



Fixed Number Portability Specification of the Full Solution for Geographic subscriber numbers & DDI numbers

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Contents

1	SCOPE.....	3
2	DEFINITIONS	4
3	ABBREVIATIONS	4
4	OVERVIEW.....	4
5	SUBSCRIBER HANDLING.....	5
6	CONDITIONS TO BE SATISFIED.....	5
7	RESPONSIBILITIES OF THE RECIPIENT OPERATOR WHEN A REQUEST FOR PORTING IS RECEIVED FROM THE SUBSCRIBER	7
8	RESPONSIBILITIES OF THE DONOR OPERATOR WHEN A REQUEST FOR PORTING IS RECEIVED FROM THE RECIPIENT OPERATOR	10
9	SUPPORT OF INTER-OPERATOR COMMUNICATIONS	12
10	PORTING PROCESS	12
10.1	Introduction	12
10.2	Preparation phase.....	14
10.3	Authorisation Phase.....	14
10.3.1	Authorisation Request	14
10.3.2	Authorisation Response.....	14
10.4	Waiting Phase 1.....	15
10.5	Finalisation Phase.....	15
10.5.1	Finalisation Request	15
10.5.2	Finalisation Response	16
10.6	Waiting Phase 2.....	17
10.7	Instruction Phase	17
10.7.1	Instruction Request.....	17
10.7.2	Actions by the Recipient	18
10.7.3	Actions by the Donor	18
10.7.4	Instruction Response.....	18
10.7.5	<i>Differences for DDI numbers and individual numbers on ISDN PRA lines</i>	19
10.8	Time limits.....	20
10.9	Resubmission of a request.....	20
10.10	Cancellation	21
10.11	Out of sequence messages or codes	22
11	PORTING ANNOUNCEMENT AND DATA PUBLICATION	23
12	SUBSEQUENT PORTINGS	23
12.1	Portings back to the block operator	23
12.2	Portings where neither donor operator nor recipient operator is the block operator	23
13	TERMINATION OF SERVICE	24
14	TRANSACTION STATUS.....	25
15	LOGGING OF MESSAGES AND ACTIONS.....	25
16	SYSTEM PERFORMANCE AND HANDLING OF MAJOR FAILURES.....	25
17	EVIDENCE OF COMPLIANCE	26
18	REPORTING OF STATISTICS	26
19	SEPARATION OF SERVICE PROVIDER AND NETWORK OPERATOR	26
Annex 1	Porting Form.....	28
Annex 2	Codes associated with reasons for refusing or accepting requests for porting	31
Annex 2.1	Codes that may be used in the Authorisation Response.....	31
Annex 2.2	Codes that may be used in the Finalisation Response	32
Annex 2.3	Codes that may be used in the Instruction Response	32
Annex 3	FNP Contact Desk Details	33

1 SCOPE

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

- Involve exchanges between the operators
- Involve actions by one operator that affect other operators or the Subscriber.

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.

The procedures in this document apply to porting of numbers in the fixed domain, irrespective of the type of access (e.g. copper, cable, radio) used to deliver the service, and include procedures to port:

- a. Geographic Numbers ; and
- b. DDI numbers.

This document applies only where the recipient operator supplies the exchange line to the subscriber that is to be used with the ported number. It does not apply where an exchange line is transferred under local loop unbundling and the subscriber is at the same time porting their number. This latter case requires some integration of the processes for local loop unbundling and those for portability and will be integrated in a subsequent update to this version of the specification which shall be addressing specifically local loop unbundling.

The document has been written in terms of operators where the operator is assumed to be both service provider and network operator. Section 19 provides guidance on how to apply this specification where the service provider and network operator are separate companies and in cases where Wholesale Line Rental is used on the donor network.

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.

DDI number: a single number having the form of “abcdxxxx”, “abcdexxx” or “abcdefxx” (known as 4+4, 5+3 and 6+2 DDI respectively) where the digits x are not used for routing in the public network. To avoid any doubts a DDI number is allocated to a single customer but represents a block of 10,000, 1,000 or 100 numbers.

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

Donor operator: The operator that provides service to a subscriber number before porting.²

Subscriber: Any person who or which is party to a contract with the provider of publicly available electronic communications services for the supply of such services (as defined in the Electronic Communications (Regulation) Act CAP 399)

Note: Where there is a difference between the subscriber and the user, the rights to number portability apply to the subscriber rather than the user. Moreover, wherever the word “subscriber” is used throughout this document, it shall have the same meaning ascribed to it as “Subscriber”.

