



# **FREEPHONE AND LOCAL RATE NUMBER PORTING GUIDELINE**

## **INMS AND NUMBER PORTABILITY**

INMS was established to facilitate the portability of Freephone and Local Rate numbers (FLRNs). FLRN porting transactions are carried out electronically using the INMS system. INMS subscribers access the INMS system via a computerised interface.

This document is intended as a guideline only and does not seek to override the INMS SD Contract or Business Rules.

### **WHAT QUALIFIES AS A PORT?**

Porting has the meaning corresponding to the meaning of “ported” in s.11.3 of the Numbering Plan.

A port transaction is required when there is a change of the Prime Service Deliverer (PSD) for a given FLRN number. The PSD for each FLRN number is recorded in the INMS system.

A port does not include a change of customer, Carriage Service Intermediary (aka Reseller) or a change of the Contracted Prime Service Deliverer (CPSD).

A change of customer does not involve INMS. Similarly, a change of reseller does not involve INMS. This is because the customers and resellers of FLRNs are not recorded on the INMS system and therefore there is no need to notify INMS when a change is made to these entities.

Changing the CPSD for a number must be done via the INMS system however it is a completely separate transaction to a port and attracts a different fee.

### **WHICH PARTIES ARE INVOLVED IN A PORT?**

The following parties are involved when a porting transaction is carried out on the INMS system:

- **Donor PSD** - The Donor PSD is the PSD who is recorded on the INMS System as holding the allocated number when a customer or CSI requests the porting of that number to another Registered CSP. To simplify, the Donor PSD is the INMS subscriber losing the customer and the number.
- **Recipient** - The Recipient is the Registered CSP to which a customer or CSI or the customer’s agent authorised in writing requests that a pooled freephone or local rate number be ported. To simplify, the Recipient PSD is the INMS subscriber gaining the customer and the number.
- **LASD subscribers** – LASD subscribers are those INMS subscribers who need call routing information from INMS to enable them to route calls appropriately. Before a port transaction can be completed, each LASD subscriber receives a message from INMS notifying them of the need to update their switches. LASD subscribers must respond to these messages otherwise the port transaction

cannot be completed. LASD subscribers must respond to 95% of these messages in 1 hour and 99.9% in 8 hours.

If any LASD fails to respond, INMS may, after consulting the Donor PSD and Recipient, instruct the Donor PSD to proceed with the port. This process is to be initiated by the Recipient. If a port has been in the Port In Progress state for 2 hours or more, the Recipient may contact the LASD who has failed to advise INMS that its network has been provisioned. After consulting with the LASD, the Recipient may then contact the Donor PSD and INMS. After consulting with the Recipient and Donor PSD, INMS must decide whether or not the port should proceed. If INMS decides that the port will proceed, INMS will take the appropriate steps to ensure that the INMS system completes the port and shall contact the LASD in question and advise that the port has gone ahead.

## **PORTING AUTHORISATION FORM**

Porting transactions are done electronically via the INMS system. However, before commencing a port transaction, a Porting Authorisation Form (PAF) must be fully completed by the customer or CSI. A specimen PAF, which sets out the minimum information requirements, is attached (*Attachment A*).

The port request is based on information extracted from the PAF and is conveyed between the Recipient and the Donor PSD using the INMS system. The Donor PSD can only use the porting request information for the purposes of porting that number and cannot use the information for any other purpose (such as winning back the customer).

The following rules apply to the use of PAFs:

- In order for a PAF to be valid, it must be signed by the customer, the customer's agent or the CSI who has a contract with the customer in respect of the relevant number.
- All PAFs become invalid after 90 days and cannot be used to initiate a port after that period.
- PAFs must be held by the Recipient for 2 years.
- Where a Donor PSD has reason to believe that a PAF is invalid, the Donor PSD may request a copy of the PAF. All requests by the Donor PSD for copies of the PAFs held by the Recipient shall be collated and submitted not more than once each business day. The Recipient is required to provide a copy of a requested PAF within 2 business days of the request. The Donor PSD will advise the Recipient by facsimile of all PAF requests. The Recipient shall provide all PAFs (as originally requested) by facsimile.

## PORTING RESPONSE TIMES

After receiving an port request via the INMS system, the Donor PSD must accept or reject that request by the end of the next Business Day. If a request is received after 4:00pm on a Business Day, or on a non-Business Day, the request will be deemed to have been received at 8:00am on the following Business Day.

