

**Bahamas Local (Fixed & Mobile) Number  
Portability                    Ordering                    Process  
Specifications (“LNP Business Rules”)**

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# 1 Introduction

## 1.1 Background

*“Number Portability”* is defined by the Communications Act, 2009 (Comms Act) as *“a facility whereby subscribers who so request can subject to the numbering plan retain their telephone number on a public network, independently of the licensee providing the service at the network termination point of a subscriber”*<sup>1</sup>. Number Portability (NP) therefore enables a person to keep their telephone numbers when switching providers, and is often seen as a key enabler of robust competition in that it removes one of the barriers, which customers perceive to switching their provider of telephone services, that is, the need to change their telephone number.

Section 80 of the Comms Act requires URCA to issue a consultation and make a determination on NP, and further mandates that licensees shall provide to the extent technically feasible, operator-to-operator number portability when required to do so in accordance with the requirements prescribed by URCA.

Pursuant to URCA’s Consultation on Number Portability conducted in April to November 2011, the work conducted by the Number Portability Working Group (NPWG) during the period from 8 December 2011 through September 2013, and URCA’s Determinations on the Implementation of Number Portability in The Bahamas dated 3 August 2012 and 18 November 2013. Fixed Number Portability (FNP) was implemented in The Bahamas from 3 December 2013, and URCA determined that Mobile Number Portability (MNP) would be implemented in time for the introduction of competition in the cellular mobile market.

Following the issuance on 30 June 2016 of an Individual Operating Licence (IOL) and Individual Spectrum Licence (ISL) permitting the operation of a cellular mobile network and provision of cellular mobile services to NewCo2016 by URCA, on [ ] URCA directed that the Number Portability Working Group be reinstated to progress the implementation and launch of MNP in the Bahamas.

## 1.2 Scope

1.2.1 These LNP Business Rules set out the rules and conditions which apply in respect of aspects of the order and provisioning process for LNP (i.e. fixed and mobile number portability) in The Bahamas that either:

- (a) Involve exchanges between the Operators via the central database; or,

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<sup>1</sup> Section 2, Communications Act, 2009

- (b) Involve actions by one Operator that have to be trusted by another Operator, for example the customer order validation process.
- 1.2.2 The LNP Business Rules do not address the internal procedures and processing that each Operator is required to undertake to support the functionality required for LNP.
- 1.2.3 The provisions of the LNP Business Rules apply to the number portability ordering process from the point when a Subscriber requests a new account with the Recipient Network through number portability, to the point when the Subscriber has an active account on the Recipient Network, the account on the Donor Network has been closed (note that the account will be left open until all dues and charges have been settled with the Donor Network, or if the Subscriber still retains other services with the Donor Network), and all other Operators have been informed of the port. The process also allows for a number to be ported to an account that is already active with a number allocated by the Recipient Operator.
- 1.2.4 Some parts of the LNP Business Rules are written at a functional level, detailing for example the actions to be undertaken by an Operator, whilst other parts, such as the exchange of messages, are written at a detailed technical level to ensure compatibility between the relevant Operators.
- 1.2.5 The provisions in these LNP Business Rules may not apply where a specific port is carried out pursuant to a Court Order or URCA direction or determination, and the Court or URCA has mandated specific requirements.

## 2 Interpretation

### 2.1 Definitions

2.1.1 Where used in this document, the following terms shall, unless the context requires otherwise, have the meanings ascribed below:

**“All Call Query” or “ACQ” or “Direct Routing”:** Is the method of traffic routing determined by URCA for use to support LNP in The Bahamas, in which prior to routing a call to a ported number, the calling network queries its local copy of a centralised database of ported numbers in order to obtain current routing information and route the call directly to the number.

**“Block Operator”:** The Operator to whom URCA allocated the number block that contains the number that is being ported.

**“Calling Line Identifier” or “CLI”:** The telephone number of the calling number as sent using the network’s calling line identification feature set.

**“CLI Check”:** A check that the person applying for number porting is in possession of an active number used and specified as part of the porting validation/authorisation process.

**“Donor Operator” and “Donor Network”:** The Operator from which the number is being ported, and the Network belonging to that Operator, respectively.

**“Interactive Voice Response” or “IVR”:** An automated telephone information system that interacts with the caller through a combination of fixed voice menus and data extracted from databases in real time, to which the caller may respond by pressing digits on the telephone or speaking words or short phrases.

**“NACK Code”:** Response generated by the NPC at specific stages of the porting process

**“Number Portability Clearinghouse” or “NPC”:** The entity engaged by the Operators and licensed by URCA to operate the number portability administration service and centralised database which underlie the provision of LNP in The Bahamas.

**“Operator”:** An entity holding an Individual Operating Licence granted by URCA pursuant to the Communications Act, 2009 which provides voice telephone services (including call termination) services to the public in The Bahamas.

**“Port” or “porting”:** The transfer of a telephone number from being active on one Operator’s network to another, using number portability as outlined in these LNP Business Rules.

**“Porting Day”:** Fixed Number Portability requests will be accepted and processed during week days only, i.e. Monday through to Friday, excluding public holidays in The Bahamas. Mobile Number Portability requests will be accepted and processed during Mondays through to Saturdays, excluding public holidays in The Bahamas.”



**“Porting Identification Code” or “PIC”:** A unique identifier provided by the Recipient Operator to the Subscriber requesting porting to enable the Subscriber to complete Validation of porting of a block of numbers from any one of the numbers to be ported.

**“Porting Request Form”:** A legal instrument signed by or on behalf of the Subscriber, in which the Subscriber requests porting, and appoints the Recipient Operator as their agent to port their number(s) from the Donor Operator and close their account with the Donor Operator if required.

**“Response Code”:** Response generated by Donor or Recipient Operators at specific stages of the porting process

**“Recipient Operator” and “Recipient Network”:** The Operator to which a number is being ported, and the Network belonging to that Operator, respectively.

**“Short Message Service” (SMS):** Text messaging service component of phone, Web, or mobile communication systems, which uses standardized communications protocols to allow fixed line or mobile phone devices to exchange short text messages.

**“Subscriber”:** The customer who is the legal owner of the account to which the number being ported is assigned.

## 2.2 Description of Messages

2.1.1 These LNP Business Rules provide for a series of messages to be sent between Operators, the NPC and the Subscriber to facilitate the porting process. These messages are defined below:

**Porting Approval Request:** is the initial message sent by the Recipient Operator to the NPC that initiates the porting request. The Porting Approval Request shall contain:

- a) the number(s) to be ported;
- b) the number to be used to validate the porting request;
- c) the number to be used to validate the porting request;
- c) the name of the Donor Network;
- d) the Subscriber contact details (e-mail or mobile number) used for porting messages; and,
- e) the date porting is required (note that these LNP Business Rules do not currently provide for the specification of a porting date, so this field shall be marked “default”).

**Initial Validation Response:** is the message sent by the NPC to the Recipient Operator once the NPC has checked the Porting Approval Request and successfully matched the Porting Approval Request to the CLI of the Validation message received from the subscriber and has completed the initial validation checks on the Porting Approval Request as prescribed by these LNP Business Rules.