3 ABBREVIATIONS

BRA Basic Rate Access of ISDN

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

CLI Calling Line Identity

PRA Primary Rate Access of ISDN (used for PBXs etc)

4 OVERVIEW

In the full number portability solution, subscribers:

- open an account with the new (recipient) operator with a new line but using an existing 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 subscriber's number are handled in such a way that the Subscriber does not lose incoming call traffic.

Subscribers may use number portability when they move and take a new account with a new operator at a new location. There is no requirement to use the new number at the same location as it was used before it was ported.

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 action³.

² In case of a WLR subscriber requesting to port, the WLR operator is considered as the donor operator

³ Except when the donor operator informs the network access operator during the instruction phase in the case of a porting WLR subscriber

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.

Due to the different technical requirements applicable in the processes for the porting of DDI and individual numbers using ISDN PRA technology and porting using LLU, they are being treated separately from those processes which are applicable to conventional individual numbers. To this effect those processes explicitly addressing ISDN PRA numbers and porting using LLU, which represent the utmost minority of portings, are being denoted in this document in italics to facilitate comprehension.

5 SUBSCRIBER HANDLING

The recipient operator shall provide a one-stop shop for number portability that enables the subscriber to order their new account and to order number portability at the same time from the recipient operator. The procedure shall enable subscribers to appoint the recipient operator as their mandatory (legally authorised agent) to close their account with the donor operator and to port the number.

An operator may offer to:

- Port a number onto a new account
- Port a number onto an active account thereby replacing an already allocated and activated number with the ported number.

This option gives subscribers an opportunity to try out a new account before altering their existing established subscription with another operator.

When a number is ported onto an active account the number that is replaced shall be released and returned to the pool of numbers that after an appropriate sterilisation period may be re-used for other subscribers.

The porting procedure does not include functions that would require the donor operator to send a technician to the subscriber's premises.

Annex 1 contains a standard porting request form to be used by subscribers when requesting portability. The form includes explicit acceptance by the subscriber of the warnings and advice outlined above.

6 CONDITIONS TO BE SATISFIED

The following conditions must be satisfied when a Subscriber applies for porting:

- a. The Subscriber 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.
- b. The person who signs the Porting Form requesting number portability for a specific number is the Subscriber, or his/her legally authorised representative, who holds the account for the same specific number in the Donor Operator's network.
- c. The number to be ported must not be associated with a line where 'Carelink' is installed. Where the Subscriber has 'Carelink' installed on the number to be ported, the Subscriber must first terminate his/her 'Carelink' service from his/her service provider prior to applying for porting.

- d. In the event that the Subscriber requesting porting uses “customer premises equipment” (CPE) or extension wiring that is rented from the Donor Operator, then Subscriber must agree that the Donor Operator may send technicians to the Subscriber's premises in order to recover this property after porting has taken place. In the case of extension wiring, the employees of the Donor Operator shall abide by the instructions of the Subscriber whenever possible so that they may collect the assets of the Donor Operator with the least inconvenience to the Subscriber.
- e. In the case of porting of numbers on an ISDN Access, the Subscriber may either
 - port all numbers that were associated with the same ISDN access; OR
 - port a subset of numbers that were associated with the same access, provided the header number is not ported;

In other words it shall not be possible for a Subscriber to request porting of a header number unless all the numbers on the same access are also ported. Should the Subscriber wish to port a subset of numbers that include the header number, then the Subscriber must arrange with the Donor Operator to change the header number before he/she applies for porting with the recipient Operator.

- f. In the case where the number to be ported is associated with a service whose conditions of contract require a minimum spend within a specified period (e.g. Easyline) in lieu of paying periodic rental charges, then the Donor Operator may refuse porting until the minimum spend has been reached or the shortfall paid. The Donor Operator shall inform the recipient Operator of the policy in this regard so that the recipient Operator may inform the Subscriber who requests porting accordingly.
- g. 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).

It is to be noted that the Subscriber's account with the Recipient Operator may be of a different type to that with the Donor Operator. For example the account with the Recipient Operator may be post-pay whereas the account with the Donor Operator was pre-pay, and vice versa.

A subscriber requesting the porting of numbers pertaining to the same multi-line account shall be able to submit solely one duly filled in and signed porting form for all numbers to be ported (subject that the signatory in question is authorised to request porting for all the numbers in question) rather than a signed porting form for each number. In such cases, the numbers pertaining to the same multi-line account and which are to be ported shall be listed in the porting form⁴.

⁴ The possibility for a subscriber to submit one porting form to request the porting of numbers pertaining to the same multi-line account has been introduced in June 2019.

