

Number Portability Specification for Freephone Numbers

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EXPLANATION OF THE CHANGES RELATIVE TO FIXED NUMBER PORTABILITY

Freephone services use numbers in the 800x range and may be provided by operators who are normally considered as fixed or mobile operators. The terms “fixed freephone number” or “mobile freephone number” do not apply to freephone services. A freephone number is just a freephone number. Operators are not required to offer access to freephone services to their subscribers. However, if they choose to do so, they may not discriminate between access to freephone services that reside on their network and those that are served on another network.

Portability of freephone numbers is treated independently of the way in which the freephone service is delivered to the called party who is the freephone content provider. Depending on the technology used the freephone number may be either:

- used directly by the switch of the terminating operator (freephone network provider)
- translated by the freephone network provider into a fixed/geographic or mobile number for delivery which is currently served on its own network, from now on called the delivery number. (For example, Go Fixed may provide a freephone service with the number 80001234 with the calls being delivered to its own network on 21123456.)
- translated by the freephone network provider into a fixed/geographic or mobile number for delivery served on a different network if it chooses to offer such a service. This would also be called the delivery number (For example, Go Fixed may provide a freephone service with the number 80001234 but the calls are delivered to a mobile served by Vodafone on 99654321.)

Freephone number portability does not include the porting of delivery numbers. These numbers are not normally visible to callers and so there should be no problem in the recipient operator using a delivery number different from the one used by the donor operator. It is possible, however, for delivery numbers to be ported separately according to fixed number or mobile number portability if this is required but the process will not be synchronised with the freephone number portability. A consequence of this approach is that the freephone content provider may need separately to terminate the accounts for lines with delivery numbers that are no longer needed.

A recipient operator will need to ensure that the necessary means are established and working for delivering calls before they port in a freephone number.

The same cutover arrangements are used as for fixed number portability with the de-activation on the donor network taking place during the night (0000-0600).

1 SCOPE

This document specifies those aspects of freephone number portability ordering process that either:

- Involve exchanges between the operators
- Involve actions by one operator that affect other operators or the freephone content provider.

However, this document does not specify all the details of the internal procedures and processing that each operator will need to undertake to support the required functionality¹.

This document applies to all freephone numbers in the 800x range.

This document applies to all operators and service providers that serve freephone numbers irrespective of the arrangements for the final delivery of the call, which may include translation and delivery to a fixed or mobile number that itself may or may not be ported. Where translation occurs, the operator that serves the fixed or mobile number may be different from the one that serves the freephone number.

The operators that serve freephone numbers may be predominantly either fixed or mobile operators or specialist providers of freephone services. Freephone number portability applies even between operators whose other activities are not similar (eg one may be predominantly a provider of fixed services and the other of mobile services).

The document has been written in terms of operators where the operator is assumed to be both service provider and network operator. Section 18 provides guidance on how to apply this specification where the service provider and network operator are separate companies.

¹ Some parts of this specification are written at a functional level, for example the actions to be undertaken by one operator and trusted by the other operator, whilst others such as the exchange of messages are written at a detailed technical level to ensure compatibility between the operators.

2 DEFINITIONS

Block Operator: The operator to whom the number block was allocated that contains the number that is being ported.

Delivery number: A fixed/geographic or mobile number used for the delivery of the call by the freephone operator. The delivery number may be served by another operator.

Donor operator: The operator that provides service to a freephone number before porting.

Freephone content provider: Any person that is party to a contract with the provider of freephone services and so is the party identified by an 800 number to whom the calls are ultimately delivered. A Freephone content provider pays to receive calls made to freephone numbers. The calls may include normal conversational calls and calls to individual lines and call centres and are not limited to calls to access stored content.

Recipient operator: The operator that provides service to a freephone number after porting and any sales agents or other parties acting for them.

Working day: 0900-1800 Monday to Friday and 0900-1300 on Saturday but excluding public holidays.

3 ABBREVIATIONS

ID Identity card number, or passport number where the person does not have a Maltese identity card
CLI Calling Line Identity

4 OVERVIEW

In freephone number portability, freephone content providers:

- open an account with the new (recipient) operator but using an existing freephone number that they are already using with the old (donor) operator;
- request the new operator to close their account with the old operator;
- request the operators to change their routing arrangements so that calls will be routed to the new operator.

Thus the solution should ensure that incoming calls to the freephone content provider's number are handled in such a way that the freephone content provider does not lose incoming call traffic.

The design of the porting process is asynchronous and sequential; a sequence of actions are specified with each action starting only after completion of the previous action.

The design minimises the state information that needs to be held by the donor operator and so minimises the problems of re-establishing the process after some unforeseen disruption.

Where the freephone operator translates freephone numbers to fixed or mobile delivery numbers, the porting process does not affect the provision of service to the fixed or mobile number. Thus the freephone content provider may need to arrange separately for:

- the opening of any new fixed or mobile services needed before the porting
- the closing of any fixed or mobile services that are no longer needed after the porting.

Since the fixed and mobile delivery numbers are unlikely to be widely known, there may be little demand for them to be ported. They may, nevertheless, be ported separately from the porting of the freephone number.

5 FREEPHONE CONTENT PROVIDER HANDLING

The recipient operator shall provide a one-stop shop for freephone number portability that enables the freephone content provider to order their new account and to order number portability at the same time from the recipient operator. The procedure shall enable freephone content providers to appoint the recipient operator as their mandatory (legally authorised agent) to close their account for the freephone number with the donor operator and to port the freephone number. The account for any associated fixed or mobile delivery number would have to be closed separately.

