

Number portability unacknowledged batch requests high level process overview:

The unacknowledged batch file process was introduced as trial with the view that based on success, would roll out to industry.

The process negates the need for high volumes of calls / escalations from gaining CP's (GCP) into the Openreach chasing unacknowledged number port orders. This process is for Multiline & Single line porting unacknowledged orders that have passed the industry SLA's (multiline 48 hours, single line 24 hours)

Instead of the GCP calling in or escalating into Openreach NP teams, they would instead fill out a simple excel batch file (max 20 unacknowledged orders per batch file) and send it in to np@openreach.co.uk (subject title to be "CP Name unacknowledged batch file it is important to use the correct title as auto forward rules will be applied to the NP@openreach.co.uk mail box so that the batch files are sent on to the correct team to deal.

) These e-mails are then auto forwarded to the relevant agents who then work through each porting order and progress the orders or chase LCP's and provide a response on the return of the batch file to the GCP.

There is a template which will be supplied as part of the application process to use the batch file process.

During the trial, governance has been set and agreed. I would like consideration from industry moving forward to check that the governance meets the requirements at industry level.

Governance in place is as follows.

Batch files would be sent in between 08:00 – 12:00 Monday to Friday.

No more than 20 ports per batch file will be accepted by Openreach. Any files with more than 20 ports will be rejected back.

Openreach will respond within 4 hours upon receipt and include details of progression on the batch file.

Any batch file received into Openreach past the 12:00 noon window will be rejected back asking for a represent the following working day.

The purpose of batching work in this way is to replace the old way of working (calls) therefore the CP's using this process must refrain from call contact into Openreach until such time the SLA for responses have expired.

Benefits of the trial to which industry can expect are as follows.

Reduced outgoing call volumes / email escalations into Openreach to chase for responses.

Reduced incoming call volumes / email escalations volumes into Openreach. This allows resource to be applied in other areas of number port work.

How does a CP get involved and use this process?

In the first instance please contact susan.3.dunne@openreach.co.uk,
amrik.2.singh@openreach.co.uk to request access to the unacknowledged batching processes.

Once Susan / Amrik receives your request to use the process ,Susan / Amrik will need to firstly have an e mail address to which Openreach Number port team can reply with the updated batch file.

Then Susan / Amrik will contact the Number Port service centre NPSC team to notify them of the request so that appropriate resources are balanced to ensure adherence to SLA's remain in force. An excel template will be supplied to the CP applying to use this process.

Once the above items are in place Susan / Amrik will notify the CP who wishes to use this process that they can now start to use it.