

Number Portability Specification for Premium Rate Numbers

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1 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 premium rate network operator. The delivery number may be served by another operator.

Donor operator: The premium rate network operator that provides service to a premium rate number before porting.

Premium rate service provider (PRSP): the called party identified by the '5' number to whom the calls are ultimately delivered. The PRSP receives the payments from the Premium rate terminating operator. The calls consist mainly of normal conversational calls or calls to access stored content.

Premium rate terminating operator: The operator that will terminate the call to a premium rate number.

Recipient operator: The premium rate terminating operator that provides service to a premium rate 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.

2. EXPLANATION OF THE CHANGES RELATIVE TO FIXED NUMBER PORTABILITY

Premium Rate services are those services that are accessible by means of telephone numbers in the 5' range and where the charge is higher than for normal telephone calls or text messages, Premium rate numbers may be provided by operators who are normally considered as fixed or mobile operators.. A premium rate number is to be considered independent of the underlying carrier technology, therefore the terms "fixed premium rate number" or "mobile premium rate number" shall not be used. As per the decision "A Framework for Premium Rate Services in the '5' Numbering Range" published by the MCA on November 2010, operators are not required to offer access to premium services to their subscribers. However, if they choose to do so, they may not discriminate between access to premium rate services that reside on their network and those that are served by another network.

Some Premium Rate Service Providers may opt for an arrangement whereas calls to their premium rate numbers are terminated by the terminating operator to a different delivery number. In this case Premium Rate number portability would not include the porting of such delivery numbers. These delivery numbers are not normally visible to callers and therefore there should be no problem if the recipient operator uses 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 the established fixed number or mobile number portability processes if this is required, but the process will not be synchronised with the premium rate number portability. The recipient operator needs to ensure that the necessary means are established and working for delivering calls, before they port in a premium rate number.

The de-activation on the donor network which takes place during the night (0000hrs -0600hrs) in the case of fixed number portability is still applicable in the case of premium rate number portability. These specifications have been created on the same principles as those used in the 'Number Portability Specifications for Freephone Numbers' published in April 2009.

3 SCOPE

In the Number Portability decision of March 2005, the Premium Rate Services decision of November 2010, and a correspondence from the MCA to all operators of the 18th May 2011, it has been established that operators currently hosting premium rate numbers, or shall do so in the future, are obliged to offer number portability for these premium rate numbers by the 31st July 2012.

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

- Involve exchanges between the operators
- Involve actions by one operator that affect other operators or the premium rate service provider.

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

Since the framework for Premium Rate SMS is not established, premium rate number portability applies to all premium rate numbers used exclusively for **voice** related services in the '5' range. Any reference to premium rate services or numbers in this document reflects so unless otherwise stated.

This document applies to all operators and service providers that serve premium rate numbers irrespective of the arrangements for the final delivery of the call. The terminating operators that serve premium rate numbers may be predominantly either fixed or mobile operators or specialist providers of premium rate services. Premium rate 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).

Since the porting process takes place between the recipient and donor operator, this document separates the role of the terminating operator from that of the premium rate service provider. 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 telephony operators, notwithstanding that they would have been triggered by the relevant premium rate service provider.

The exact details of the arrangements between the premium rate service providers and the premium rate terminating operators may vary, however the over-riding principle should be that the parties should cooperate so that together they comply with this specification.

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.

4 OVERVIEW

When applying for a premium rate number portability, premium rate service providers, as in the case of fixed and mobile number portability processes, would:

- open an account with the recipient operator using an existing premium rate number currently serviced by the donor operator;
- request the recipient operator to close their account with the donor operator on their behalf;
- request the operators to change their routing arrangements so that calls will be routed to the recipient operator.

Thus the solution should ensure that incoming calls to the premium rate service provider's number are handled in such a way that the premium rate service 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.

In the case where delivery numbers are used to terminate premium rate calls, and the premium rate service provider wishes to continue using this system, it may either opt to port its current delivery number/s, or alternatively it can apply for new one/s.

5 PREMIUM RATE SERVICE PROVIDER HANDLING

The recipient operator shall provide a one-stop shop for premium rate number portability that enables the premium rate service provider to order their new account and to apply for number portability at the same time. As in the case of conventional number portability processes, the procedure shall enable premium rate service providers to appoint the recipient operator as their mandatory (legally authorised agent) to close their account for the premium rate number with the donor operator and to port the premium rate number.