Annex 1 contains a standard porting request form for freephone number portings to be used by freephone content providers when requesting portability. The form includes explicit acceptance by the freephone content provider of the warnings and advice outlined above.

6 CONDITIONS TO BE SATISFIED

The following conditions must be satisfied when a freephone content provider applies for porting:

- a. The Freephone content provider must not have any bills owing to the Donor Operator relating to the number to be ported that are still unpaid after the due date printed on the bill. This applies only in respect of charges relating to the freephone number. Charges relating to other numbers and services are excluded from this condition unless the charges related with other numbers on the same bill are not distinguishable.
- b. The person who signs the Porting Form requesting number portability for a specific number is the freephone content provider, or his/her legally authorised representative, who holds the account for the same specific number in the Donor Operator's network.
- c. Requests for porting forwarded by the Recipient Operator to the Donor Operator must be for porting of individual numbers and not a batch of numbers (i.e. Porting Form and supporting documents must be sent by the Recipient to the Donor on a per number basis).

7 RESPONSIBILITIES OF THE RECIPIENT OPERATOR WHEN A REQUEST FOR PORTING IS RECEIVED FROM THE FREEPHONE CONTENT PROVIDER

When the Recipient operator receives a request for porting from the freephone content provider, the Recipient operator shall perform the following:

- a. Confirm that the person signing the Porting Form requesting porting is legally authorised to request porting of the number in question. This would require that:
 - in the case of an account held by a natural person, the person who signs the Porting Form must be the same as the freephone content provider who holds the account associated with the number to be ported;
 - in the case of an account held by a natural person who has given the power of attorney to an authorised representative, then the Porting Form must be signed by the authorised representative and the latter must also provide a copy of the letter of authorisation;
 - in the case of an account held by a company, the person who signs the Porting Form must be the authorised legal representative, as published by the Malta Financial Services Authority, of the company that holds the account associated with the number to be ported;
 - in the case of an account held by a corporate entity that is not a company (e.g. clubs), then the Porting Form must be signed by an official who has the authority to represent the corporate entity (e.g. President) and the official must also provide written proof that he or she is authorised to sign on behalf of the corporate entity.
- b. Confirm that there is a reasonable match between the name and address on the ID card presented and the name and address on the Porting Form; (NB: This will either be the name and address of the freephone content provider or their legal representative.)
- c. Inform the freephone content provider that in case the tariff arrangements of the Donor and Recipient Operators are different, the charges applicable after porting may not become effective until one working day after porting has been completed;
- d. Explain to the freephone content provider that they should not attempt to terminate the freephone number account with the donor because this will be done automatically for them as part of the porting process, but that if calls were delivered to a fixed or mobile number they will need to make separate arrangements after the porting has been completed if they wish to close the service on that fixed or mobile number;
- e. Obtain from the freephone content provider the following documents:
 - A correctly filled-in and signed Porting Form (template attached at Annex 1). The freephone content provider may send this Form to the recipient by fax or email provided the Form is signed.
 - A photocopy of the ID card or Passport of either the freephone content provider (in case of natural persons), or the person holding the power of

attorney (in case of natural persons represented by an authorised representative), or of the legal representative of a company (in case of companies) or of the authorised official (in case of a corporate entity that is not a company).

- A photocopy of the Letter of Authorisation given by the freephone content provider to an authorised representative giving him/her the power of attorney (in the case of an application signed by an authorised representative) or a photocopy of the evidence that the official signing the Porting Form is authorised to do so (in the case of a corporate entity that is not a company), if applicable.
- f. Following the completion of the above tasks, the Recipient Operator shall send a Authorisation Request message via the Webservice and a copy of the signed Porting Form and a copy of all the documents listed under paragraph 7e above to the Donor Operator by fax, email or other appropriate electronic method which is acceptable to both parties.
- g. Retain a copy of the documents listed in paragraph 7e above, as well as emails and/or documents sent to the Donor Operator related to porting, for a period of one year or until a dispute is resolved, whichever is the longer. Documents images may be stored electronically, there is no requirement to store paper copies.

Note: The process of freephone content provider checking (eg credit check) by the Recipient Operator for its own purposes is outside the scope of this document.

The MCA recommends that the recipient operator should take all practicable measures to ensure that the number to be ported is entered correctly into the Authorisation Request.

If an Authorisation Request has been refused, but the problem causing the refusal has been resolved and the freephone content provider wishes the operator to resubmit the request, the recipient operator is not required to ask the freephone content provider to sign a new porting request form or resubmit their documents unless more than four weeks have elapsed since the previous form was signed. A new transaction ID should be used for the resubmission.