Before the port is completed, the INMS system sends the Donor PSD one last message to tell the Donor PSD to update its switch. The Donor PSD must respond to 95% of these messages within 2 hours and 99.9% of the messages within 16 hours.

## WHAT HAPPENS TO THE NUMBER DURING A PORT?

Only Active and Suspended numbers can be ported. When an Active number is ported, it goes through the following states:

Active > Port Pending > Port in Progress > Active.

- **Port Pending** – After receiving notification from the Donor PSD of a validated request, INMS will change the state of the number in the System from Active to Port Pending.
- **Port in Progress** – A number moves from the Port Pending to the Port in Progress state in the System after INMS receives advice from the Recipient to proceed with the port. It is held in this state until the Donor PSD completes the port. It then reverts to Active with the Recipient.

When a Suspended number is ported, it goes through the following states:

Suspended > Port Pending > Port in Progress > Suspended.

## WHEN CAN A PORT BE REJECTED BY THE DONOR PSD?

The INMS Business Rules state that a port request may be rejected by the Donor if the information in the porting request does not agree with the information held by the Donor.

However, INMS recommends that ports only be rejected in the following instances:

- the date of the PAF is more than 90 days before the porting request is sent by the Recipient PSD via INMS to the Donor PSD;
- the account number information set out in the PAF does not agree with the information held by the Donor PSD, except where this information has been provided by the Donor PSD or the CPSD to the Recipient PSD, [the customer or the CSI who has the contract with the customer for the relevant number], in which case the information is deemed to agree with the information held by the Donor PSD;
- the PAF is not signed by an authorised person;

- the PAF is not dated; or
- mandatory information in the PAF is illegible, inaccurate or missing.

If a Recipient disputes a port reject advice received from a Donor PSD, the Recipient's operational contact may, as a first step before applying to INMS directly, forward a disputed reject request to the nominated Donor PSD's representative detailing the number and a short explanation of the actual dispute. The Donor PSD will investigate the disputed reject and provide a response by facsimile within 2 Business Days. In the case that it is identified the port was incorrectly rejected, the Recipient will resubmit the port request via the normal processes.

Where an INMS subscriber makes a mistake in relation to requesting or rejecting a port, that subscriber shall pay the INMS fees associated with any system transaction that occurs as a result of that mistake (including in circumstances where a PAF has expired or is not correctly completed prior to porting).

### **WHAT HAPPENS WHEN A CSI OR RESELLER IS INVOLVED?**

Difficulties can arise when trying to port a customer where a CSI or Reseller is involved. The account number submitted by the customer often does not match the records of the Donor PSD. This is because the Donor PSD records the CSI or Reseller's details and has no visibility of the customer's details. Therefore, any port submitted using the customer's account number will be rejected because it will not match the Donor PSD's records.

Therefore, to facilitate efficient porting, INMS recommends the following:

- The Donor PSD must provide service account number information for the relevant number to the customer or the CSI who has the contract with the customer in response to a request from the customer or that CSI that it is required to facilitate a successful port. This is to ensure that the customer's legitimate wishes are complied with in an efficient and timely manner. The Donor PSD must provide the account number information within 2 Business Days of a request.
- Where there is also a CPSD in respect of the relevant number and it is necessary to validate the PAF against the account number information between the Donor PSD and the CPSD, the Donor PSD and the CPSD must provide this service account number within 2 Business Days to the customer or the CSI who has the contract with the customer in response to a request from the customer, or that CSI.
- Where the Donor PSD or the CPSD in respect of the relevant number has not provided the account number information within 2 Business Days of a request from the customer or the CSI, the Recipient PSD may request the account number information from the Donor PSD and/or CPSD. The Donor PSD and CPSD must provide this account information within 1 Business Day of a request from the Recipient PSD. The Recipient PSD must ensure that it has a signed PAF from the customer or the CSI in respect of the relevant number to be ported before seeking the service account number information.

## **WHAT IS THE PROCESS FOR HANDLING UNAUTHORISED PORTS?**

### ***Class 1 Unauthorised Ports***

Class 1 Unauthorised Ports are those ports not in accordance with a request or desire of a customer. These occur as a result of an error on the part of a carrier or customer and may result from human or system error. Incorrect ports typically involve a customer/carrier incorrectly listing a service number on a PAF (a number may or may not be the service of that customer) or an incorrectly ported number (number is different to that listed on the PAF).