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

6 CONDITIONS TO BE SATISFIED

The following conditions must be satisfied when a premium rate service provider applies for porting:

- a. The premium rate service provider must not have any bills owing to the Donor Operator relating to the line rental of 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 line related to the premium rate 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 premium rate service 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 PREMIUM RATE SERVICE PROVIDER

When the Recipient operator receives a request for porting from the premium rate service 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 premium rate service 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 premium rate service provider or their legal representative.)
- c. Inform the premium rate service provider that, as the new premium rate terminating operator, it shall be responsible for the administration of inter operator payments, once the porting takes place.
- d. Explain to the premium rate service provider that they should not attempt to terminate the premium rate number account with the donor because this will be done automatically for them as part of the

porting process. It should also explain that any delivery numbers are to be treated separately.

- e. Obtain from the premium rate service provider the following documents:
- A correctly filled-in and signed Porting Form (template attached at Annex 1). The premium rate service 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 premium rate service 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 premium rate service 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 an Authorisation Request message via the Webservice, together with 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 the premium rate service 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 premium rate service provider wishes the operator to resubmit the request, the recipient operator is not required to ask the premium rate service 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 premium rate service provider who holds the account associated with the premium rate 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 premium rate service provider and the Donor Operator.
- c. Confirm that the premium rate service provider does not have unpaid bills whose due date has been exceeded. In the case that the premium rate

service 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 line assigned with the premium rate 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.