8 RESPONSIBILITIES OF THE DONOR OPERATOR WHEN A REQUEST FOR PORTING IS RECEIVED FROM THE RECIPIENT OPERATOR

On receiving the Request for Porting from the Recipient Operator, the Donor Operator shall be responsible to perform the following:

- a. Confirm that the person requesting porting is legally authorised to request porting of the number in question. This would require that:
 - in the case of an account held by a natural person, the person who signs the Porting Form for porting must be the same as the freephone content provider who holds the account associated with the freephone number to be ported;
 - in the case of an account held by a natural person who has given the power of attorney to an authorised representative, then the Porting Form must be signed by the authorised representative. The latter must also provide a copy of the letter of authorisation;
 - in the case of an account held by a company, the person who signs the Porting Form for porting must be the authorised legal representative, as published by the Malta Financial Services Authority, of the company that holds the account associated with the number to be ported.
 - in the case of an account held by a corporate entity that is not a company (e.g. clubs), then the Porting Form must be signed by an official who has the authority to represent the corporate entity (e.g. President) and the official must also provide written proof that he or she is authorised to sign on behalf of the corporate entity.
- b. Confirm that there is a perfect match between the ID card number (or passport number) on the Porting Form and the ID number (or passport number) in the Donor's records associated with the account. Moreover the Donor Operator shall confirm that there is a reasonable match between the name and address on the ID card (or passport) and the name and address in the Donor's records. If both checks result in a positive match then the porting may proceed but if either one of the two checks result in a negative match, the porting is refused. If, on the other hand, the Donor cannot perform the checks because the data pertaining to the ID card or Passport is not stored in the Donor's records, then the Donor will accept the request for porting provided that there is a reasonable match between the signature on the Porting Form (ie the porting request) and the signature on the original contract for the service between the freephone content provider and the Donor Operator.
- c. Confirm that the freephone content provider does not have unpaid bills whose due date has been exceeded. In the case that the freephone content provider has unpaid bills that are overdue, the Donor Operator may refuse porting until overdue payments are effected. This applies only in respect of charges relating to the freephone number. Charges relating to other numbers and services are excluded from this condition.
- d. Confirm that the Porting Form is correctly filled. In particular, confirm that there is no serious mismatch between the signature on the Identity Card copy sent and the signature on the Porting Form.

- e. Retain a copy of the emails and/or documents sent by the Recipient Operator related to porting, for a period of one year or until a dispute is resolved, whichever is the longer.

The logic to be applied by the Donor Operator is included in figure 1.

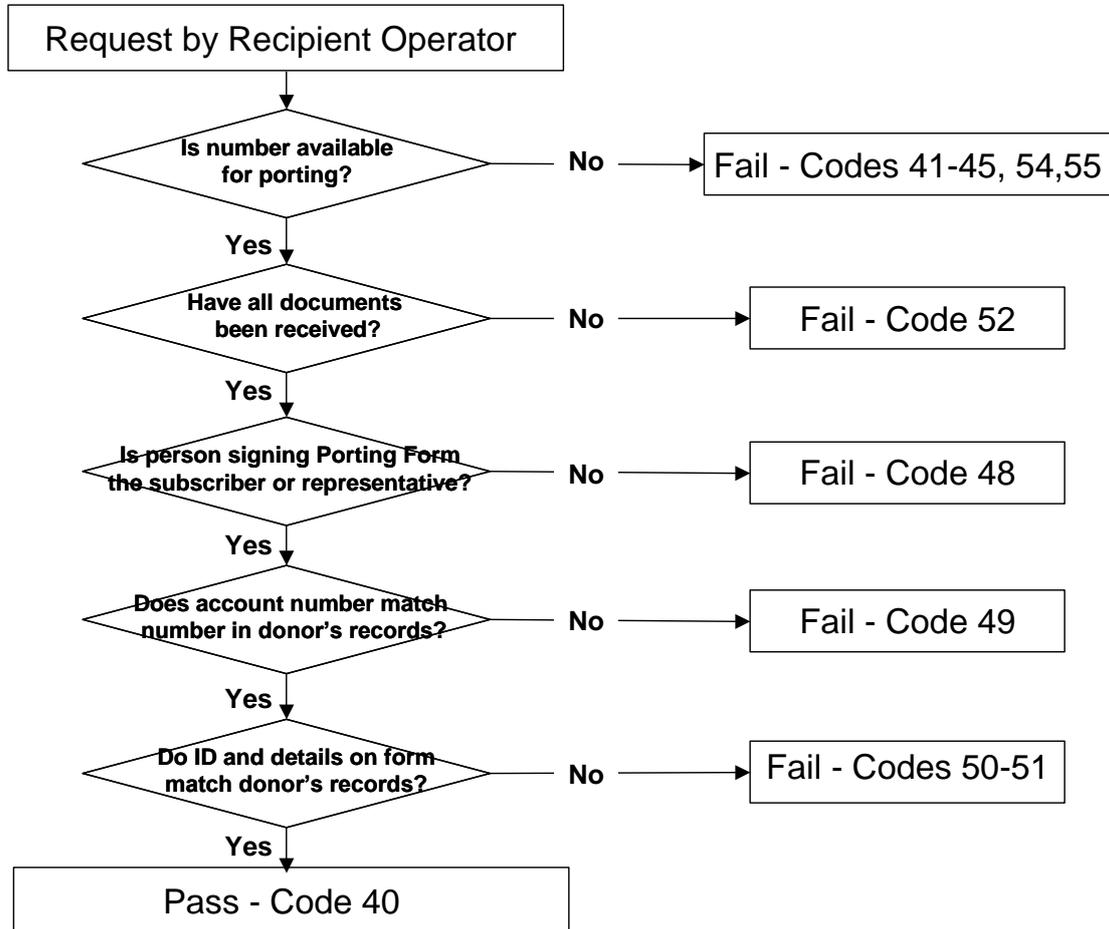


Figure 1: Donor Operator logic

9 SUPPORT OF INTER-OPERATOR COMMUNICATIONS

The communications between the operators involved in the porting process shall be made by using the Webservice described in the Webservice Specification. The format of the messages referred to in this specification are defined in the Webservice Specification.