**Negative Acknowledgement (NACK):** A message from the NPC to a Donor Operator or Recipient Operator indicating that the Operator's request cannot be completed due to an error in the porting process or a rejection of the Subscriber's porting request, and indicating the nature of the error using the appropriate error code as set out in Annex 3.

**Porting Approval Response:** is the message sent by the Donor Operator to the Recipient Operator via the NPC once the Donor Operator has performed the authorisation checks the Porting Approval Response message indicates whether or not the Donor Operator will permit the number to be ported.

**Porting Deactivation Request:** is the message sent by the Recipient Operator via the NPC to the Donor Operator. The Recipient Operator activates the Subscriber's number on its network and sends the Porting Deactivation Request to the Donor Operator instructing it to deactivate the number on its network.

**Porting Deactivation Response:** is the message sent by the Donor Operator to confirm the Subscriber number has been deactivated from its network and the porting operation is complete.

**Timed Out:** is the message sent by the NPC to indicate that a porting transaction has been cancelled due to the expiry of the period of time allowed by the NPC for completion of a porting action.

**Validation:** is the function enabling the Subscriber to approve the porting request and to confirm the Subscriber's possession of the number to be ported to the NPC by means of the Subscriber making a call to the NPC Interactive Voice Response (IVR) platform as part of the porting process.

**E164 Broadcast:** is the message sent by the NPC to all Operators to initiate a change in the routing information for a number held by the Operators' routing databases and to apply direct routing to either the Recipient or Block Network for all calls destined for the ported number. This message may either be an E164Ported, E164Terminated or E164Reactivate message, in accordance with these LNP Business Rules.

## **3 Summary of the Fixed Porting Process**

### **3.1 Overview**

3.1.1 The porting process is premised upon the following actions (either expressly or impliedly done) by the Subscriber:

- a) The Subscriber opens an account for fixed or mobile telephone service with the Recipient Operator (the Subscriber may already have an active account with the Recipient Operator prior to making a porting request) to which the Subscriber requests that the Recipient Operator assign a telephone number which is already assigned to the Subscriber's existing account with the Donor Operator;
- b) The Subscriber requests that the Recipient Operator, acting on the Subscriber's behalf, close their account with the Donor Operator (note that the account will remain open until all dues and charges have been settled with the Donor Operator, or if the subscriber still retains other services with the Donor Operator provided under the same account); and,
- c) The Subscriber (through the Recipient Operator) requests all Operators to change their call routing arrangements so that calls will be routed to the Subscriber's service with the Recipient Operator.

3.1.2 Once completed, the porting process should ensure that all incoming communications/calls placed to the Subscriber's ported number are directly routed to and terminated on the Subscriber's new account on the Recipient Network.

3.1.3 The total time for the completion of all stages involved in the porting of a) a single mobile number shall not exceed two (2) working hours; and b) a single fixed number shall not exceed five (5) working days. In the cases of porting requests involving the porting of a) individual mobile numbers requiring additional authorisation; or b) groups of fifty or more mobile numbers; the total time for the completion of all stages involved in the porting shall not exceed two (2) working days. In the cases of porting requests involving the porting of groups of one hundred or more fixed numbers; the total time for the completion of all stages involved in the porting shall not exceed ten (10) working days.

3.1.4 The porting process is asynchronous and sequential, that is, a sequence of actions is specified with each action starting only after completion of the previous action.

3.1.5 The porting process:

- a) maximises the checking that can be performed automatically by the NPC in order to reduce the workload on the Operators; and,
- b) limits the state information on the process that needs to be held by the NPC and the Donor Operator. If problems occur then the porting transaction is failed - the Operators should cooperate to resolve the problem or the Subscriber should take the

necessary actions to resolve the problem and then a new porting transaction should be started.

- 3.1.6 The process allows for a number to be ported to both a new account and to an account that is already active with a number allocated by the Recipient Operator.

## **3.2 Account classification**

- 3.2.1 For the purpose of MNP, accounts are classified as follows:

- Pre-pay (both single line and multi-line, registered, held by a natural person or an entity other than a natural person);
- Post-pay (both single line and multi-line) account held by a natural person; and
- Post-pay (both single line and multi-line) account held by an entity other than a natural person.

The standard input for the account field in porting messages is “mobile”

- 3.2.2 For the purpose of fixed number portability, accounts are classified as follows:

- Post-pay (both single line and multi-line) account held by a natural person; and
- Post-pay (both single line and multi-line) account held by an entity other than a natural person.

The standard input for the account field in porting messages is “fixed”

## **3.3 Validation**

- 3.3.1 Validation is the process by which the Recipient Operator, the NPC and the Donor Operator ensure that porting is requested by the Subscriber or a person who is authorised to make changes to the account from which a number is being ported, and that the Subscriber is entitled to portability. The procedures for validation differ depending on the type of account and the Subscriber’s circumstances. Validation may, and is designed to be combined with the process of Subscriber checking (including any identity checks required by law and/or any credit checks) that an Operator would carry out for a new Subscriber, irrespective of whether or not they request number portability. For the avoidance of doubt, an Operator is not permitted to carry out additional credit checks solely as a result of the Subscriber’s decision to port their number.

- 3.3.2 The following are the main elements of Validation:

- a) The Subscriber signs the Porting Request Form as the legal instrument appointing the Recipient Operator as their agent to port their number from the Donor Operator and close their account if possible
- b) Recording the identity of the person requesting a port – The Operator is required to record the person’s identity and to retain the identify information for a period of at least six (6) months as a deterrent to fraudulent requests;

- c) Checking possession of the number to be ported, which is carried out using either of the following approaches:
- **For single, Personal Fixed Porting Transactions**, the porting request to be processed, the Subscriber or other authorised person must confirm possession of the number to be ported with the NPC, by calling the designated IVR enabled number informed to the Subscriber, +1 242 300 7678/ +1 242 300 PORT, from the number to be ported, and confirming or cancelling the porting request through appropriate telephone keypad entries. The caller will be prompted to press [1] on the telephone keypad to confirm the porting request, or to press [2] on the telephone keypad to cancel the porting request. This input will be received by the NPC which checks the CLI of the incoming call and matches this with the number received in the Porting Approval Request from the Recipient Operator. Alternatively, on the receipt of the Porting Approval Request, the NPC will provide to the Subscriber a unique PIC at its nominated mobile number by SMS or email address. Possession is then confirmed by the NPC when the Subscriber calls a designated IVR enabled number +1 242 300 7678/ +1 242 300 PORT and enters the PIC on the telephone keypad when prompted to do so by the IVR platform. or,
  - **For single, Personal Mobile Porting Transactions**, the Subscriber must text the word "PORT" to a designated 5-digit short code number 77678 (7PORT) from their existing account (NB: This must be possible even if there is no credit left on a pre-pay phone.) The SMS is sent to the CDB by the SMSC of the Donor Operator using the SMPP protocol over the Internet. or,
  - **For Multiple number and Non-personal Fixed Porting Transactions** in order for the porting request(s) to be processed on the receipt of the Porting Approval Request, the NPC will provide to the Subscriber or its authorised representative a unique PIC at its nominated mobile number by SMS or email address. Possession is then confirmed by the NPC when the Subscriber or its authorised representative calls a designated IVR enabled number +1 242 300 7678/ +1 242 300 PORT and enters the PIC on the telephone keypad when prompted to do so by the IVR platform
  - **For Multiple number and Non-personal Mobile Porting Transactions**, The Subscriber is asked to text the word "PORT" to a designated 5-digit short code number 77678 (7PORT) from their existing account, the number of which must be included in the porting transaction being validated (NB: This must be possible even if there is no credit left on a pre-pay phone.) The SMS is sent to the CDB by the SMSC of the Donor Operator using the SMPP protocol over the Internet. or,