7 RESPONSIBILITIES OF THE RECIPIENT OPERATOR WHEN A REQUEST FOR PORTING IS RECEIVED FROM THE SUBSCRIBER

When the Recipient operator receives a request for porting from the subscriber, 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 for porting must be the same as the Subscriber 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 Subscriber's name and address on the Subscriber's ID card and the Subscriber's name and address on the Porting Form.
- c. Confirm with the Subscriber that the number to be ported does not have a Carelink service associated with it.
- d. Inform the Subscriber that as soon as porting is completed the Donor Operator may:
 - Terminate all supplementary services provided by the Donor Operator including star (or supplementary) services associated with the ported number, if applicable;
 - Terminate any voice mailbox and erase any stored messages on the ported number, if applicable;
 - Terminate any broadband service incorporated with the telephone line providing the ported number, if applicable
 - Remove the details of the ported number in the Directory maintained by the Donor Operator;
 - Take any necessary action to recover its property in the case that the Subscriber is using "customer premises equipment" (CPE) or wiring rented from the Donor Operator in relation to the number to be ported;

- e. Inform the Subscriber that in case the retail tariffs 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;
- f. Inform the Subscriber that in case the account with the Donor was of a prepaid nature, then any unused credit would be lost. Moreover, in the case of a prepaid account that whose conditions of contract require a minimum spend within a specified period (e.g. Easyline) in lieu of paying periodic rental charges, then the Donor Operator may refuse porting until the minimum spend has been reached or the shortfall paid.
- g. Explain to the Subscriber that they should not attempt to terminate the account with the donor because this will be done automatically for them as part of the porting process.
- h. Obtain from the Subscriber the following documents:
 - A correctly filled-in and signed Porting Form (template attached at Annex 1). The Subscriber 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 Subscriber (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 Subscriber 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.
- i. The recipient operator is required to provide the applying port-in subscriber with a copy of the signed porting form, whether in a printed or electronic format.
- j. 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 7h above to the Donor Operator by fax, email or other appropriate electronic method which is acceptable to both parties.
- k. Retain a copy of the documents listed in paragraph 7h 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 Subscriber checking (e.g. 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 subscriber wishes the operator to resubmit the request, the recipient operator is not required to ask the subscriber 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 actions in order to assess whether the applicant qualifies for porting :

- 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 Subscriber 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. 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 Subscriber's ID card number (or passport number) 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 Subscriber's name and address on the Subscriber's 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 Subscriber's 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 (i.e. the porting request) and the signature on the original contract for the service between the Subscriber and the Donor Operator.
- c. Confirm that the number to be ported does not have a Carelink service associated with it.
- d. Confirm that the Subscriber does not have unpaid bills whose due date has been exceeded. In the case that the Subscriber has unpaid bills that are overdue, the Donor Operator may refuse porting until overdue payments are effected.
- e. In the case of a prepaid account, check whether the customer satisfies the conditions of contract if these require a minimum spend within a specified period (e.g. Easyline) in lieu of paying periodic rental charges. If this condition is not satisfied, the Donor

Operator may refuse porting until the minimum spend has been reached or the shortfall paid.

- f. 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.
- g. 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 and applies to both post-paid and pre-paid accounts.