10 PORTING PROCESS

10.1 Introduction

The porting process consists of six phases:

- Preparation Phase
- Authorisation Phase to establish that the number can be ported
- Waiting Phase 1
- Finalisation Phase
- Waiting Phase 2
- Instruction Phase

These phases may follow each other in close succession. After completion of the process the Recipient operator informs all the other operators, fixed and mobile, of the porting so that they can update their routing databases.

There are differences in timing and in the actions needed especially in the finalisation phase.

Figure 2 shows the phases and the main time constraints for the porting of freephone numbers.

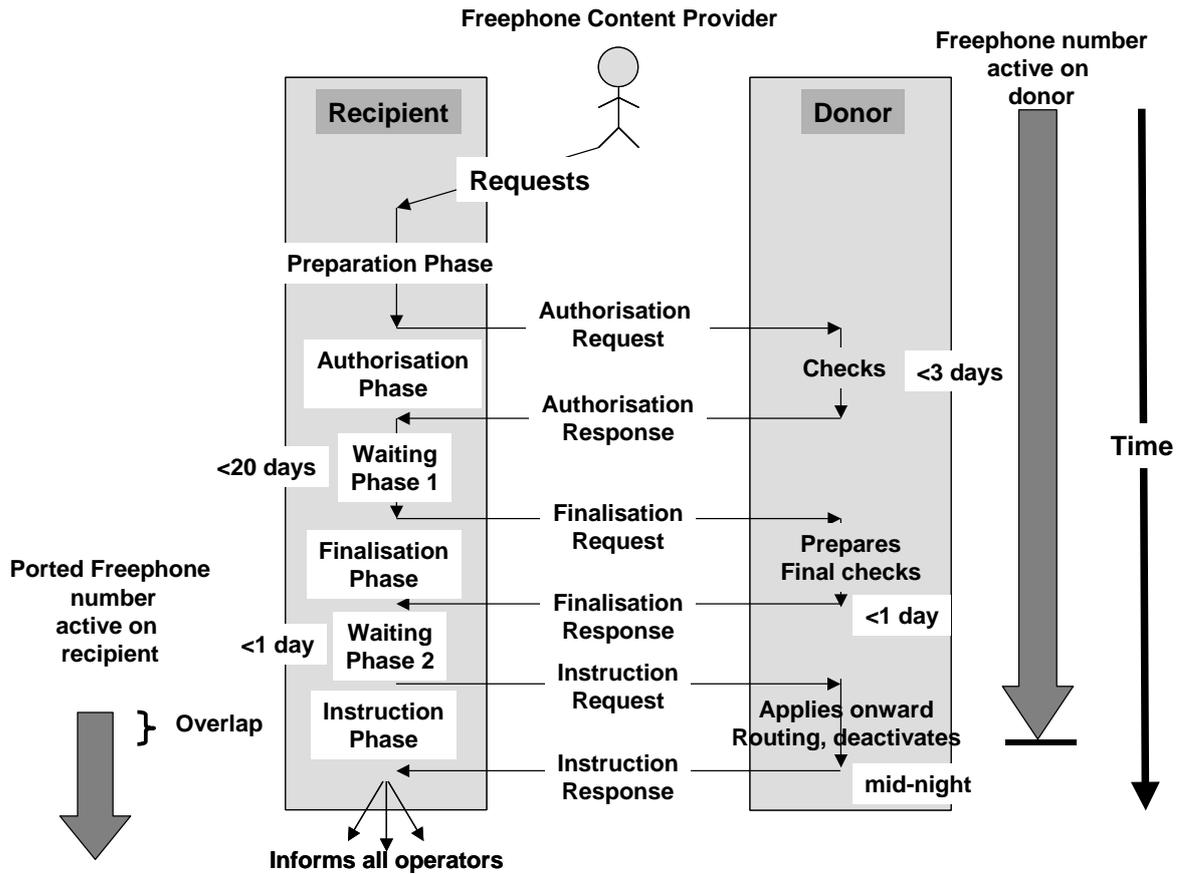


Figure 2: Overview of procedure for porting Freephone numbers

The porting process is organised on an individual request basis rather than a batch basis.

For the purpose of this process, the portability hours are 0900-1800 Monday – Friday, and 0900-1300 on Saturdays excluding public holidays.

10.2 Preparation phase

The preparation phase includes:

- a) the validation work to be carried out by the Recipient Operator (see section 7 above),
- b) the Recipient Operator's own qualification and financial checks (eg identity check, credit check) for the freephone content provider

The authorisation phase shall be started only after these checks have been completed satisfactorily.

10.3 Authorisation Phase

The purpose of this phase is to allow the recipient to request authorisation to port from the donor who carries out the validation checks and actions listed in section 8. This enables the recipient to establish as early as possible whether the number may be ported or whether there are any problems that will cause the porting to be refused.

10.3.1 Authorisation Request

At any time the Recipient operator may send an Authorisation Request message to the donor operator for the porting of a number. Where a freephone content provider has more

than one number to be ported, separate Authorisation Requests shall be sent for each number, and each number shall be handled as a separate porting.

The format of the Authorisation Request message is given in the Webservice Specification.

10.3.2 Authorisation Response

After completing the checks specified in section 8, the donor operator shall reply by sending an Authorisation Response. The time limit for the response shall be 3 working days.

Without prejudice to the above, if the recipient operator does not receive an Authorisation Response within the specified time limit, the recipient operator should contact the donor and the donor should explain the reason to the recipient.

