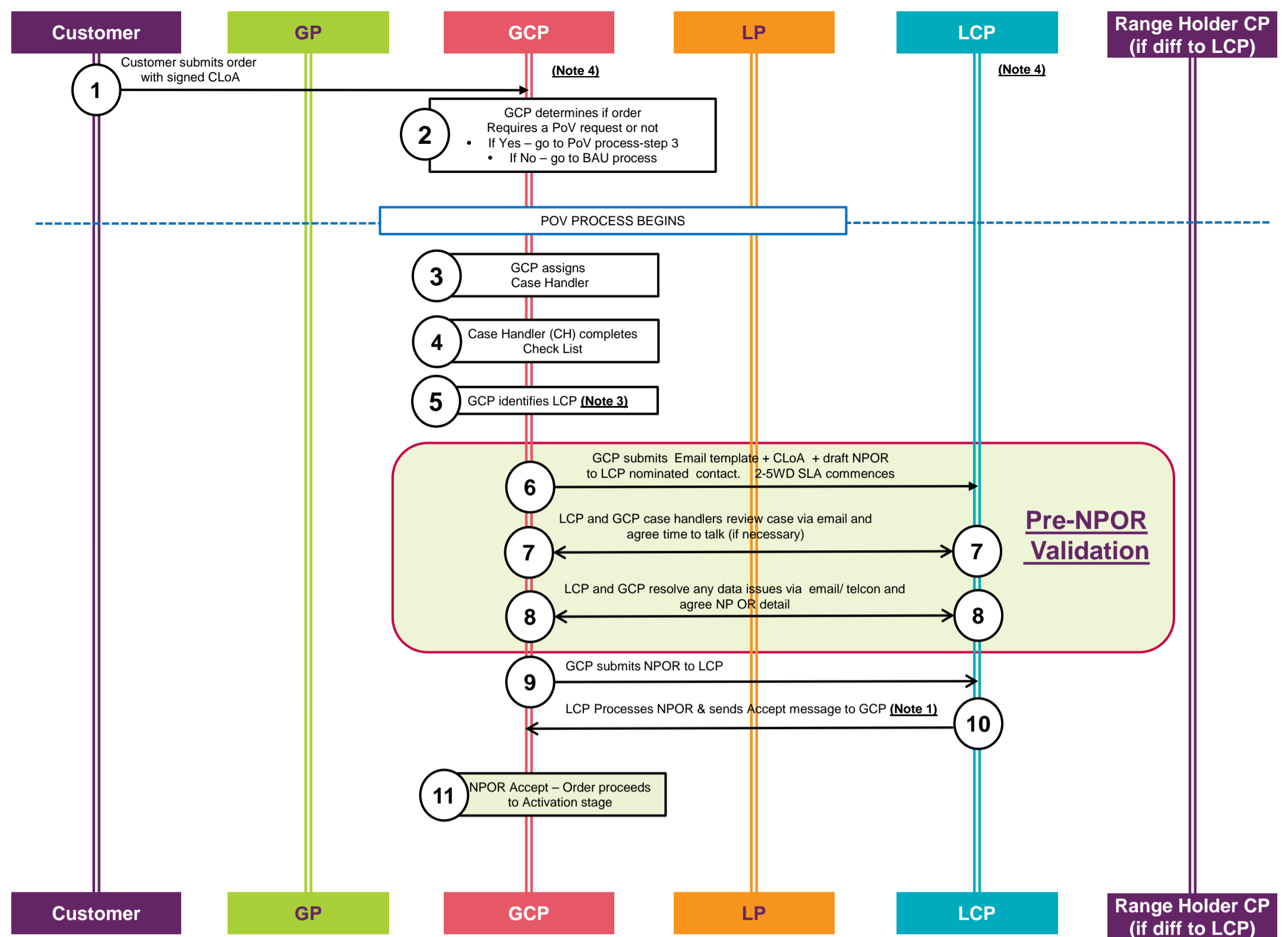
Where LP is a WLR CP, then OR act as LCP (i.e. Receives & Processes NPOR on behalf of LP, accept/reject)

Where GP is a IPexCP, then BTW(Wolverhampton) act as GCP (i.e. Creates & Sends NPOR to LCP (via OR) on behalf of Gaining IPex CP)

Where LP is a IPexCP, then GCP (i.e. non-IPex CP) submits NPOR to OR (in 1<sup>st</sup> instance) who forward NPOR onto BTW/IPex who act as LCP (i.e. Receives & Processes NPOR on behalf of the Losing IPex CP)