The occurrence of Class 1 unauthorised ports must be resolved by the immediate port back to the original Donor PSD. The process for handling Class 1 unauthorised ports requires negotiation between respective PSDs to facilitate a port reversal to the original donor PSD as soon as technically feasible. This must be undertaken as the customer intent was not to port their service in the first place. The following actions must be taken:

- The Recipient PSD or Donor PSD, upon realisation of a Class 1 unauthorised port, should contact the other PSD to arrange an immediate reversal of the port. The Port Reversal form set out in Attachment B must be completed and signed by both parties and forwarded to INMS for its records.
- The port reversal should occur as soon as possible after completion and signing of the Port Reversal Form.
- Any charges struck by the recipient carrier for the incorrectly ported service should be waived for the customer.

### ***Class 2 Unauthorised Ports***

Class 2 Unauthorised Ports are those ports that are in accordance with a request or desire of a customer but have occurred without all requirements of the porting process being met. Class 2 Unauthorised Ports will typically involve porting occurring without a valid PAF (no PAF exists or has expired).

The occurrence of a Class 2 Unauthorised Port requires the immediate action of the Donor and Recipient PSDs to resolve the matter. The prime driver in the resolution of the Class 2 Unauthorised Port is the customer intent.

The resolution process to apply is as follows:

- If the Class 2 Unauthorised Port is identified by the Donor PSD, the Donor PSD should contact the Recipient PSD to initiate resolution action as outlined below. If the Recipient PSD identifies the problem, the Recipient PSD should contact the Donor PSD to advise of the Class 2 Unauthorised Port and undertake action outlined below.
- Recipient PSD must contact the customer to determine the customer's intention.
- If the customer wishes to remain with the Recipient PSD, a new PAF should be arranged and signed by the customer. A copy of the PAF should then be held by the Recipient PSD and a copy provided to the Donor PSD.

- If the customer wishes to have the service moved back to the Donor PSD, the Port Reversal Form set out at Attachment B must be completed and signed by both parties and forwarded to INMS for its records. The Port Reversal should take place as soon as possible after the completion of the Port Reversal Form.
- Any charges struck by the Recipient PSD for the illegally ported service, if the service is ported back to the Donor PSD, should be waived for the customer. If the service is to remain with the Recipient PSD, charges should stand at the discretion of the carrier.

## ATTACHMENT A - PORTING (OTHER THAN CHANGE CPSD) AUTHORISATION FORM

### **FREEPHONE & LOCAL RATE SERVICE NUMBER PORTING (OTHER THAN CHANGE CPSD) AUTHORISATION FORM (SAMPLE)**

Pursuant to the agreement dated ... (insert date) between "ABC Pty Ltd" (ACN/ARBN) and "Old SD", "ABC Pty Ltd" is the legal lessee or CSI of service number ... ("the service") which has an existing account number ...

I "Mr X", being authorised to act on behalf of "ABC Pty Ltd" in my position as ...(insert position eg. Communications Manager) hereby engage and authorise "New SD" to facilitate the porting of the service number from "Old SD" to "New SD" including the cancellation of the service with "Old SD".

.....  
signature

.....  
date

*What is shown above is mandatory information to be signed by the porting customer or by the customer's authorised agent or CSI.*

*This is to be developed into a form that can be customised in its appearance but the content must remain as presented above.*

**ATTACHMENT B - PORT REVERSAL FORM**

THIS FORM MUST BE COMPLETED BY BOTH PARTIES.  
WHEN BOTH PARTIES HAVE SIGNED PLEASE FAX THE FORM TO  
INMS (fax: (02) 9954 6136)

**FREEPHONE & LOCAL RATE SERVICE NUMBER PORT REVERSAL FORM**

The following service number .....(insert number) has  
been ported from .....(insert PSD name) to  
.....  
.....(insert PSD name) without the proper authorisation from the  
customer, the customer's authorised representative or CSI.

The parties agree that the above port should be reversed as soon as possible.

Both parties agree that the port costs relating to the unauthorised port will be paid by the  
offending PSD.

PSD1

PSD2

.....  
Print Name

.....  
Print Name

.....  
Signed

.....  
Signed

.....  
Telephone

.....  
Telephone

.....  
Facsimile

.....  
Facsimile

.....  
email address

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email address

.....  
Date

.....  
Date