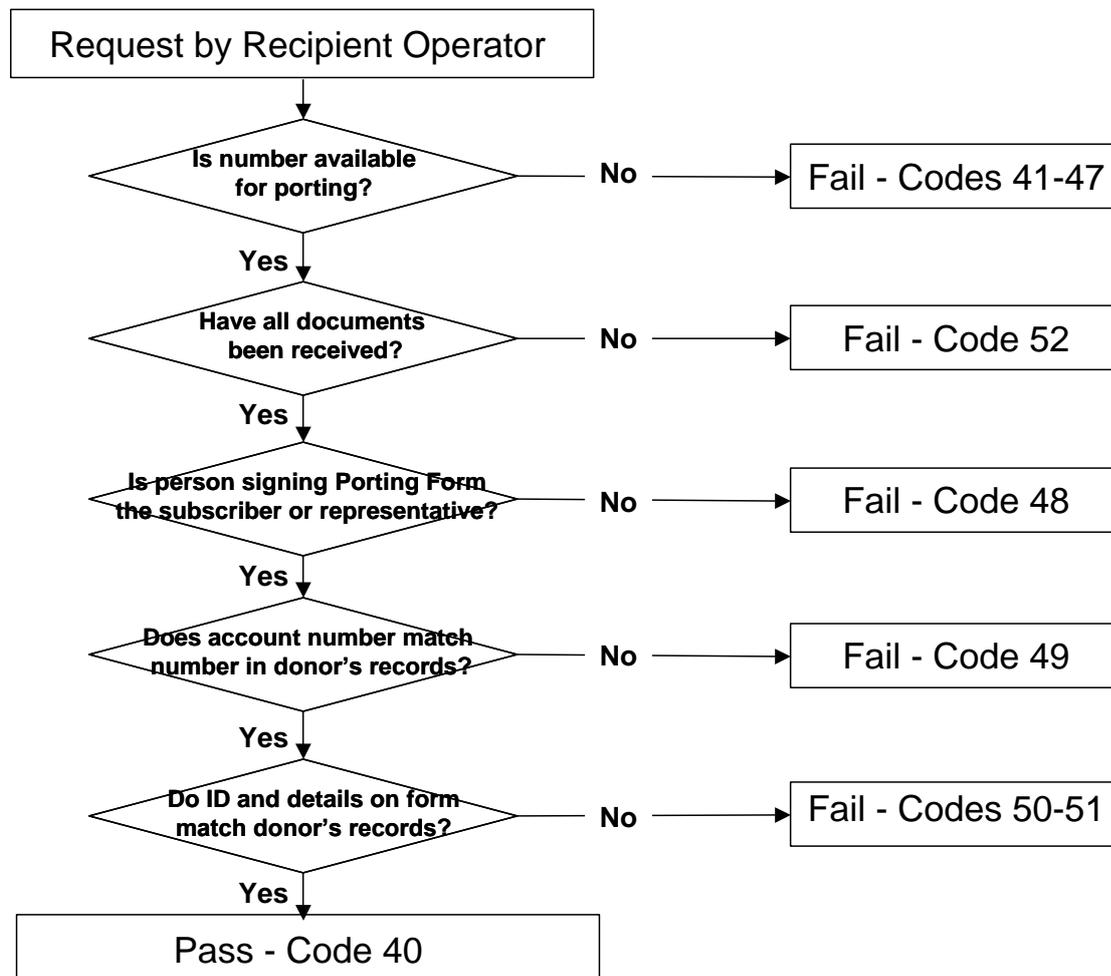


Figure 1: Donor Operator logic

9 SUPPORT OF INTER-OPERATOR COMMUNICATIONS

In general, 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 between the procedures for:

- Individual subscriber numbers on analogue or basic rate ISDN access
 - *PRA access lines with individual numbers*
 - *PRA access lines with DDI numbers*