The format of the Authorisation Response message is given in the Webservice Specification.

The Response message shall indicate whether the request for porting has been accepted (Code=40) or not (see codes at Annex 2).

The receipt of the Authorisation Response by the recipient operator marks the end of the Authorisation Phase.

10.4 Waiting Phase 1

The purpose of this phase is to allow a period for the recipient to prepare to handle the traffic to the freephone number and if necessary to install and test its lines or radio access to the freephone content provider.

The recipient may wait for up to 20 working days before sending a Finalisation Request.

If the Recipient Operator has not sent a Finalisation Request within these time limits then it shall not proceed to the implementation phase but shall cancel the process and re-start the porting process if requested by the freephone content provider. (Note: The recipient operator is not required to send a cancellation message. It is assumed that the process will be cancelled at the recipient by the expiry of a timer.)

If the porting has been refused, the Recipient Operator may consult the freephone content provider to resolve the problem and may submit a revised request. After two refusals for the same number the Recipient Operator shall not submit further requests until it or the freephone content provider has resolved the problem with the Donor Operator.

10.5 Finalisation Phase

The purpose of this phase is to allow the donor to repeat any checks after the waiting phase, ie checks where the result for authorisation may no longer be valid (eg payment may now be beyond the due date).

10.5.1 Finalisation Request

As soon as the Recipient operator is ready for implementation, the Recipient Operator sends a Finalisation Request message to the Donor Operator in respect of a number for which porting has been accepted by the Donor.

The format of the Finalisation Request message is given in the Webservice Specification.

10.5.2 Finalisation Response

On receipt of the Finalisation Request message, the donor shall:

- Repeat any checks under section 8 where the results may have changed
- Send a Finalisation Response message to the Recipient within 1 working day of receiving the Finalisation Request

The format of the Finalisation Response message is given in the Webservice Specification.

The Finalisation Response message shall indicate whether the request for porting has been finalised (Code=60) or not (see codes at Annex 1).

After sending a message with Code=60 (request finalised and ready for porting), the donor shall cease to be entitled to refuse the porting.

10.6 Waiting Phase 2

The purpose of this phase is to allow a short gap before the Instruction Phase. This is needed because the arrival of the Finalisation Response message may not coincide with the readiness of the recipient for the Instruction Phase.

Following the receipt of the Finalisation Response message, the recipient shall send the Instruction Request by the end of the working day following the receipt of the Finalisation Response message.

(Note: The MCA recommends that unless there is a good reason to do otherwise, the Recipient should send the Instruction Request earlier in the working day, eg at least before 1500. The MCA will consider whether the timing arrangements of both this and the fixed portability specifications can be revised in the future if deemed necessary)

If the recipient has not sent the Instruction Request within this time limit, then the recipient operator shall not proceed to send the Instruction Request but may send a repeat of the Finalisation Request at any time up to the end of the 10th whole working day following the receipt of the Finalisation Response message. After the ten working days expire, the recipient would have to re-start the porting process from the beginning.

Note: The reason for the shortness of Waiting Phase 2 is that the donor is not allowed to refuse the request once it has issued the Finalisation Response. Therefore because the circumstances may change, eg a bill becomes overdue, Waiting Phase 2 has to be kept short.

10.7 Instruction Phase

10.7.1 Instruction Request

Within the time limits specified for Waiting Phase 2, the Recipient Operator sends an Instruction Request message to the Donor Operator in respect of a number for which porting has been finalised by the Donor.

The format of the Instruction Request is given in the Webservice Specification.

The instruction request triggers the implementation of onward routing and the deactivation of the account by the donor.

10.7.2 Actions by the Recipient

After sending the Instruction Request the recipient shall activate the number to be ported on its network at any time between:

- The sending of the Instruction Request
- If the Instruction Request is sent before then 1500 on a working day, midnight on that day, else midnight on the following working day.

If for any reason the recipient does not activate the number within this period, it shall as soon as possible contact the donor by telephone to request them not to apply onward routing and/or de-activate the number as yet; or if the donor network has already applied onward routing or de-activated the number it shall be reinstate it on its network.

10.7.3 Actions by the Donor

After receiving the Instruction Request, the donor shall:

- Apply onward routing, then subsequently
- Deactivate the freephone content provider's account

at any time between:

- If the Instruction Request is received² before 1500 on a working day, midnight on that day, else midnight on the following working day, and
- 0600 the following morning.

If for any reason the donor does not de-activate the number within this period, it shall as soon as possible contact the recipient by telephone to discuss how to proceed. In resolving any such problems the highest priority shall be given to maintaining continuity of service for the freephone content provider.

(Note: Since the Instruction Request is sent before the account is activated the Recipient there is risk that if the timing is not followed carefully the donor could deactivate before the recipient has activated. This risk is made greater because actions are limited to working days and some portings could be spread across a weekend. It is also desirable that the gap between activation and de-activation should not be too great. The MCA will consider simplifications to improve this situation.)

10.7.4 Instruction Response

After onward routing the calls and deactivating the freephone content provider's account, the donor operator shall send an Instruction Response to the recipient operator by 0900 on the same working day when it deactivated the number. The format of the Instruction Response is given in the Webservice Specification.

The Instruction Response message shall indicate whether the account has been closed and onward routing applied (Code=70) or not (see codes at Annex 2).

10.8 Time limits

The following table gives the maximum time limits for the different phases for different types of account. All days are working days.

² This means that the message has a timestamp of earlier than 1500.