# POV Process-Scenario A - GNP Multi-Line Orders (Direct Port + No Resellers)



**Note 1**

If LCP unable to 'accept' NPOR, then LCP should contact GCP directly to resolve via Phone/email (i.e. NPOR re-submissions not needed if pre-validation stage previously completed)

**Note 2**

Definitions

GP = Gaining Party = Retail CP who uses upstream Network Partner (the GCP) to facilitate the GP's number porting obligations Including i) number range hosting ii) Interconnect Service Establishment iii) NPOR generation/receipt iv) POV request handling

GCP = Gaining CP = Network CP who facilitates their own number porting requirements, and, where necessary, for their downstream retail partners (i.e. GPs)

A GCP may service i) End consumers directly ii) downstream Retail CP partners iii) or combination of both

**Note 3 – (Assumes LCP=RH)**

GCP should ask their Client to identify their current supplier (i.e. the LCP)

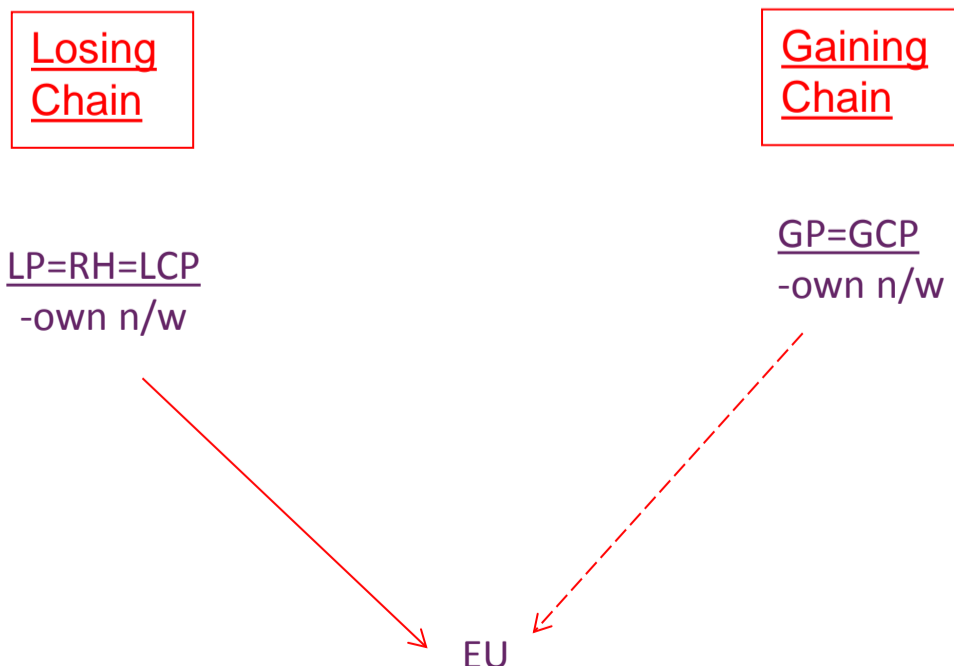
GCP can confirm the identify of the LCP by reference to the Ofcom (Range Holder) Database