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

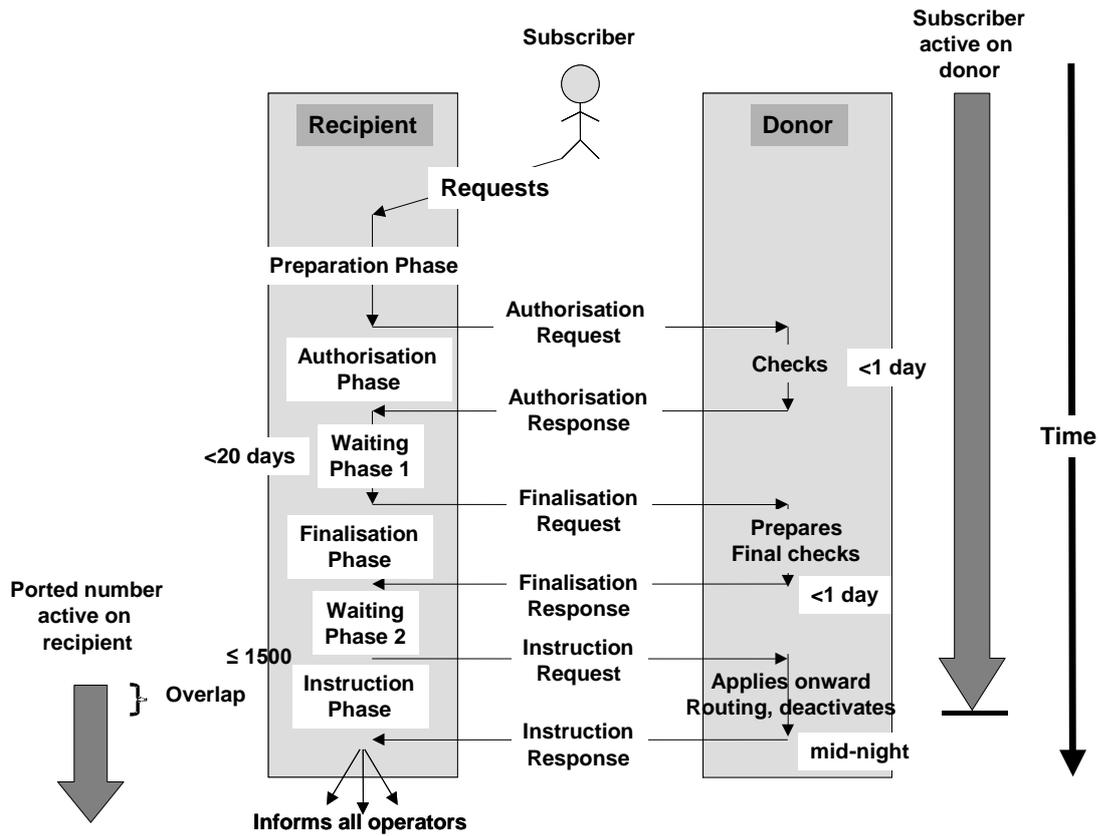


Figure 2: Overview of procedure for porting individual subscriber numbers

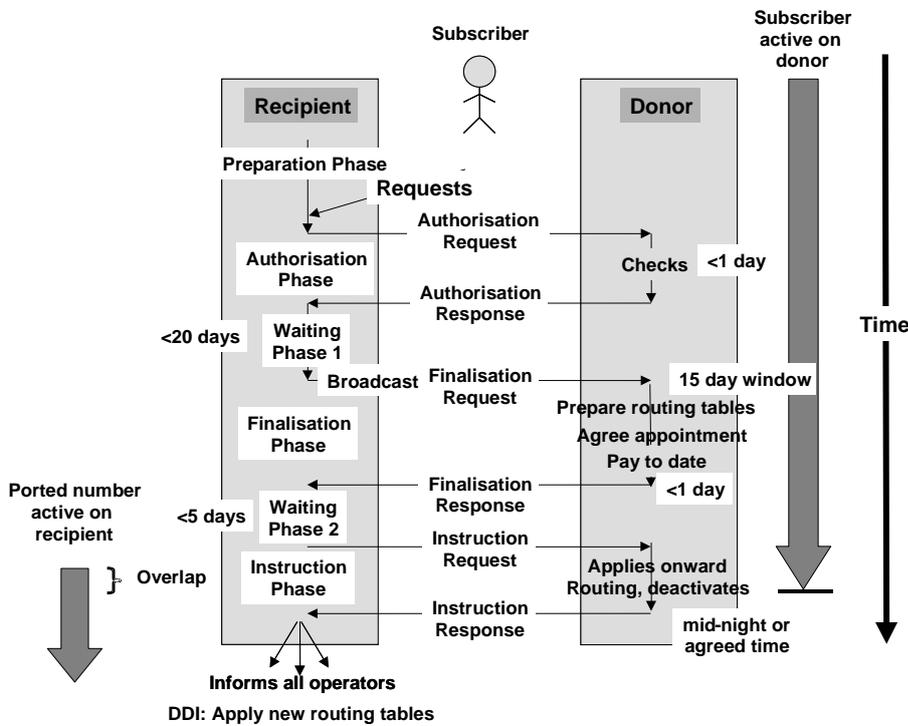


Figure 3: Overview of procedure for porting DDI numbers

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, 0900 – 1300 on Saturdays excluding public holidays.

Because in fixed networks it is not possible to retain a subscription without a working exchange line, there is not provision for maintaining the subscriber active on the donor network until other operators have had time to update their routing tables. This will mean that incoming calls to the donor that have a prefix attached to the called party number will fail in the short period between the donor closing the account and the other operators updating their routing. However since the portings are being arranged for times when traffic is low, this should not be a serious problem.

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 (e.g. identity check, credit check) for the Subscriber

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 subscriber has more than one number for which porting is requested, the recipient operator shall send a separate Authorisation Request for each number to be ported even when a single porting form has been received in the case of a multi-line account, and each number shall be handled as a separate porting. Consequently some numbers pertaining to the same multi-line account may continue with the porting but others may not if they have been refused.

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

If a customer requesting Number Portability is a subscriber of a service provider using WLR from an access network operator, the WLR operator shall be considered as the donor and so the Authorisation Request shall be sent to the WLR operator.

10.3.2 Authorisation Response

The donor operator shall reply by sending an Authorisation Response. The time limits for the response shall be 1 working day.

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, install and test its lines or radio access to the subscriber.

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 Subscriber. (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 Subscriber 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 Subscriber has resolved the problem with the Donor Operator.