### 3.4 Overview of the Fixed Porting Procedure

- 3.4.1 These LNP Business Rules set out the rules and procedures, which are intended to ensure that the porting process works effectively, efficiently and reliably. These rules anticipate that Operators will implement their own internal procedures, which will

ensure compliance with the LNP Business Rules, and also with the Operators other internal business processes. Therefore, these rules mandate the processes between the Operators and the Subscriber only to the extent that certainty and conformity of those processes is essential to effective, efficient and reliable porting.

3.4.2 The porting process shall comprise, and all Operators shall comply with, the following steps in respect of any porting transaction:

- P1. The Subscriber applies for a new account with number portability from another operator to the Recipient Operator, or requests that an existing number from another Operator be ported to the Subscriber's existing account with the Recipient Operator.
- P2. The Subscriber is given information about porting, their identity is checked, recorded, and all required information is collected.
- P3. The Recipient Operator confirms that service can be provided to the Subscriber. Additional credit and other checks may be performed at this stage according to the Recipient Operator's own procedures and processes.
- P4. The Subscriber signs the Porting Request Form.
- P5. The Subscriber is requested to Validate the porting request thereby confirming possession of the number(s) to be ported, and given instructions as to the method of Validation.
- P6. The Recipient Operator sends a Porting Approval Request message to the NPC.
- P7. The NPC checks the Porting Approval Request and when the NPC has received both the Porting Approval Request and an authentic Validation message (it does not matter in which order the NPC receives the Porting Approval Request and IVR message), performs the initial checks to confirm whether the porting request can be processed or not.
- P8. If the initial NPC checks are successful, the NPC sends an Initial Validation Response message to the Recipient Operator, and an email or SMS to the Subscriber to confirm whether the initial Validation checks have been passed or not.
- P9. If the initial NPC validation checks are unsuccessful the NPC will send the Initial Validation Response including the relevant NACK reason code to the Recipient Operator, and the NPC will send an email or SMS to the Subscriber to advise that the porting request has been rejected and that the Subscriber should contact the Recipient Operator to discuss the reasons for the rejection. In such cases the porting procedure must be started from the beginning (step P5) once the matter preventing successful porting has been resolved.
- P10. If the initial NPC checks are successful, the NPC sends an email or SMS to the subscriber advising that their porting request is being processed and forwards

the Porting Approval Request to the Donor Operator. The Donor Operator performs the porting approval checks and sends the Porting Approval Response to the NPC indicating whether or not the number can be ported. Where the Donor Operator rejects the port, it must include the relevant rejection code in the Porting Approval Response.

- P11. Where the port has been rejected by the Donor Operator the NPC will send the Porting Approval Response including the relevant rejection reason code to the Recipient Operator, and an email or SMS to the Subscriber to advise that the porting request has been rejected and that the Subscriber should contact the Recipient Operator to discuss the reasons for the rejection. In such cases the porting procedure must be started from the beginning (step P5) once the matter preventing successful porting has been resolved.
- P12. Where the port is accepted by the Donor Operator, the NPC will send the Porting Approval Response to the Recipient Operator, and the Recipient Operator then activates the ported number on its network and sends the Porting Deactivation Request to the NPC. The NPC advises the subscriber that their number has been ported by sending an email or SMS to the nominated contact point, and updates all Operators' routing databases via an E164 message.
- P13. The NPC then forwards the Porting Deactivation Request to the Donor Operator.
- P14. The Donor Operator deactivates the number on its network and sends the Porting Deactivation Response to the NPC to confirm the porting request has been completed and can be closed.