Preparation Phase	No limit
Authorisation Phase, time for donor to respond to message	3 days
Waiting Phase 1	20 days
Finalisation Phase, time for donor to respond to message	1 day
Waiting Phase 2	End of working day after receipt of Finalisation Response
Instruction Phase	1 working day (2 working days if request received after 1500hrs)

The following diagram illustrates the messages and time limits for the process.

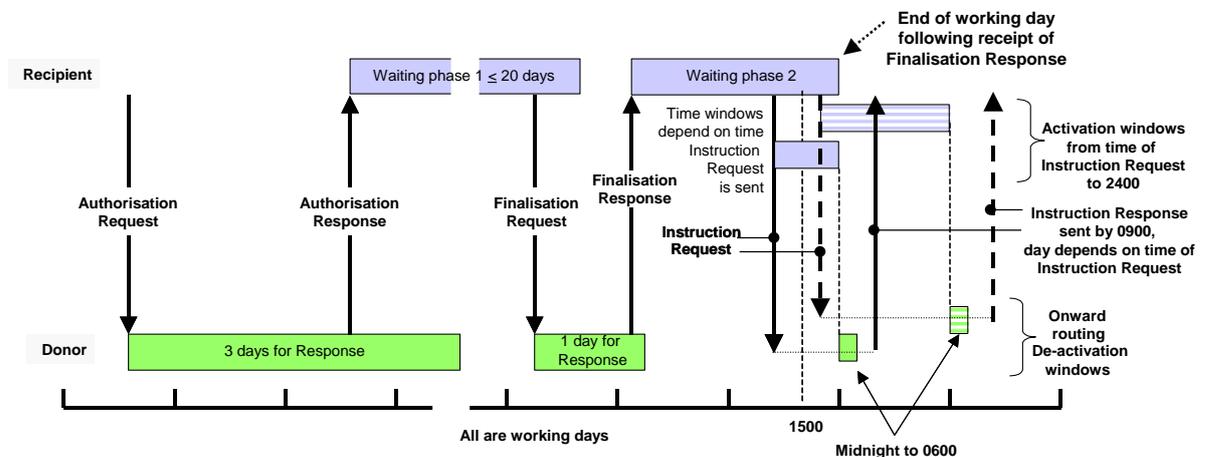


Figure 3: Porting process messages and time limits

10.9 Resubmission of a request

The resubmission functionality allows an operator to resend a request or response that has been refused using the same transaction ID, with possibly certain parameters changed. In particular, all parameters can be modified except for the following:

- Recipient Operator
- Donor Operator

This functionality is only applicable under specific conditions as defined below:

Authorisation Phase

The recipient can resubmit an Authorisation Request when:

- The donor replied to an initial Authorisation Request sent by the recipient with an Authorisation Response code 41 (if there are any technical reasons that would not allow the process to be continued on the day) or 52.

The donor can resubmit an Authorisation ID when:

- The recipient specifies a return code other than 0, 1 or 2 for the previous Authorisation Response sent by the donor.

Finalisation Phase

The recipient can resubmit a Finalisation Request when:

- The donor replied to an initial Finalisation Request sent by the recipient with an Finalisation Response code 61 (if there are any technical reasons that would not allow the process to be continued on the day).

The donor can resubmit a Finalisation Response when:

- The recipient specifies a return code other than 0, 1 or 2 for the previous Finalisation Response sent by the donor.

Instruction Phase

The recipient can resubmit an instruction request when:

- The donor replied to an initial Instruction Request sent by the recipient with an Instruction Response code 71 (if there are any technical reasons that would not allow the process to be continued on the day).
- The donor specifies a return code other than 0, 1 or 2 for the previous Instruction Request sent by the recipient.

The donor can resubmit an Instruction Response when:

- The recipient specifies a return code other than 0, 1 or 2 for the previous Instruction Response sent by the donor.

For all phases, when the same request or response is resubmitted more than two times, the operator is only allowed to resubmit again after an interval agreed on by the operators involved, and as required by the circumstances. For instance, in the case the donor responds with system unavailable twice consecutively, the latter should advise the recipient on the expected downtime of the system and hence agree on the next resubmission.

10.10 Cancellation

During the Authorisation Phase and the Finalisation Phase (but not the Instruction Phase), the recipient may send an Abort message to the donor to abort the porting. The circumstances in which such a message would be sent include the detection that a wrong number to be ported was sent in the Authorisation Request.

On receipt of an Abort message, the donor operator shall terminate its processes in relation to the porting.

10.11 Out of sequence messages or codes

Operators shall not send codes that relate to messages other than the one for which they have been specified. Where a recipient operator receives a message with a code specified for a different message (eg a Finalisation Response with the code 43) the recipient operator shall ignore the response and shall contact the donor operator and the donor operator shall send the correct response with the appropriate code.

If during the Finalisation or the Instruction phase the donor realises that it failed to refuse an application during the authorisation phase and had authorised the porting, the porting

process should still take place unless there is a risk that freephone content providers or other third parties are negatively effected. The donor operator may not use any other refusal codes during the Finalisation and Instruction phase to refuse such a porting application and shall continue with the porting process.

11 PORTING ANNOUNCEMENT AND DATA PUBLICATION

The objective is to provide all other operators with a list of the active ported numbers that are currently served by each operator.

Each recipient operator shall send a Porting Announcement message to each other operator within 60 seconds of receiving a positive Instruction Response that completes the porting.