In the case of a NP application using a Local Loop Unbundling (LLU) solution, Steps 1A to 21A identified in LLU ordering process shall be carried out within the 20 day timeframe applicable for this phase. Unlike in the case of conventional portings, in which the timeframe is controlled totally by the recipient operator, in LLU both the recipient and the donor/unbundler shall adhere to the timeframes established for each of them as specified in the same LLU ordering process

10.5 Finalisation Phase

The purpose of this phase is to allow

- The donor to repeat any checks after the waiting phase, i.e. checks where the result for authorisation may no longer be valid (e.g. payment may now be beyond the due date)
- *The donor and other operators to prepare new routing tables for DDI numbers.*

10.5.1 Finalisation Request

As soon as the Recipient operator is ready for implementation, the Recipient Operator may send 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.

Where the number to be ported is a DDI number, the Finalisation Request message shall be sent to all operators in Malta so that they can all prepare new routing tables.

10.5.2 Finalisation Response

The handling of the Finalisation Request differs for the three cases.

- Individual numbers on analogue and ISDN BRA
 - *Individual numbers on ISDN PRA*
 - *DDI numbers on ISDN PRA*

Individual numbers on analogue and ISDN BRA

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

In the case of a NP application using a Local Loop Unbundling (LLU) solution, in line with Step 22A of the LLU ordering process, outstanding payments checks would include all invoices issued by GO which are still pending irrespective of the due date.

Once the Finalisation phase is completed the Number Portability applicant's agreement with the recipient operator to port the number is considered as finalised. At this point the timing of the one working day to carry out number portability from when an agreement is concluded between the subscriber and the recipient operator, as per article 47 (4) of the "Electronic Communications Networks and Services (General) Regulations 2011" and the European framework, shall commence.

Individual numbers on ISDN PRA

On receipt of the Finalisation Request message, a 15 working day window shall commence during which the subscriber shall contact the donor:

- *to pay their bill up to the current date or to pay the most recent issued bill whichever is the later (Note: Maltacom (now Go) is able to provide an "up-to-date bill" immediately on request)*
- *to arrange, also with the recipient operator, a porting time within a window of 1-6 working days from the date when the bill is paid.*

The donor operator shall

- *Send a Finalisation Response message to the Recipient within 1 working day of receiving the payment (the donor shall not wait for cheques to clear).*

DDI numbers on ISDN PRA

The treatment shall be the same as for individual numbers on ISDN PRA except that the donor and all other operators shall prepare new routing tables for implementation after the porting has been broadcast. The preparation of the tables may be time consuming and should be started at this stage.

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 will not coincide with the readiness of the recipient for the Instruction Phase. If the Finalisation Response is received by the recipient operator after 1400hrs it shall be considered as received at 0900hrs of the following day, unless the recipient operator is still in a position to send the instruction request to the donor operator by 1500hrs.

Note: As already stated above, once the Finalisation Response is issued, the Number Portability applicant's agreement with the recipient operator to port the number is being considered as finalised. From this point onwards the donor is not allowed to refuse a request, hence, the Waiting Phase 2 timeframe has been kept to a minimum also taking into consideration that the circumstances relating to the porting in question may change, e.g. a bill becomes overdue.

10.7 Instruction Phase

The recipient shall send the Instruction Request by:

- 1500hrs of the same day on receiving the Finalisation Response message, for individual numbers on analogue and ISDN BRA lines;
- *the end of the working day five days after the receipt of the Finalisation Response message, for DDI numbers and individual numbers on ISDN PRA lines.*

If the recipient has not sent the Instruction Request within these time limits, 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.

In the case of DDI numbers and individual numbers on ISDN PRA lines, a further up-to-date payment will be required to take place before resending the finalisation request.

The Instruction Phase is based on an automated procedure that is always followed and should be sufficient for individual lines. However additional manual interactions for DDI numbers and individual numbers on ISDN PRA lines may need to be applicable.

The manual additions are intended primarily for ISDN PRA access, and involve human communications between technicians of the recipient and donor. They are designed especially for the case where the activation by the recipient and the deactivation by the donor need to be synchronised because, for example, the subscriber has limited line capacity on its terminal equipment, e.g. only one ISDN PRA port on its PBX and this has to be swapped from one operator to the other, possible by technicians from the operators, at the same time as the accounts are changed.

In the case of a NP application using a Local Loop Unbundling (LLU) solution, in line with Step 23A of the LLU ordering process, the removal of the analogue voice service shall take place.

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 by 1500hrs 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, and not before, the recipient shall activate the number to be ported on its network at any time between:

- The sending of the Instruction Request
- Midnight on that 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 the number to be reinstated on the donor network.