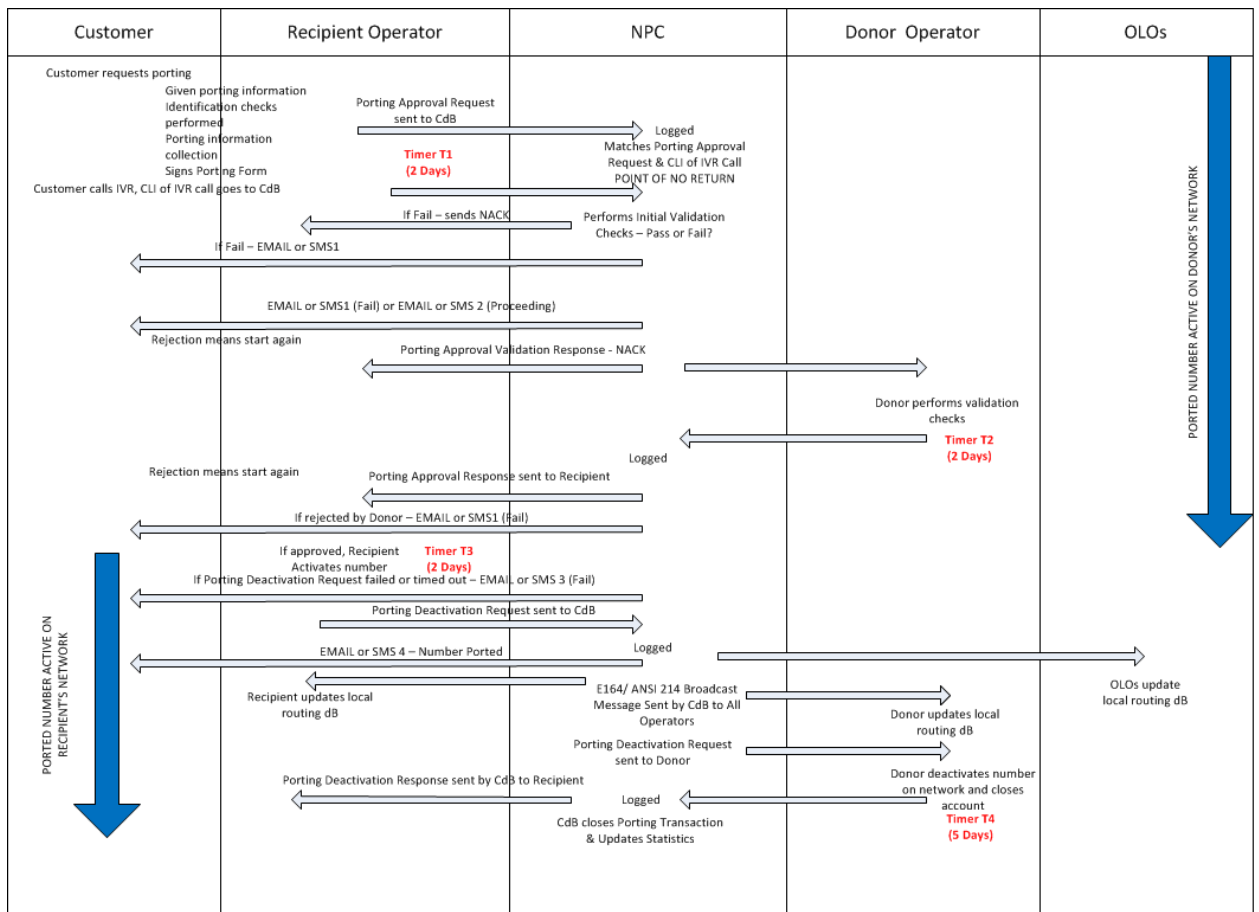


Figure 1: Fixed Porting Process Steps

### 3.5 Overview of the Mobile Porting Procedure

3.5.1 These LNP Business Rules set out the rules and procedures that are intended to ensure that the mobile porting process works effectively, efficiently and reliably. These rules anticipate that Operators will implement their own internal procedures that will ensure compliance with the LNP Business Rules, and also with the Operators other internal business processes. Therefore, these rules mandate the processes between the Operators and the Subscriber only to the extent that certainty and conformity of those processes is essential to effective, efficient and reliable porting.

3.5.2 The porting process shall comprise, and all Operators shall comply with, the following steps in respect of any porting transaction:

- P1. The Subscriber applies for a new account with number portability from another operator to the Recipient Operator, or requests that an existing mobile number from another Operator be ported to the Subscriber's existing account with the Recipient Operator.
- P2. The Subscriber is given information about porting, their identity is checked, recorded, and all required information is collected.



- P3. The Recipient Operator confirms that service can be provided to the Subscriber. Additional credit and other checks may be performed at this stage according to the Recipient Operator's own procedures and processes.
- P4. The Subscriber signs the Porting Request Form.
- P5. The Subscriber is requested to validate the porting request thereby confirming possession of the number(s) to be ported, and given instructions as to the method of Validation by sending a validation SMS message with the word "PORT" to a designated 5-digit short code number 77678 (7PORT) from their existing account.
- P6. The Recipient Operator sends a Porting Approval Request message to the NPC.
- P7. The NPC checks the Porting Approval Request and when the NPC has received both the Porting Approval Request and an authentic Validation SMS message (it does not matter in which order the NPC receives the Porting Approval Request and SMS message), performs the initial checks to confirm whether the porting request can be processed or not.
- P8. If the initial NPC checks are successful, the NPC sends an Initial Validation Response message to the Recipient Operator, and send a SMS to the Subscriber to confirm whether the initial Validation checks have been passed or not.
- P9. If the initial NPC validation checks are unsuccessful the NPC will send the Initial Validation Response including the relevant NACK reason code to the Recipient Operator, and the NPC will send a SMS to the Subscriber to advise that the porting request has been rejected and that the Subscriber should contact the Recipient Operator to discuss the reasons for the rejection. In such cases the porting procedure must be started from the beginning (step P5) once the matter preventing successful porting has been resolved.
- P10. If the initial NPC checks are successful, the NPC sends a SMS to the subscriber advising that their porting request is being processed and forwards the Porting Approval Request to the Donor Operator. The Donor Operator performs the porting approval checks and sends the Porting Approval Response to the NPC indicating whether or not the number can be ported. Where the Donor Operator rejects the port, it must include the relevant rejection code in the Porting Approval Response.
- P11. Where the port has been rejected by the Donor Operator the NPC will send the Porting Approval Response including the relevant rejection reason code to the Recipient Operator, and send a SMS to the Subscriber to advise that the porting request has been rejected and that the Subscriber should contact the Recipient Operator to discuss the reasons for the rejection. In such cases the porting procedure must be started from the beginning (step P5) once the matter preventing successful porting has been resolved.

- P12. Where the port is accepted by the Donor Operator, the NPC will send the Porting Approval Response to the Recipient Operator, and the Recipient Operator then activates the ported number on its network and sends the Porting Deactivation Request to the NPC. The NPC advises the subscriber that their number has been ported by sending a SMS to subscriber, and updates all Operators' routing databases via an E164 message.
- P13. The NPC then forwards the Porting Deactivation Request to the Donor Operator.
- P14. The Donor Operator deactivates the number on its network and sends the Porting Deactivation Response to the NPC to confirm the porting request has been completed and can be closed.
- P15. The mobile porting process shall be completed within 2 hours from the point a) the Recipient Operator's Porting Approval Request and the corresponding Validation SMS are successfully matched by the NPC and the NPC successfully completes the initial validation checks and forwards the validated Porting Approval Request to the Donor Operator AND the b) the NPC sends the Routing Update Broadcast Message in response to the Porting Deactivation Request received from the Recipient Operator. Where a porting request is not completed within the stipulated 2 hour mobile porting timeframe, the Recipient Operator shall not initiate a service request to the Donor Operator within one working day of the time the Porting Approval Request was passed by the NPC to the Donor Operator, to enable the Donor Operator to resolve issues associated with the processing of the porting transaction.