The format of the Porting Announcement message is given in the Webservice Specification.

12 SUBSEQUENT PORTINGS

12.1 Portings back to the block operator

Where the freephone content provider requests porting back to the block operator (ie where the recipient operator is the block operator), the porting procedure specified in sections 5 to 10 shall apply with the following exceptions:

- The donor operator shall not apply onward routing
- The donor operator shall remove the number from the list of ported numbers
- The donor operator shall not add the number to the list of ported numbers .
- The recipient operator shall remove any onward routing applied to support previous portings.

12.2 Portings where neither donor operator nor recipient operator is the block operator

Where the freephone content provider requests porting where neither donor operator nor recipient operator is the block operator, the porting procedure specified in sections 5 to 10 shall apply with the following exceptions:

- The donor operator shall not apply onward routing ie it shall not redirect a call and add or change a routing prefix, but may act as a transit operator for the routing of calls to the new recipient in which case it would not alter or add a routing prefix.
- The donor operator shall remove the number from the list of ported numbers .

13 TERMINATION OF SERVICE

The objective is to inform the donor so that onward routing can be ceased when the provision of service ceases on the ported number. Since data entry errors can be made when entering a request for termination possibly resulting in the wrong number being terminated, the recipient operator should postpone informing other operators for 3 days to allow time for a freephone content provider whose service has been incorrectly terminated to contact them and have the service re-instated without needing to involve the other operators.

The recipient operator shall not re-allocate a ported number that has been terminated to another freephone content provider, but shall return it to the block operator using the e164Terminated message

Each recipient operator shall send an e164Terminated message to each other operator when the operator ceases to supply service on that number and the number is not ported to another operator. The effect of the e164Terminated message is both to update the list of ported numbers and to inform the block operator that the number is being returned to them. The recipient operator shall send the e164Terminated message to all operators not sooner than 3 days from when the service is terminated on the network of the recipient operator. If any operator does not respond with a successful return code, the recipient operator is obliged to resubmit the e164Terminated message to the respective operator according to the retry scheme defined in Webservice specification.

The format of the e164Terminated message is given in the Webservice Specification.

To facilitate early detection of incorrect terminations, the MCA recommends that the recipient operator should communicate with the account holder to inform or confirm that the account is being terminated and advise them to contact their customer services as soon as possible if this has not been requested.

Under clause 13, section 5.2 of the Revised Numbering Conventions of June 2006, operators are required: *“Whenever use of a number by a subscriber ceases, not re-allocate the number to another subscriber for a period of at least three months”*. This requirement shall apply to the block operator after the number has been returned to them, *ie after they have received the e164Terminated message*.

14 TRANSACTION STATUS

Each operator shall cooperate with the other operators in sharing status information on porting transactions.

When an operator receives a GetTransactionStatus, it shall respond with a GetTransactionStatus Response within sixty seconds.

The format of the GetTransactionStatus is given in the Webservice Specification..

15 LOGGING OF MESSAGES AND ACTIONS

Each party shall maintain a up-to-date log of the messages received and sent and make it available for the other party for reconciliation.

When an operator receives a GetTransactions, it shall respond with a GetTransactions Response within sixty seconds.

The format of the GetTransactions is given in the Webservice Specification.

16 SYSTEM PERFORMANCE AND HANDLING OF MAJOR FAILURES

All operators shall record the occurrence and duration of failures in the webservice or the support systems used by the number portability process. These records shall be available on request to the MCA.

Where the automated porting system is unavailable for more than one day the operators shall use their best efforts to provide an alternative manual system so that number porting may be continued.

17 REPORTING OF STATISTICS

Each operator shall maintain up to date records for the ported freephone numbers. These records shall be available on request to the MCA. The records shall include:

- The number of requests received as recipient for the porting of individual numbers, (recipient operator reports),
- The number of requests for porting made by the recipient operator that have been rejected by the donor operator (recipient operator reports, separate figures for each donor operator),
- Two most common reasons for the donor operator to reject requests for portings (recipient operator reports),
- The number of portings where faults occurred or where responses were not received or actions were not effected within the time limits specified in this document (recipient operator reports separate figures for each donor operator).

18 SEPARATION OF SERVICE PROVIDER AND NETWORK OPERATOR

This document has been written in terms of operators where the operator is assumed to be both service provider and network operator. This is no longer necessarily the case and the service provider and network operator may be separate companies. This section explains how this specification should be used in these circumstances.

The porting process takes place at the service provider level. The recipient service provider takes the order from the freephone content provider and it is only the donor service provider that can respond to the Request messages because the response requires knowledge of the freephone content provider account and this exists only at the service provider level.

Where there are references to the operators that relate to network functionality such as activating and deactivating numbers and applying onward routing these activities can only be undertaken by the network operators but should be under the control of the relevant service provider.

The exact details of the arrangements between the service providers and network operators may vary but the over-riding principle is that the parties should cooperate so that together they comply with this specification. For example in one case the service provider may handle all the process and the webservice and will have its own identity on the webservice, in another case the supporting network operator may handle the webservice as an agent for the service provider.

Annex 1 Porting Form for Freephone Numbers

This Annex contains the minimum contents of the porting form that is to be used by the recipient operator.

Kindly complete all fields as appropriate; otherwise we shall be unable to process your request for number portability. We shall also be unable to process your request if you do not attach a copy of all the relevant documents indicated at the end of this form.