**Note 4**

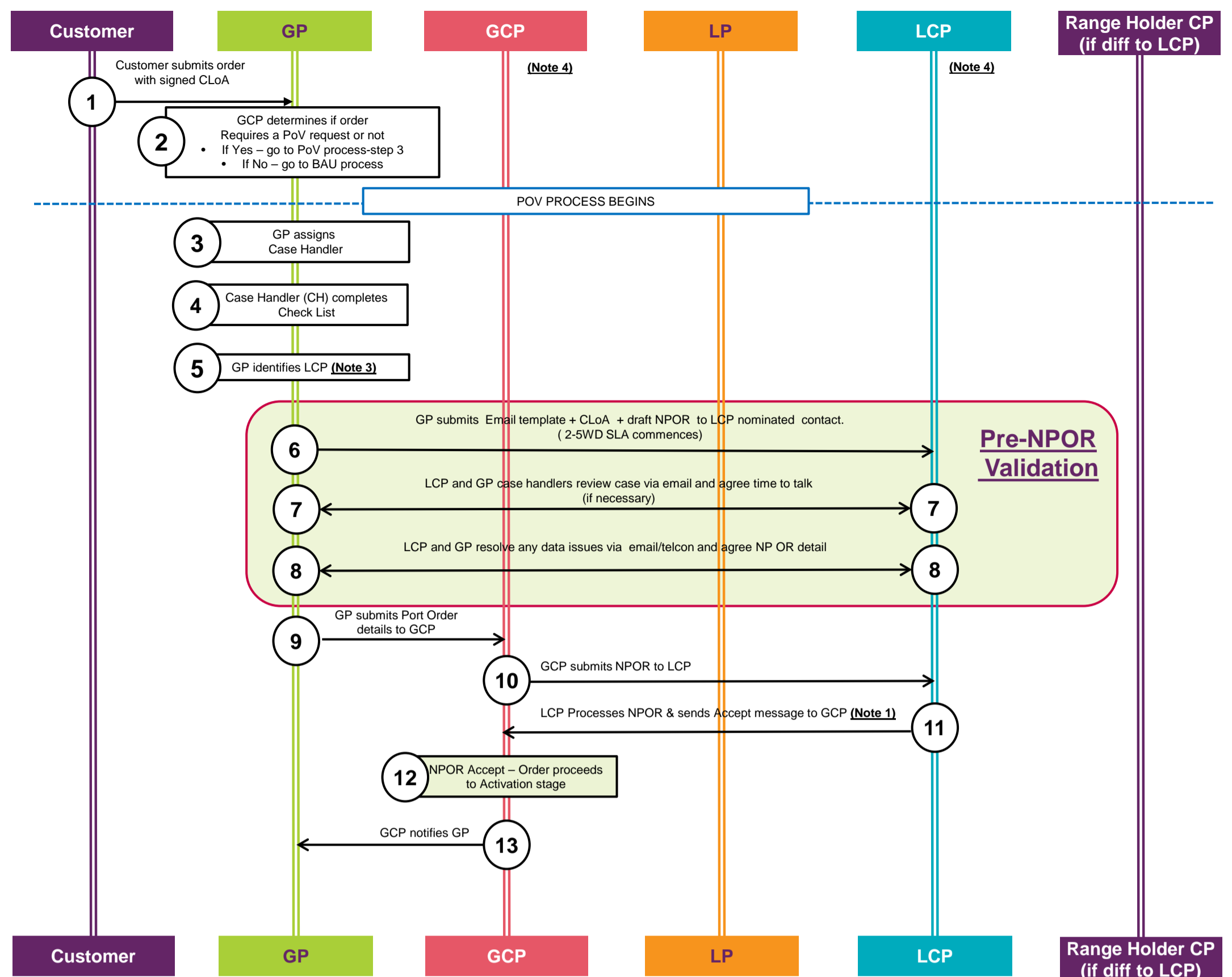
Where GP is a WLR CP, then OR act as GCP (i.e. Creates & Sends NPOR to LCP on behalf of GP)

Where LP is a WLR CP, then OR act as LCP (i.e. Receives & Processes NPOR on behalf of LP, accept/reject)

## Supply chain Scenario



# POV Process-Scenario B - GNP Multi-Line Orders (Direct Port + Reseller(GP))



## Note 1

If LCP unable to 'accept' NPOR, then LCP should contact GCP directly to resolve via Phone/email (i.e. NPOR re-submissions not needed if pre-validation stage previously completed)

## Note 2

### Definitions

**GP = Gaining Party** = Retail CP who uses upstream Network Partner (the GCP) to facilitate the GP's number porting obligations Including i) number range hosting ii) Interconnect Service Establishment iii) NPOR generation/receipt iv) POV request handling

**GCP = Gaining CP** = Network CP who facilitates their own number porting requirements, and, where necessary, for their downstream retail partners (i.e. GPs)

A GCP may service i) End consumers directly ii) downstream Retail CP partners iii) or combination of both