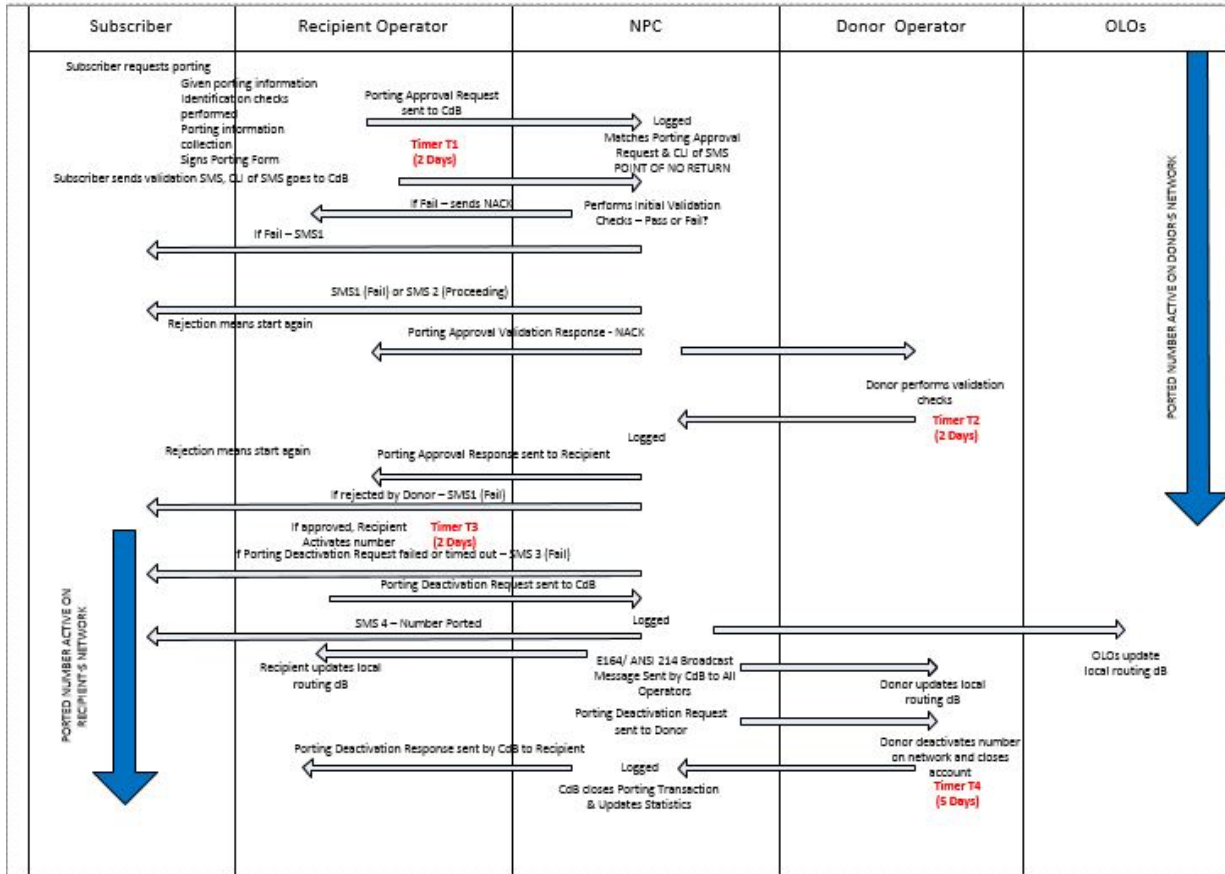


Figure 2: Mobile Porting Process Steps

### 3.6 Treatment of non-personal post-pay accounts

3.6.1 Non-personal post pay accounts are accounts held by companies and other organisations.

3.6.2 For such accounts there are two cases:

- a) The account contains the name of an authorised signatory that is specified on the bill and;
- b) There is no authorised signatory specified on the bill.

3.5.3 Where the account contains the name of an authorised signatory, that person shall be authorised to conduct the port as the “Subscriber”.

3.6.4 For non-personal post pay accounts which do not bear the name of the authorised signatory for the Subscriber, then the Recipient Operator shall require the porting form to be signed by an appropriate legal representative of the organisation using the form set out in Appendix 5, and shall check the identity of the representative and documentation proving that they are the legal representative. Once verified that person shall be authorised to conduct the port as the “Subscriber”.

### **3.7 Treatment of multi-line accounts**

- 3.7.1 A single porting request form may be signed for more than one number irrespective of the method used by the Operators to handle the request but Operators may use separate forms for each number if they wish. The Recipient Operator must use separate porting request forms for porting transactions involving different Donor Operators, i.e., porting request forms cannot contain numbers currently serviced by different Donor operators.
- 3.7.2 The Recipient Operator may choose either of the following approaches or a combination of them relating to different numbers within the total set of numbers to be ported:
- a) Individual numbers may be ported separately as separate transactions using the same procedure as for a single number account except that the numbers may share the same porting request form; or,
  - b) A contiguous or non-contiguous set of numbers (including multiple blocks) may be ported as a single transaction with any one of the numbers being specified for matching with the IVR call. If the Donor Operator refuses to port any number out of this set then the whole transaction is refused. All numbers within the porting request will be ported at the same time.
- 3.7.3 In practice the Recipient Operator should avoid sending numbers that may be refused in a block with other numbers.
- 3.7.4 Multiple porting requests cannot be raised or used for the porting of multiple Pre-paid numbers since Pre-paid numbers by definition do not belong to a single account hierarchy with the Donor Operator. Recipient Operators wishing to port multiple Pre-paid numbers should initiate multiple single number porting requests.

### **3.8 Porting hours, batch processing and batch limits**

- 3.8.1 The porting process will start when an agreement to port a number has been concluded. An agreement is assumed to have taken place once the NPC matches the Porting Approval Request from the Recipient Operator with the subscribers Validation call. For the avoidance of doubt, porting is subject to technical feasibility and all operators will use best endeavours to resolve any technical matters that might result in the refusal or rejection of a porting transaction.
- 3.8.2 The NPC's porting window is 08.30 AM - 10.00 PM, Monday to Saturday, excluding Bahamas Public Holidays.
- 3.8.2.1. Fixed Number Portability only
- a. *For FNP transactions, the Recipient Operator may accept requests for porting at any time and may send a Porting Approval Request to the NPC at any time. The Operators are required to process porting transactions during working hours, 08.30 AM to 5.00 PM on any Porting Day specified for FNP transactions. Therefore, for the purposes of these LNP Business Rules:*

- b. Any message received by an Operator before 5.00PM on a Porting Day shall be deemed to have be received on that Porting Day;*
- c. Unless otherwise specified, where an action that is required to be taken or done by an Operator on a Porting Day, that action must be taken or thing must be done prior to 5.00 PM on that Porting Day*

#### 3.8.2.1. Mobile Number Portability only

- a. For MNP transactions, the NPC's porting window is 08.30 AM - 10.00 PM, on Porting Days specified for Mobile porting transactions, excluding Bahamas Public Holidays. The Recipient Operator may accept Subscriber requests for porting at any time and may send a Porting Approval Request to the NPC at any time. The Operators are required to process porting transactions during the hours, 08.30 AM to 10.00 PM on any Porting Day for MNP transactions. Therefore, for the purposes of these LNP Business Rules*
- b. Any message received by an Operator before 10.00PM on a Porting Day shall be deemed to have be received on that Porting Day;*
- c. Unless otherwise specified, where an action that is required to be taken or done by an Operator on a Porting Day, that action must be taken prior to 10.00 PM on that Porting Day; and*
- d. Operators will only be required to deal with problems experienced with porting between Monday and Friday 08.30 AM and 5.00 PM. Problems experienced with porting transactions which are identified outside of Monday to Friday 08.30 AM and 5.00 PM will be dealt with by the Operator responsible on the next weekday, excluding Bahamas Public Holidays.”*

#### 3.8.3 The processing of FNP Porting Requests will be governed by defined activities, as follows:

- 3.8.3.1. The Donor Operator shall respond by no later than 5.00 PM on the next Porting Day to any Porting Approval Request that it receives on a Porting Day.
- 3.8.3.2. Where the Recipient Operator has received a Porting Approval Response that accepts the porting by 5.00 PM on a Porting Day, the Recipient Operator shall take the necessary actions (see later) and send the subsequent Porting Deactivation Request by no later than 5.00 PM on the day after the second day after the Porting Approval Response is received.
- 3.8.3.3. The Donor Operator shall respond to any Porting Deactivation Request by no later than 5.00 PM on the Porting Day after the Porting Day on which it was received.
- 3.8.3.4 Notwithstanding the limited porting hours, the NPC is available 24 hours per day, seven (7) days per week, including Public Holidays to support testing, save for nominated maintenance windows.