10.7.3 Actions by the Donor

After receiving the Instruction Request, the donor shall:

- Apply onward routing for individual numbers (*or apply new routing tables in the case for DDI numbers*), then subsequently
- Deactivate the subscriber's account

at any time between:

- Midnight on that day.
- 0600hrs the following morning.

The donor operator at this point may terminate:

- all supplementary services associated with the ported number;
- any mailboxes with the loss of any messages stored in them and any other services attached to the ported number;
- any broadband service combined with the telephone line providing the ported number, if applicable;

If for any reason the donor does not 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 subscriber.

As mentioned earlier, if the instruction request pertains to a porting of a subscriber of a WLR service provider, the WLR service provider is considered as the donor. The recipient shall therefore send the Instruction Request to the WLR service provider (as the donor).

10.7.4 Instruction Response

After deactivating the subscriber's account, the donor operator shall send an Instruction Response to the recipient operator by 0900hrs on the next working day. 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).

In the case of a subscriber porting from a service provider that uses WLR, after sending an Instruction Response with a successful response code to the recipient, the WLR operator shall

send an Instruction Response code 75 to inform the Access Network operator to disconnect the line.

10.7.5 Differences for DDI numbers and individual numbers on ISDN PRA lines

The subscriber and operators shall agree a time for the porting at a time when the subscriber's incoming traffic is low.

The operators shall make whatever arrangements are necessary and are in the interests of the subscriber in accordance with the following principles:

- *The activation of the account on the recipient operator's network shall take place before the account is deactivated on the donor*
- *Onward routing or new routing tables shall be brought into effect on the donor before the account is deactivated.*
- *In the case that the Subscriber has hard-wired connections to the PABX or similar customer premises equipment, the Recipient Operator shall provide a technician to attend the Subscriber's premises at a mutually agreed time with a minimum notice of one working day. In the case of fibre-based services where the Donor Operator may need to be present at the customer's site, the site visit shall be co-ordinated by the Recipient Operator at a date and time that is convenient to all parties.*

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.

Phase	Individual numbers on analogue and ISDN BRA*	Individual numbers on ISDN PRA	DDI numbers on ISDN PRA
Preparation Phase	No limit	No limit	No limit
Authorisation Phase, time for donor to respond to message	1 day	1 day	1 day
Waiting Phase 1	20 days	20 days	20 days
Finalisation Phase, time for donor to respond to message	1 day	Duration up to Subscriber within 15 day window but donor must send response within 1 day of payment	Duration up to Subscriber within 15 day window but donor must send response within 1 day of payment
Waiting Phase 2	Up to 1500hrs of the same day after receipt of Finalisation Response	End of working day five days after receipt of Finalisation Response	End of working day five days after receipt of Finalisation Response
Instruction Phase	Deadline of 1500hrs for implementation during the night	Time to be agreed	Time to be agreed

*The above timeframes are set accordingly in order to conform with regulation 47 (4) of the "Electronic Communications Networks and Services (General) Regulations 2011.

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 Response 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.
- In the case of a WLR subscriber, the Access Network operator specifies a return code other than 0, 1 or 2 for the previous Instruction Response (code 75) sent by the donor⁵.

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.

⁵ The donor sends the Instruction Response code 75 to the Access Network operator only after it receives the successful return code from the recipient for the previous Instruction Response sent by the donor.

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 (e.g. 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 subscribers 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 subscriber requests porting back to the block operator (i.e. 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 subscriber 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 i.e. 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 subscriber 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 subscriber, 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 14, section 3.2 of the Revised Numbering Conventions⁶ 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, i.e. after they have received the e164Terminated message

⁶ Updated February 2010

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 EVIDENCE OF COMPLIANCE

Number portability is a process between two operators and cannot be implemented by one operator in isolation.

In the absence of a second operator with whom to port numbers, an operator shall be deemed to comply with the MCA's number portability Decision if they have done the following:

- Appointed a contact person or office for handling number portings and notified the MCA of the contact details, names, telephone numbers and email addresses.
- Prepared a document specifying the internal procedures to be followed when a porting request is received in compliance with this specification and the Decision.

18 REPORTING OF STATISTICS

Each recipient operator shall report to the MCA at the end of each quarter the following:

- The number of requests received from subscribers for the porting of individual numbers,
- The number of authorisation requests that have been rejected by the donor operator (separate figures for each donor operator),
- Two most common porting refusal reasons received from the donor (separate figures for each donor operator)
- The number of fully successful portings that were affected within the specified time limits (separate figures for each donor operator),
- The number of successful portings that were not affected within the specified time limits (separate figures for each donor operator).
- The total number of unsuccessful portings (including requests rejected at the finalisation and instruction phase), (separate figures for each donor operator),
- The total number of port-outs (separate figures for each donor operator)

Reporting should be done using the electronic reporting method run by the MCA.