## Note 3 – (Assumes LCP=RH)

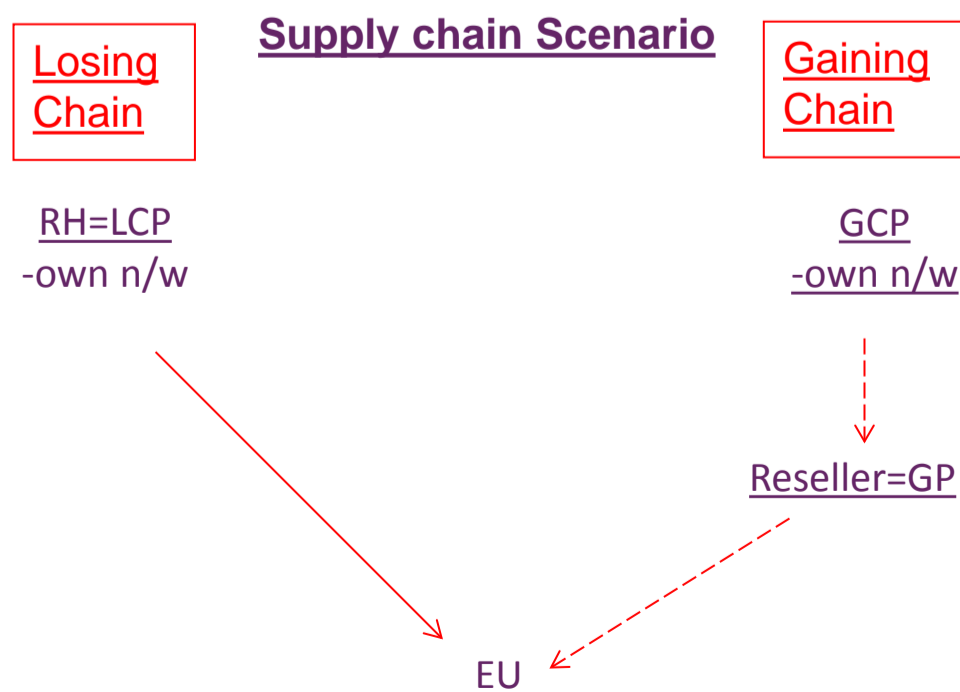
GP should ask their Client to identify their current supplier (i.e. the LCP)

GP can confirm the identify of the LCP by reference to the Ofcom (Range Holder) Database