3.8.3.5 Figure 3 below illustrates the timeline for Fixed Porting Approval Requests.

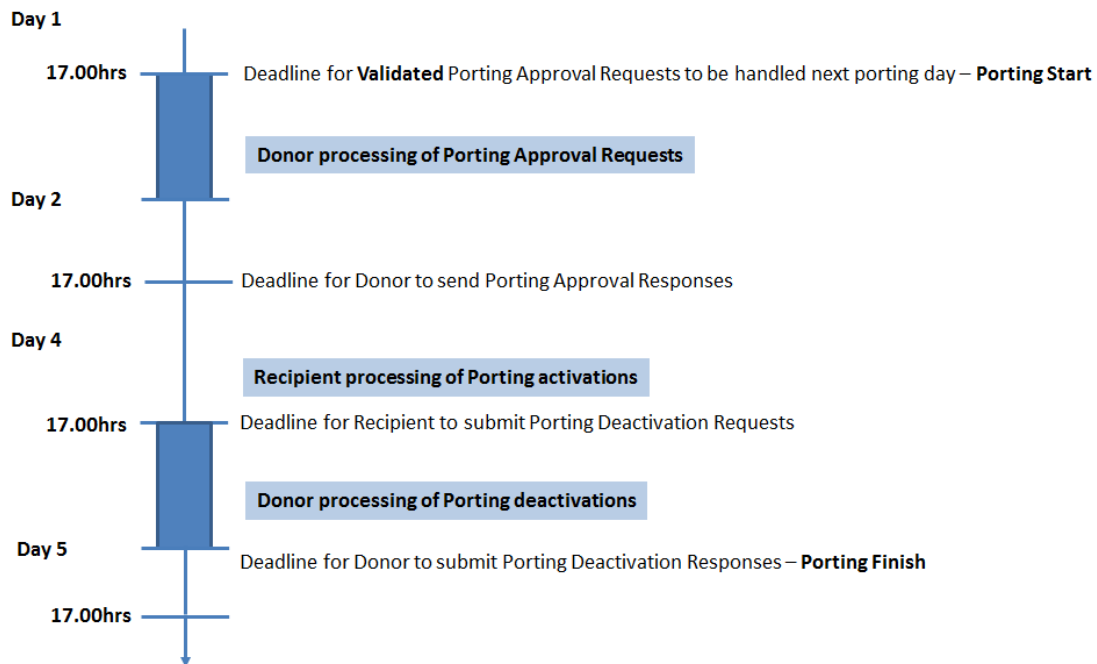


Figure 3 - Porting Process Timeframes

3.8.9.1 The processing of MNP Porting Requests will be governed by defined activities, as follows:

3.8.9.2 The Donor Operator shall respond by no later than one (1) hour after it has received the Porting Approval Request from the Recipient Operator via the NPC, as long as the Porting Approval Request is received during the time period defined for a Porting Day. If the Porting Approval Request is received outside of the time period defined for a Porting Day, the Donor Operator shall complete the necessary actions (see later) and send the subsequent Porting Approval Response within the first hour of the following Porting Day (see definition of Porting Day)

3.8.9.3 Where the Recipient Operator has received a Porting Approval Response that accepts the porting during the time period defined for a Porting Day, the Recipient Operator shall take the necessary actions (see later) and send the subsequent Porting Deactivation Request by no later than one (1) hour after the Porting Approval Response is received. If the Porting Approval Response is received outside of the time period defined for a Porting Day, the Recipient Operator shall complete the necessary actions (see later) and send the subsequent Porting Deactivation Request within the first hour of the following Porting Day (see definition of Porting Day)

3.8.9.4 The Donor Operator shall respond to any Porting Deactivation Request by no later than one (1) hour after the Porting Deactivation Request is received during the time period defined for a Porting Day. If the Porting Deactivation Request is received outside of the time period defined for a Porting Day, the Donor Operator shall complete the necessary actions (see later) and send the subsequent Porting Deactivation Response within the first hour of the following Porting Day (see definition of Porting Day)

3.8.9.4. The process defined in this section applies to the processing of porting transactions involving upto 50 mobile numbers.

3.8.9.5. Where a porting request is not completed within the stipulated 2 hour mobile porting timeframe, the Recipient Operator shall not initiate a service request to the Donor Operator within one working day of the time the Porting Approval Request was passed by the NPC to the Donor Operator to enable the Donor Operator to resolve issues associated with the processing of the porting transaction.

3.8.9.6. Figure 4 below illustrates the timeline for Mobile Porting Approval Requests.

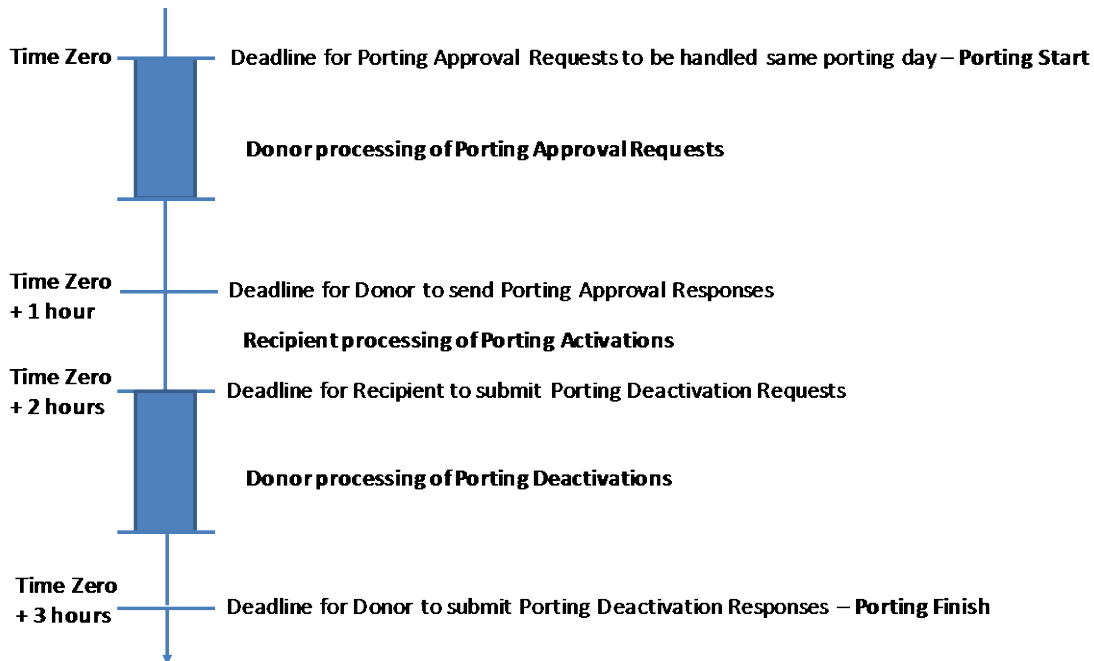


Figure 4 – Mobile Porting Process Timeframes

3.8.10. Porting messages may be sent outside normal working hours, save as follows:

- a) During maintenance: With manual Operators via a GUI, if the NPC is out of service then the GUI will not work and so no messages will be lost.
- b) For operators using electronic exchange of porting messages with the NPC, e.g. webservice/XML, the Operator's underlying message exchange mechanism should ensure that messages cannot be sent to the NPC that is out of service.