19 SEPARATION OF SERVICE PROVIDER AND NETWORK OPERATOR

The original 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 subscriber and it is only the donor service provider that can respond

to the Request messages because the response requires knowledge of the subscriber 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, *i.e. the recipient service provider should request activation by the recipient network operator, which is the access network operator in the case of WLR.*

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.

In the case of wholesale line rental (WLR) the entity that provides service based on WLR has the role of the service provider and the access operator has the role of the network operator.

Annex 1 Porting Form

Fixed Number Portability Porting Form

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 subscriber with an existing fixed line service provider)

To be completed by Individual Applicants

Name and surname _____

Installation 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 (e.g. Registered company or Other) _____

Information regarding applicant's current fixed line account

Name of current fixed line service provider _____

Telephone number/s to be ported _____

Current fixed line account number _____

Nature of current fixed line account (indicate whether pre-paid or post-paid) _____

Data Protection Clause:

<Operator Name> processes data lawfully and in a proportionate, fair and justified manner without prejudice to the data subject's rights at law, including those to access, object, rectify and erase such personal data. For more information, the applicant is strongly urged to read <Operator Name>'s Privacy Policy available at <Link to Privacy Policy on Operator's website> and which shall also be provided to the applicant in hard copy if so requested.

Please note that in compiling this form you should provide personal data that is correct and accurate in order to be matched with the data held by the Donor Operator for validation purposes.

Applicant's Declaration

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

I declare that I do not have a CPS service associated with my line.

I further understand and consent to the following:

1. If my number(s) is/are successfully ported in the manner indicated in this request form, the existing contractual relationship that I have with my current fixed line service provider 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 the 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 fixed line service provider and as such
 - a. to request such provider to close my current fixed line account;
 - b. to instruct such provider to apply an announcement stating that my number(s) has/have changed; and
 - c. to do everything necessary to process my request in this form.
3. As soon as my current fixed line account is closed, I may lose any voice messages that may be stored in my voicemail, other supplementary services provided on the ported number(s), and any broadband service combined with the telephone line(s) providing the ported number(s), if applicable.
4. As soon as my current fixed line account is closed, my current fixed line provider shall remove any entry/entries relating to my current fixed line account that I may have in any directory information service of such provider.
5. If my current fixed line account is pre-paid I will, as a result of porting, lose any unused credit that I may have remaining with my current fixed line provider.
6. My current fixed line provider shall be entitled, following the porting, to recover any equipment and/or wiring that I have been using in relation to my current fixed line account.
7. 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 Operator if I wish to do so.
8. **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 Operator, or to another service provider using Fixed 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

ID 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 Subscriber in the Donor Operator's network
- 43 - Request rejected because in the case of post-pay accounts, the Subscriber has an outstanding bill that has not been paid within the normal period allowed
- 44 - Request rejected because the Subscriber 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 - Request rejected because number to be ported associated with an ADSL service~~
- 47 - Request rejected because number to be ported associated with a Carelink service
- 48 - Request rejected because the person signing the Porting Form is not the Subscriber (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 (i.e. there is a real mismatch for the same form of identity, e.g. 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 of request have not been received
- 53 - Request rejected in the case where the number to be ported is associated with a service whose conditions of contract require a minimum spend within a specified period (e.g. Easyline) in lieu of paying periodic rental charges
- 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
- 56-59 - 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 (i.e. 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 - Finalisation rejected because the subscriber has not arranged an appointment or paid their bill within the 15 day period allowed
- 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 (i.e. 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 - WLR subscriber disconnected onward routing applied (used only between the WLR service provider and their access network operator)
- 76-79 - Unused

Annex 3 FNP Contact Desk Details

Fixed Service Provider	Contact E-Mail	Contact telephone number
Vodafone	consumer.MNP.mt@vodafone.com	99358170
GO	FNP@go.com.mt	23862671; 23862673
Ozone	np@ozone.com.mt	20101010
Melita Fixed	Porting@melitapl.com	27273129
Vanilla	porting@ms.vanilla.net.mt	20332033

The objective is that a problem will either be resolved or a solution agreed within 5 working days of its being first raised, otherwise the issue will be referred informally to the MCA to convene a meeting if necessary to seek a resolution by consensus.