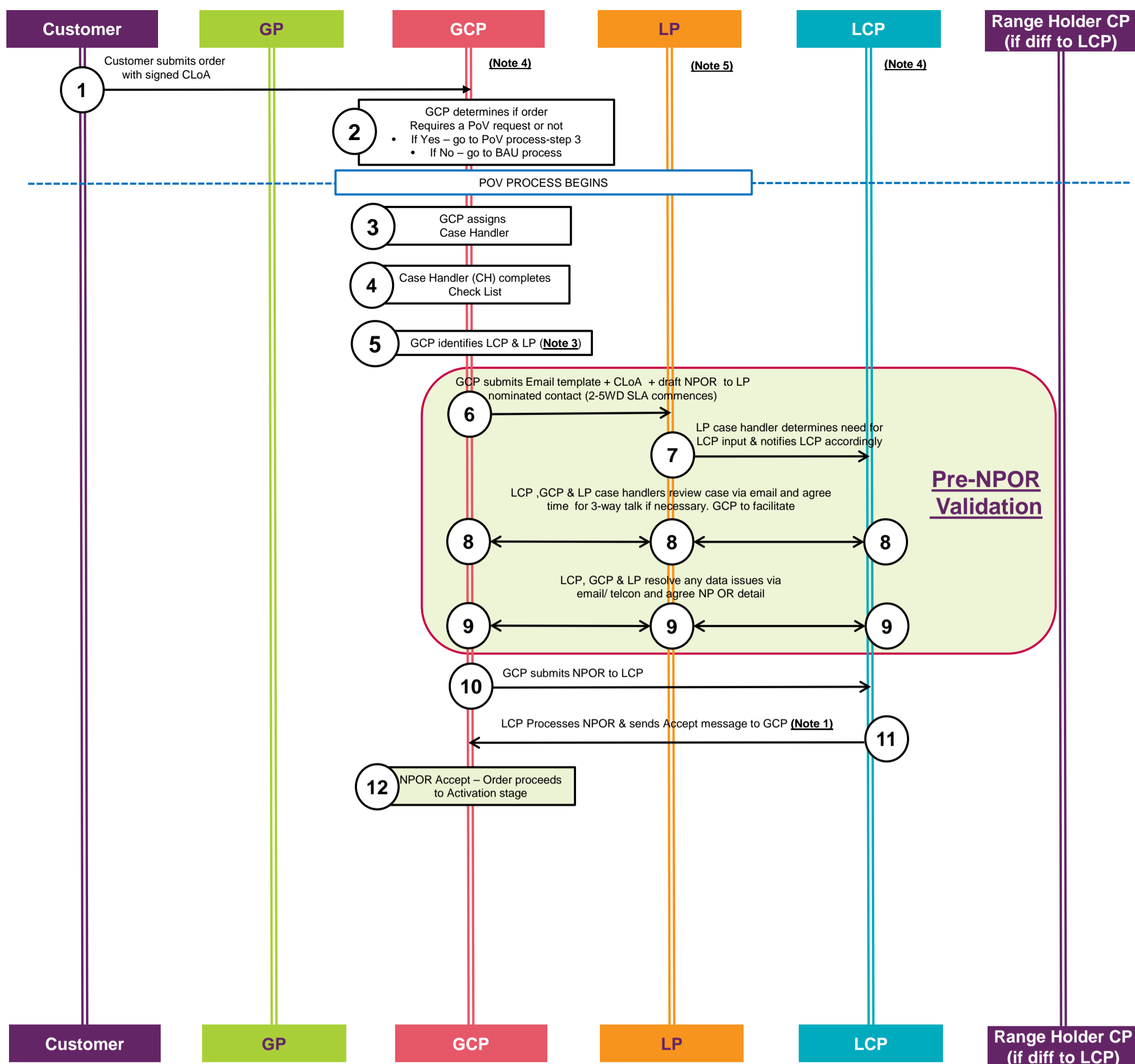
## Note 4

Where GP is a WLR CP, then OR act as GCP (i.e. Creates & Sends NPOR to LCP on behalf of GP)

Where LP is a WLR CP, then OR act as LCP (i.e. Receives & Processes NPOR on behalf of LP, accept/reject)



# POV Process-Scenario C - GNP Multi-Line Orders (Direct Port + Reseller(LP))



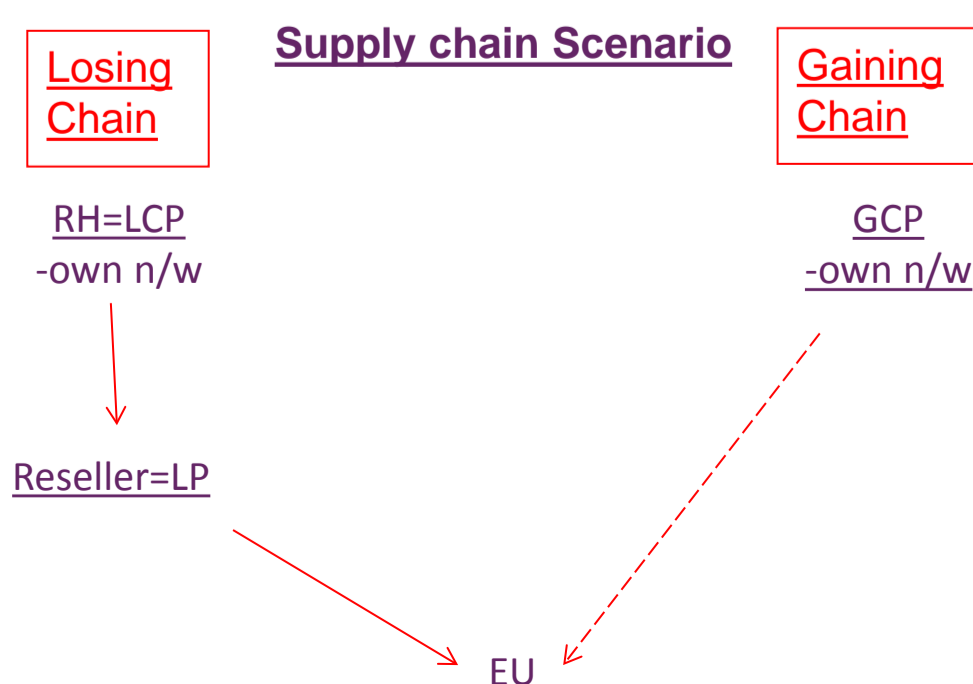
**Note 1**  
If LCP unable to 'accept' NPOR, then LCP should contact GCP directly to resolve via Phone/email (i.e. NPOR re-submissions not needed if pre-validation stage previously completed)

**Note 2**  
Definitions  
**GP = Gaining Party** = Retail CP who uses upstream Network Partner (the GCP) to facilitate the GP's number porting obligations Including i) number range hosting ii) Interconnect Service Establishment iii) NPOR generation/receipt iv) POV request handling  
**GCP = Gaining CP** = Network CP who facilitates their own number porting requirements, and, where necessary, for their downstream retail partners (i.e. GPs)  
A GCP may service i) End consumers directly ii) downstream Retail CP partners iii) or combination of both