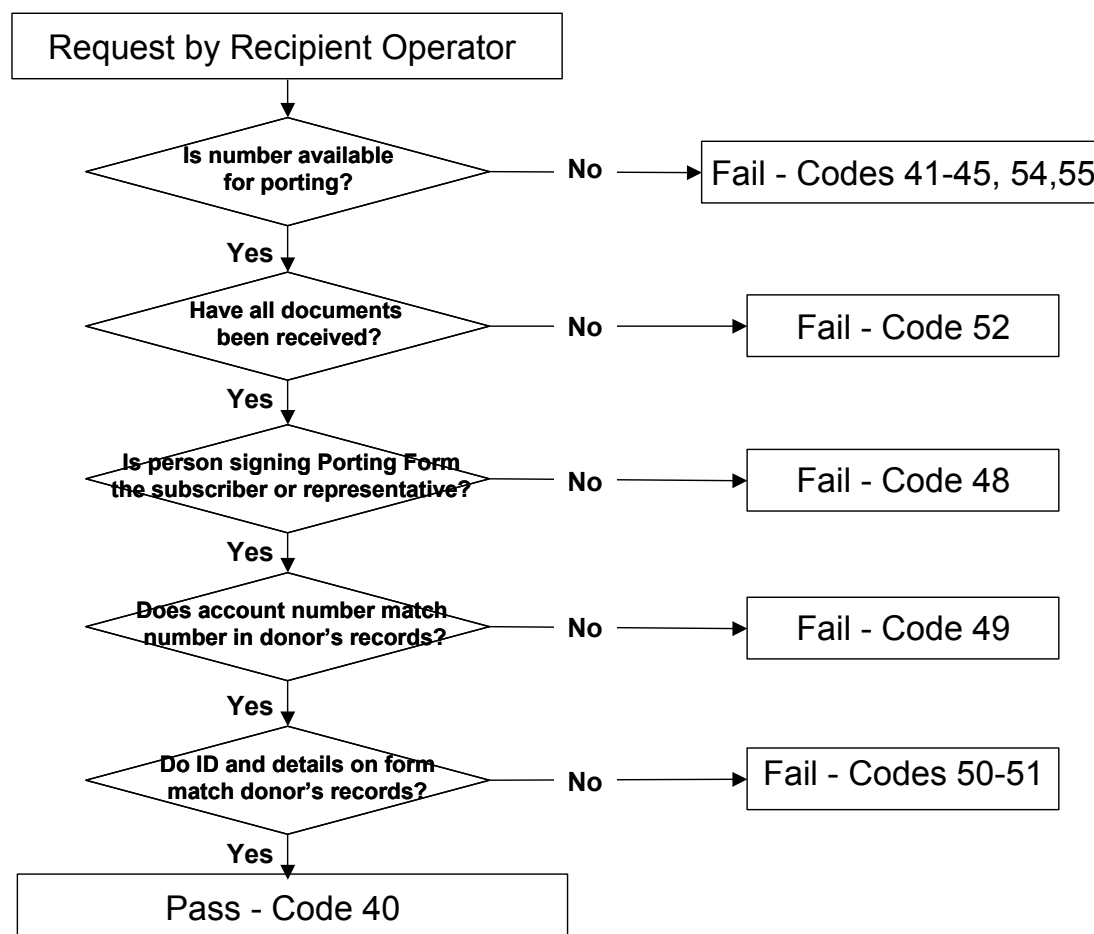


Figure 1: Donor Operator logic

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 is 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 premium rate numbers.

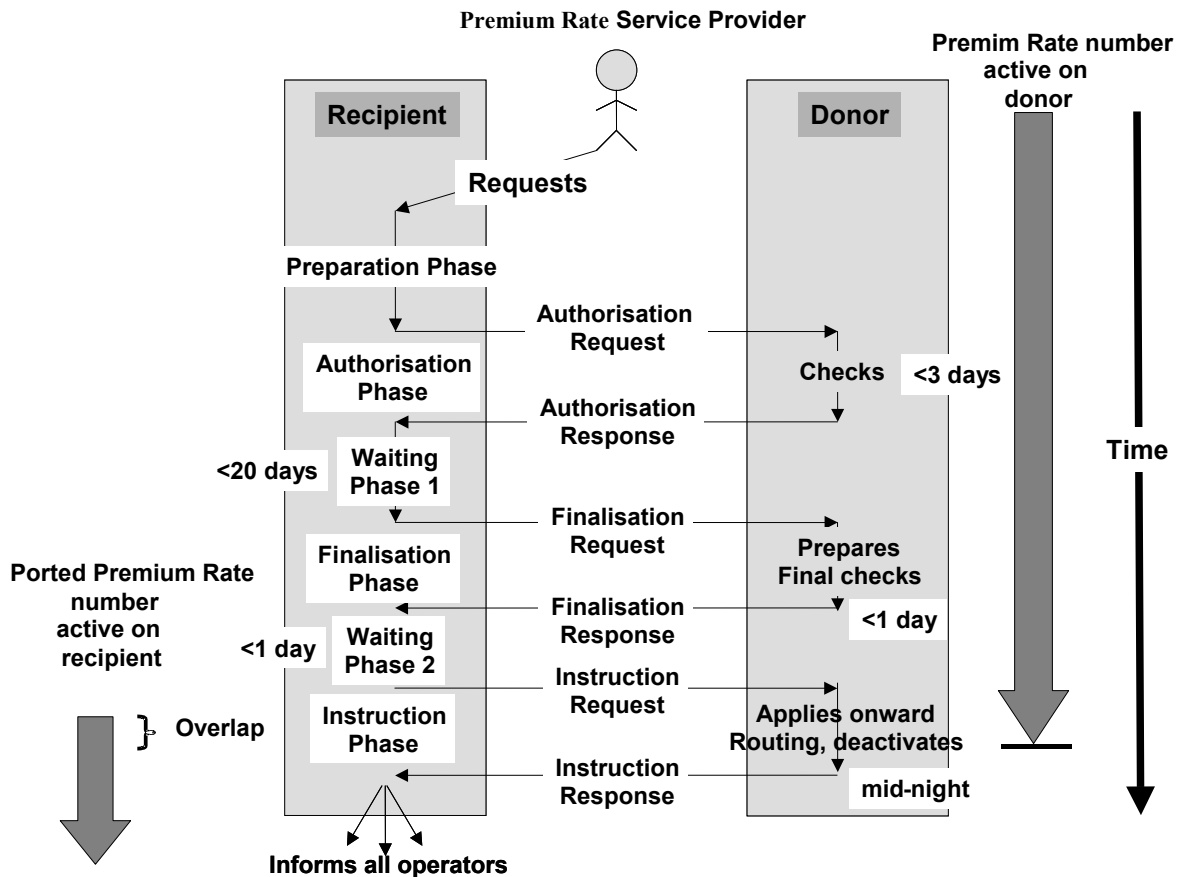


Figure 2: Overview of procedure for porting Premium Rate numbers

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 premium rate service 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 premium rate service 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 premium rate number and if necessary to install and test its lines or radio access to the premium rate service 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 premium rate service 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 premium rate service 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 premium rate service 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 1500hrs. 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 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 premium rate service 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.