Details of applicant

(Note: applicant must be a freephone content provider with an existing freephone operator)

To be completed by Individual Applicants

Name and surname _____

Address _____

I.D. card number / passport number and nationality _____
(Indicate passport number only if not in possession of a Maltese Identity Card)

To be completed by Corporate Applicants

Name of company/ other entity _____

Company / other entity registration number _____

Type of organisation (eg Registered company or Other)

Information regarding applicant's current freephone account

Name of current freephone operator _____

Freephone number/s to be ported _____

Current freephone account number _____

Applicant's Declaration

I, the undersigned, wish to apply for freephone number portability in the manner indicated in this request form and agree to pay any related charges.

I further understand and consent to the following:

1. If my number is successfully ported in the manner indicated in this request form, the existing contractual relationship that I have with my current freephone operator shall terminate forthwith. This shall however not affect any and all accrued or outstanding rights and obligations arising under such contract, which rights and obligations shall survive the porting so long as they are not inconsistent with it. I understand that in the event of such successful porting, this completed request form shall form an integral part of my contractual relationship with the Recipient Operator together with any other application form and/or conditions of service that Recipient Operator may publish from time to time.
2. By completing this form I hereby authorise the recipient operator to act as my mandatory vis-à-vis my current freephone operator and as such
 - a. to request such provider to close my current freephone account;
 - b. to do everything necessary to process my request in this form.
3. As soon as my current freephone account is closed, my current freephone operator shall remove any entry/entries relating to this freephone number that I may have in any directory information service of such provider.
4. I understand that the donor operator is not allowed to initiate contact with me from when they are aware of my signed application form and for a period of two months after the porting has been successfully completed and that I should report any violations of this requirement to the recipient operator. Nevertheless, I may contact the donor if I wish to do so.
5. I hereby declare that I am aware that after signing this application form, the recipient operator shall not accept another application on my behalf to migrate back to the donor, or to another service provider using Freephone Number Portability for a period of two months after completion of the migration process.

Signature

If you are completing this form in your own name as applicant please sign here:

Applicant's signature

Date

If you are completing this form on behalf of the applicant please sign here:

Representative's name (in BLOCK letters)

Representative's signature

Representative capacity

Identity card number of representative

Documents to be attached

Individual applicants

1. Copy of identity card / passport of applicant / applicant's authorised representative
2. Any power of attorney granted by applicant to authorised representative appearing on his behalf
3. Copy of bill or statement issued within the last 3 months prior to the date of submission of this request form.

Corporate applicants

1. Copy of identity card of applicant's authorised representative
2. Copy of bill or statement issued within the last 3 months prior to the date of submission of this request form.
3. In the case of corporate customers who are not companies (e.g. clubs), then the copies of evidence that the applicant is an authorised representative shall also be sent.

Annex 2: Codes associated with reasons for refusing or accepting requests for porting

Annex 2.1 Codes that may be used in the Authorisation Response

- 40 - Request accepted
- 41 - Request could not be processed, please resend tomorrow
- 42 - Request rejected because number to be ported is not a valid number for freephone content provider in the Donor Operator's network
- 43 - Request rejected because the freephone content provider has an outstanding bill that has not been paid within the normal period allowed
- 44 - Request rejected because the freephone content provider is already subject to suspension of outgoing or incoming calls because of failure to pay a bill
- 45 - Request rejected because the numbers are already subject to a porting process
- 46 – Unused

- 47 – Unused
- 48 - Request rejected because the person signing the Porting Form is not the freephone content provider (or his authorised representative) who holds the account with the Donor Operator
- 49 - Request rejected because the account number in the request is not the account number used by the Donor Operator for the number for which porting is requested
- 50 - Request rejected because ID in request does not match ID held by Donor Operator (ie there is a real mismatch for the same form of identity, eg ID does not match ID or passport does not match passport)
- 51 - Request rejected because of other permitted mismatches between the identity card sent and the information held by the Donor Operator or the request form.
- 52 - Request rejected because the documents to be attached to the email have not been received
- 53 - Unused
- 54 - Request rejected because the number has already been ported in the last two months
- 55 – Request rejected because the porting form submitted is back dated by more than four weeks
- 56 - Unused
- 57 - Unused
- 58 - Unused

Annex 2.2 Codes that may be used in the Finalisation Response

- 60 - Finalisation completed
- 61 - Finalisation could not be processed, please resend tomorrow.
- 62 - Finalisation rejected because the Finalisation Request message is received too late
- 63 - Finalisation rejected because the number has already been ported under the same acceptance (ie the instruction has been sent twice in error)
- 64 - Finalisation rejected because service on the numbers to be ported has been suspended due to payment problems since the request was accepted
- 65 - Finalisation rejected because a bill, which was not overdue when the Authorisation Response message was sent, has since become overdue
- 66 - Unused
- 67 - Finalisation rejected because of other reasons apply that require discussion between the operators (NB: This code is only to be used when there is no other specific code and should be used on very rare occasions)
- 68-69 Unused

Annex 2.3 Codes that may be used in the Instruction Response

- 70 - Instruction accepted, account deactivated, onward routing applied.
- 71 - Instruction could not be processed, please resend tomorrow.
- 72 - Instruction rejected because the Instruction Request message is received too late
- 73 - Instruction rejected because the number has already been ported under the same acceptance (ie the instruction has been sent twice in error)
- 74 - Instruction rejected because of other reasons apply that require discussion between the operators (NB: This code is only to be used when there is no other specific code and should be used on very rare occasions)
- 75-79 - Unused