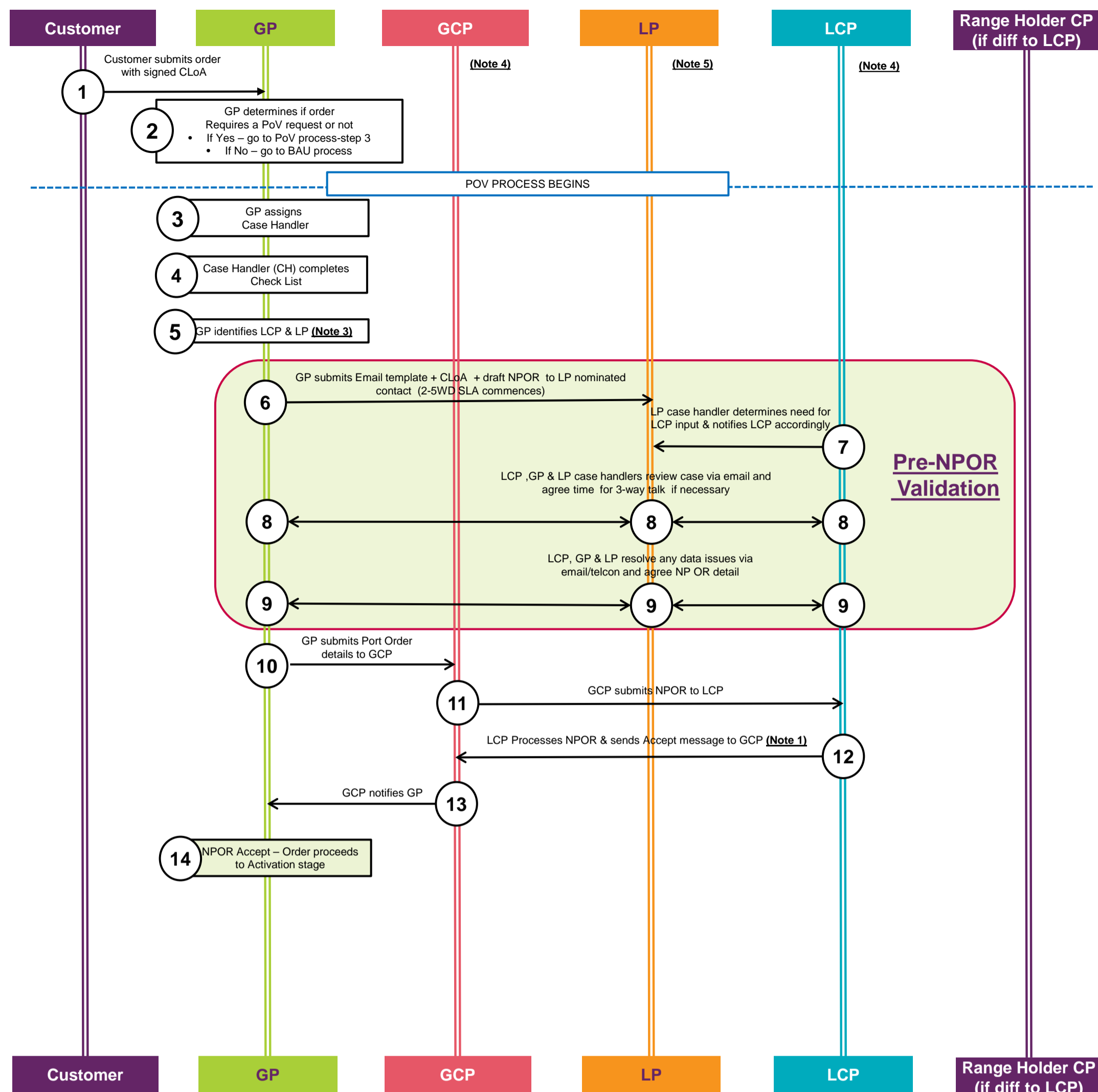
**Note 3 – (Assumes LCP=RH)**  
GCP should ask their Client to identify their current supplier (i.e. the LP)  
GCP can confirm the identify of the LCP by reference to the Ofcom (Range Holder) Database  
GCP can submit separate email request (inc. Numbers to be ported) to OR designated contact to confirm identity of LCP and LP (e.g. BTW/Ipex = LCP, VanillaIP-LP). OR use CSS to confirm LCP/LP identity.

**Note 4**  
Where GP is a WLR CP, then OR act as GCP (i.e. Creates & Sends NPOR to LCP on behalf of GP)  
Where LP is a WLR CP, then OR act as LCP (i.e. Receives & Processes NPOR on behalf of LP, accept/reject)

**Note 5**  
Losing Parties can either register their POV contact details directly with OTA or, may instead, choose not to publish their own contact details but arrange for their Wholesale Partner to manage their POV requests (for imports & exports) on their behalf. In either case, the Wholesaler's contact details must be on the Central Register.