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

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 premium rate service provider.

(Note: Since the Instruction Request is sent before the account is activated by 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 premium rate service 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.

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.

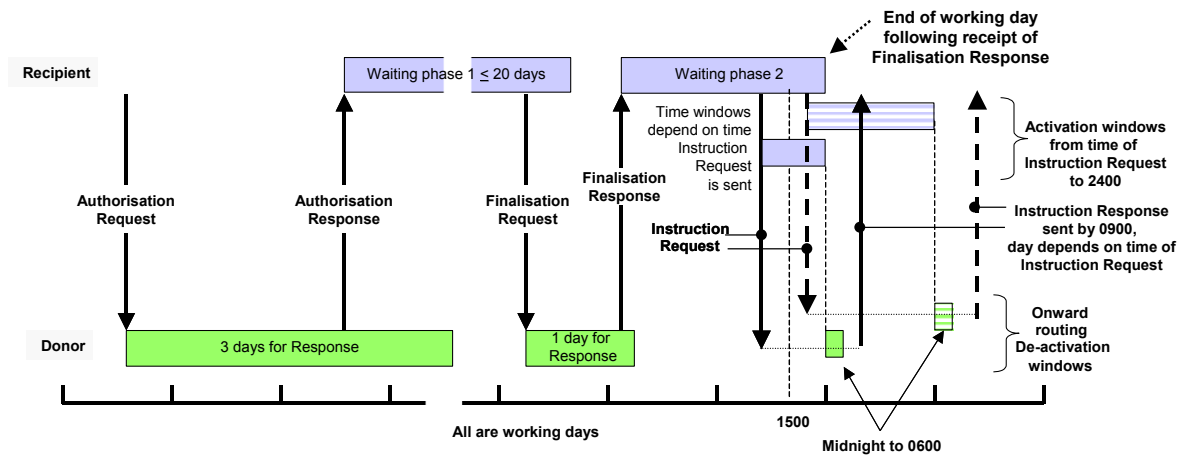


Figure 3: Porting process messages and time limits

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 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.

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 premium rate service 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.

10.12 Revenue delivery to the Premium Rate Service Provider

In the case of Premium Rate service, the revenue flow between the Premium Rate service provider and the terminating operator differs from the other telephony services which are also subject to porting. The terminating operator passes a percentage of the revenue generated from terminating the Premium rated calls to the Premium Rate service provider.

When the Premium rate service provider ports the premium rate number to another telephony operator, the donor operator might still have an outstanding balance whose due date has been exceeded towards the Premium Rate Service provider. Such an outstanding balance should not be used by the donor operator to hold the porting process. The donor operator shall proceed in processing the porting request and it shall settle any outstanding balances whose due date has been exceeded owed to the premium rate service provider within 30 days of the porting request, or any other date as agreed between the parties involved .

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 premium rate service 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 premium rate service 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 premium rate service 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 premium rate service 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 14, section 3.2 of the Revised Numbering Conventions of February 2010 , operators are required: *"Whenever use of a number by a subscriber ceases, not to 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 premium rate 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 premium rate numbers, (recipient operator reports),
- The number of requests for premium rate 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 premium rate portings (recipient operator reports),
- The number of premium rate 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).

ANNEX 1 Porting Form for Premium Rate 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 premium rate service provider with an existing premium rate network 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 premium rate account

Name of current premium rate operator

Premium rate number/s to be ported

Current premium rate account number

Applicant's Declaration

I, the undersigned, wish to apply for premium rate 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 premium rate 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 premium rate operator and as such
 - a. to request such provider to close my current premium rate account;
 - b. to do everything necessary to process my request in this form.
3. As soon as my current premium rate account is closed, my current premium rate operator shall remove any entry/entries relating to this premium rate 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 Premium Rate 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 premium rate service provider in the Donor Operator's network
- 43 - Request rejected because the premium rate service provider has an outstanding bill that has not been paid within the normal period allowed
- 44 - Request rejected because the premium rate service 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 for premium rate
- 48 - Request rejected because the person signing the Porting Form is not the premium rate service 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 for premium rate
- 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 for premium rate
- 57 - Unused for premium rate
- 58 - Unused for premium rate

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 for premium rate
- 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 for premium rate

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 for premium rate