# POV Process-Scenario D - GNP Multi-Line Orders (Direct Port + 2\*Resellers(GP&LP))



## Note 1

If LCP unable to 'accept' NPOR, then LCP should contact GCP directly to resolve via Phone/email (i.e. NPOR re-submissions not needed if pre-validation stage previously completed)

## Note 2

### Definitions

**GP = Gaining Party** = Retail CP who uses upstream Network Partner (the GCP) to facilitate the GP's number porting obligations Including i) number range hosting ii) Interconnect Service Establishment iii) NPOR generation/receipt iv) POV request handling

**GCP = Gaining CP** = Network CP who facilitates their own number porting requirements, and, where necessary, for their downstream retail partners (i.e. GPs).

A GCP may service i) End consumers directly ii) downstream Retail CP partners iii) or combination of both

## Note 3 – (Assumes LCP=RH)

GP should ask their Client to identify their current supplier (i.e. the LP)

GP can confirm the identify of the LCP by reference to the Ofcom (Range Holder) Database

GP can submit separate email request (inc. Numbers to be ported) to OR designated contact to confirm identity of LCP and LP (e.g. BTW/lpex = LCP, VanillaIP-LP). OR use CSS to confirm LCP/LP identity.

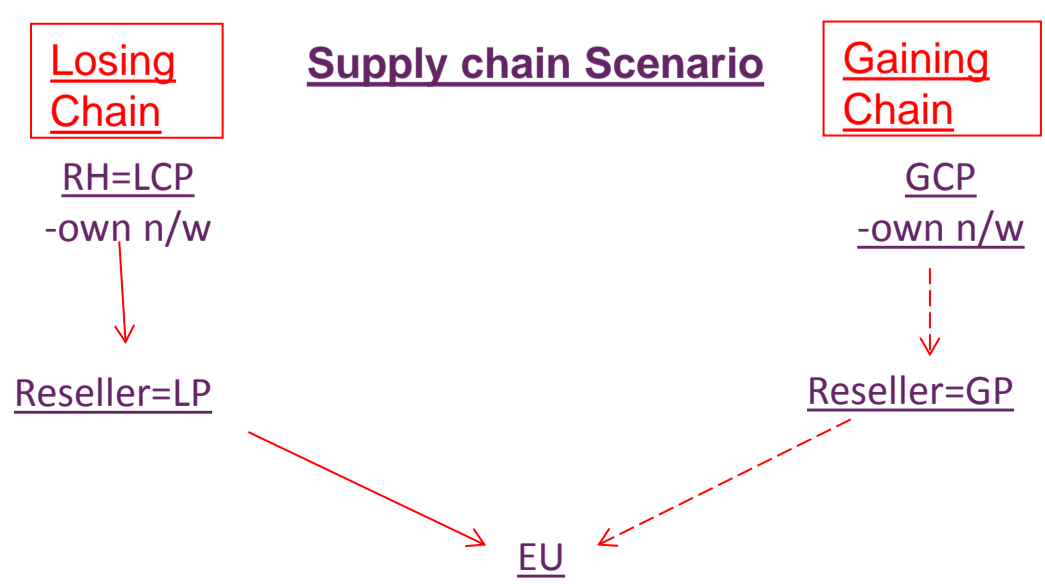
## Note 4

Where GP is a WLR CP, then OR act as GCP (i.e. Creates & Sends NPOR to LCP on behalf of GP)

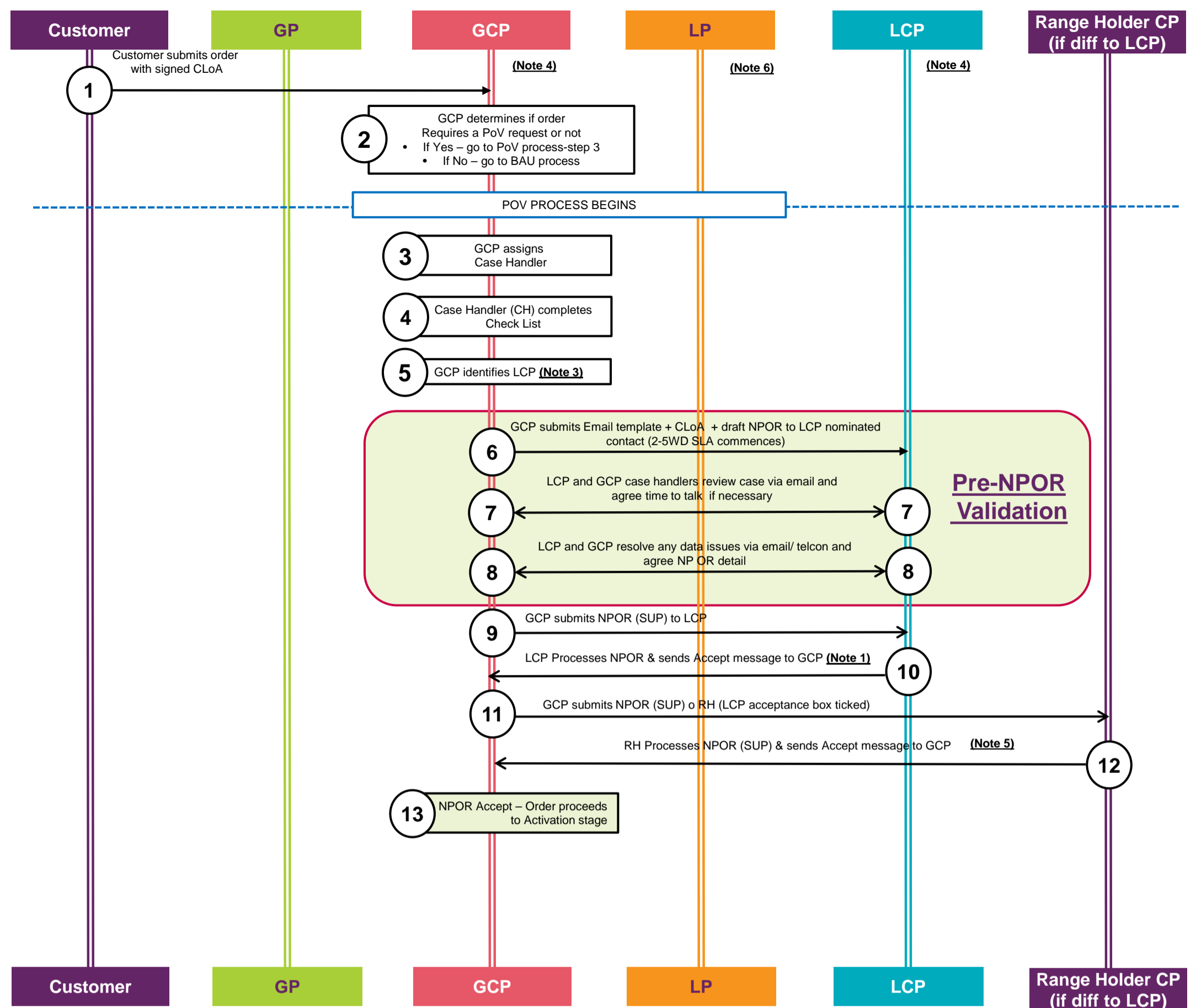
Where LP is a WLR CP, then OR act as LCP (i.e. Receives & Processes NPOR on behalf of LP, accept/reject)

## Note 5

Losing Parties can either register their POV contact details directly with OTA or, may instead, choose not to publish their own contact details but arrange for their Wholesale Partner to manage their POV requests (for imports & exports) on their behalf. In either case, the Wholesaler's contact details must be on the Central Register.



# POV Process-Scenario E - GNP Multi-Line Orders (**Sub Port** + No Resellers)



**Note 1**

If LCP unable to 'accept' NPOR, then LCP should contact GCP directly to resolve via Phone/email (i.e. NPOR re-submissions not needed if pre-validation stage previously completed)

**Note 2**

Definitions

GP = Gaining Party = Retail CP who uses upstream Network Partner (the GCP) to facilitate the GP's number porting obligations Including i) number range hosting ii) Interconnect Service Establishment iii) NPOR generation/receipt iv) POV request handling

GCP = Gaining CP = Network CP who facilitates their own number porting requirements, and, where necessary, for their downstream retail partners (i.e. GPs)

A GCP may service i) End consumers directly ii) downstream Retail CP partners iii) or combination of both

**Note 3 – (Assumes LCP & RH are different)**

GCP should ask their Client to identify their current supplier (i.e. the LCP)

GCP can confirm the identify of the RH by reference to the Ofcom (Range Holder) Database

To positively identify the LCP, the GCP can submit a provide request to the RH.

The RH will then reject the order using rejection code 30 and supply the cupid of the LCP

**Note 4**

Where GP is a WLR CP, then OR act as GCP (i.e. Creates & Sends NPOR to LCP on behalf of GP)

Where LP is a WLR CP, then OR act as LCP (i.e. Receives & Processes NPOR on behalf of LP, accept/reject)

**Note 5**

If RH rejects NPOR (e.g. Wrong prefix), then GCP should amend NPOR & re-submit NPOR(SUP)to RH

**Note 6**

Losing Parties can either register their POV contact details directly with OTA or, may instead, choose not to publish their own contact details but arrange for their Wholesale Partner to manage their POV requests (for imports & exports) on their behalf. In either case, the Wholesaler's contact details must be on the Central Register.