## 3.9 General Considerations

3.9.1 Subscribers may have complex contractual agreements with the Donor Operator involving benefits and a minimum period of contract. Subscribers may be uncertain of the details of these agreements such as the termination date of the contract and the penalty payable for early termination. The Recipient Operator should advise the Subscriber to ascertain any early termination penalties with the Donor Operator before they sign the Porting Request Form.

- 3.9.2 Any early termination charges shall be paid by the Subscriber to the Donor Network once the porting process has been completed, however payment of such charges shall not affect the porting process.
- 3.9.3 The Subscriber may not cancel porting by contacting the Donor Operator.
- 3.9.4 After receipt of a Porting Approval Request message, the Donor Operator shall not contact the Subscriber to make special offers to retain or “Win-back” the Subscriber (see Section 12.3) for sixty (60) days following the completion of the porting transaction. The Recipient Operator may resubmit a previously rejected porting request within 7 days of the date the previous porting request was rejected. During the 7 day re-submission period, the Donor operator is not allowed to contact the subscriber

### **3.10 Response Timeframes and Porting Procedure Timeline**

- 3.10.1 The following timeframes shall apply to the Operator’s responsibility to respond to fixed porting messages forwarded by the NPC with the appropriate reply or action as indicated by these LNP Business Rules:
  - (a) “Deadline 1”: 5.00 PM on the Porting Day immediately following the Porting Day on which the Porting Approval Request was received from the NPC, by which time the Donor Operator shall transmit the Porting Approval Response to the Recipient Operator via the NPC.
  - (b) “Deadline 2”: 5.00 PM on the second porting day after the porting day on which the Porting Approval Response was received from the NPC, provided that the Porting Approval Response was received by 5.00 PM on a Porting Day, by which time the Recipient Operator shall activate the number on its network and transmit the Porting Deactivation Request to the Donor Operator via the NPC.
  - (c) “Deadline 3”: 5.00PM on the Porting Day immediately following the Porting Day on which the Porting Deactivation Request was received, by which time the Donor Operator shall complete the actions set out in section 9.1.1.

Failure by any Operator to complete a required action before the relevant Deadline in respect of any porting transaction shall be logged by the NPC and reported to URCA.

- 3.10.2 The following are the NPC’s timeout periods applicable to each Porting Approval Request or Porting Approval Response. Failure of any of these timeframes shall result in the porting transaction being aborted:
  - a) “Time Limit 1”: 5:00 PM on the third Porting Day following the day of receipt of the Porting Approval Request by the NPC;
  - b) “Time Limit 2”: 5:00 PM on the third Porting Day following the day of receipt of the Porting Approval Request by the Donor Operator;
  - c) “Time Limit 3”: 5:00 PM on the fourth Porting Day following the day of receipt of the Porting Approval Response by the Recipient Operator;
  - d) “Time Limit 4”: 5:00 PM on the third Porting Day following the day of receipt of the Porting Deactivation Request by the Donor Operator;



Failure by any Operator to complete a required action before the relevant Time Limit in respect of any porting transaction shall be logged by the NPC and reported to URCA.

3.10.4 Figure 5 below illustrates the states of the NPC during the entire porting process.

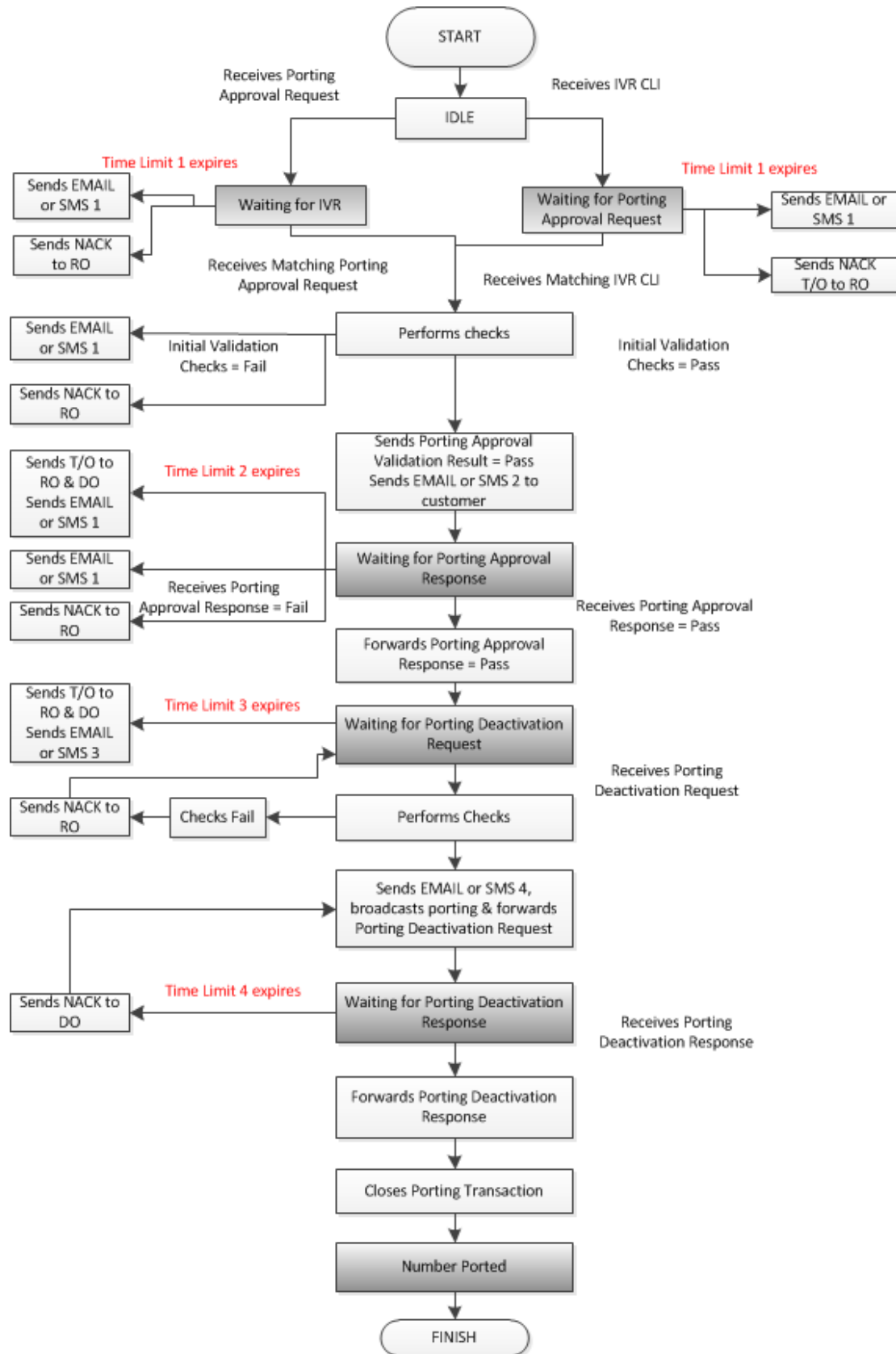


Figure 5 - NPC States during the Fixed Porting Process

3.10.5 The following timeframes shall apply to the Operator's responsibility to respond to mobile porting messages forwarded by the NPC with the appropriate reply or action as indicated by these LNP Business Rules:

- (a) "Deadline 1": Within one (1) hour on the same Porting Day the Porting Approval Request was received from the NPC, by which time the Donor Operator shall transmit the Porting Approval Response to the Recipient Operator via the NPC. If the Porting Approval Request is received outside of the time period defined for a Porting Day, the Donor Operator shall send the subsequent Porting Approval Response within the first hour of the following Porting Day (see definition of Porting Day)
- (b) "Deadline 2": Within one (1) hour on the same Porting Day the positive Porting Approval Response was received from the Donor Operator via the NPC, provided that the Porting Approval Response was within the time period defined for Porting Day on the Porting Day, by which time the Recipient Operator shall activate the number on its network and transmit the Porting Deactivation Request to the Donor Operator via the NPC. If the Porting Approval Response is received outside of the time period defined for a Porting Day, the Recipient Operator shall send the subsequent Porting Deactivation Request within the first hour of the following Porting Day (see definition of Porting Day)
- (c) "Deadline 3": Within one (1) hour on the same Porting Day, the Porting Deactivation Request was received, by which time the Donor Operator shall complete the actions set out in section 9.1.1. If the Porting Deactivation Request is received outside of the time period defined for a Porting Day, the Donor Operator shall send the subsequent Porting Deactivation Response within the first hour of the following Porting Day (see definition of Porting Day)

Failure by any Operator to complete a required action before the relevant Deadline in respect of any porting transaction shall be logged by the NPC and reported to URCA.

3.10.6 The following are the NPC's timeout periods applicable to each Porting Approval Request or Porting Approval Response. Failure of any of these timeframes shall result in the porting transaction being aborted:

- e) "Time Limit 1": 17:00 PM on the second Porting Day (Day 2) following the day of receipt of the Porting Approval Request by the NPC (Day 0);
- f) "Time Limit 2": 17:00 AM on the second Porting Day (Day 3) following the day of receipt of the Porting Approval Request by the Donor Operator (Day 1);
- g) "Time Limit 3": 17:00 PM on the second Porting Day (Day 3) following the day of receipt of the Porting Approval Response by the Recipient Operator (Day 1); and
- h) "Time Limit 4": 17:00 PM on the second Porting Day (Day 3) following the day of receipt of the Porting Deactivation Request by the Donor Operator (Day 1).

Failure by any Operator to complete a required action before the relevant Time Limit in respect of any porting transaction shall be logged by the NPC and reported to URCA.

Figure 6 overlaid illustrates the states of the NPC during the mobile porting process.

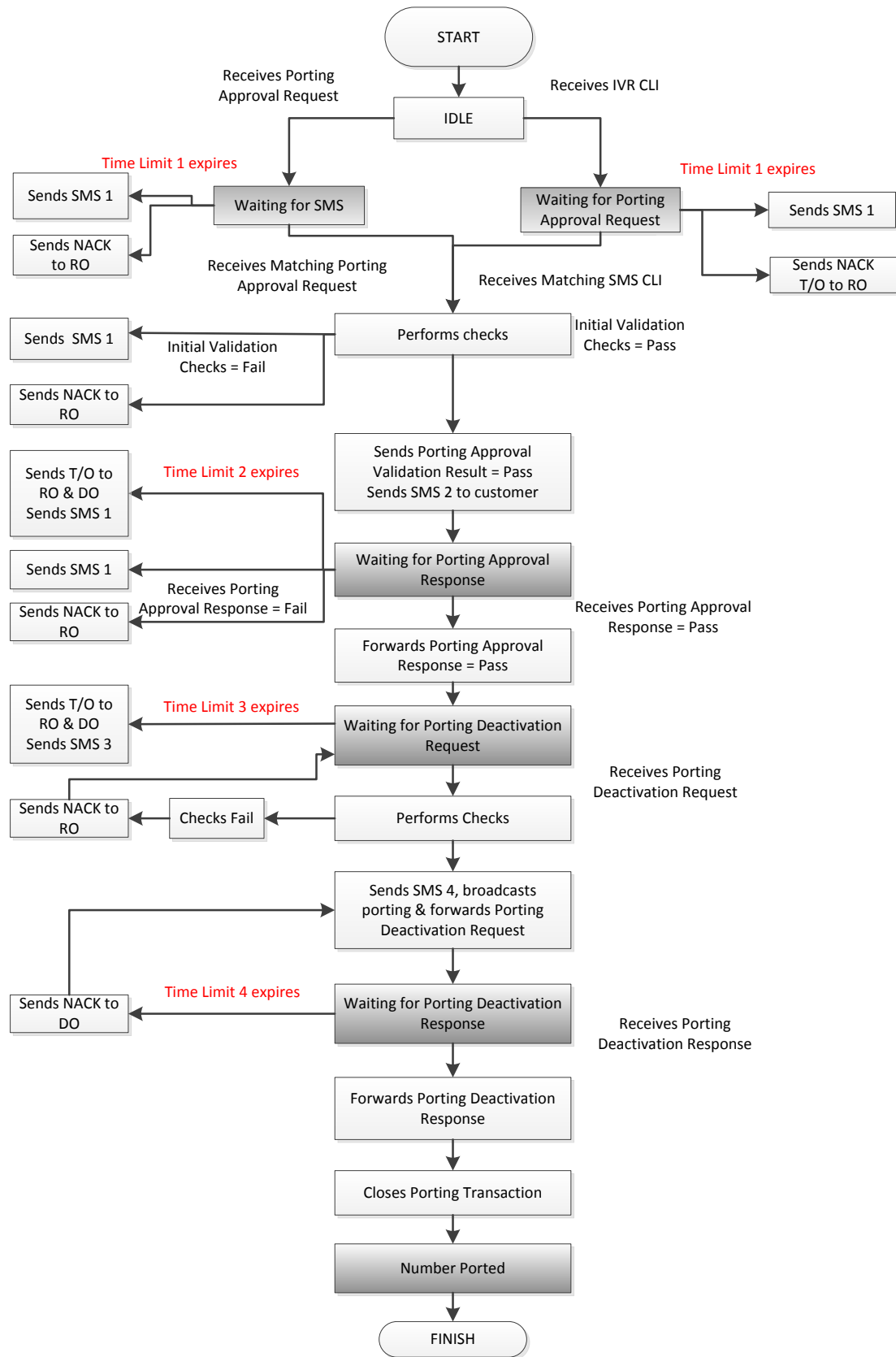


Figure 6 - NPC States during the Mobile Porting Process

3.10.7 The following are the email or SMS messages that may be sent by the NPC to the Subscriber during the porting process:

Message	Header	Text
email-1/ SMS-1	Porting	Your porting request has failed. Please contact your new operator for further details.
email-2/ SMS-2	Porting	Thank you for your message. Your porting request is being processed.
email-3/ SMS-3	Porting	Porting error. Please contact your new operator for further details.
email-4/ SMS-4	Porting	Your telephone number(s) will be ported soon and will be activated on the network of your new operator— FIXED Your telephone number (s) is about to be ported. Please insert the SIM card from your new operator - MOBILE

3.10.6 For fixed number porting transactions, the following email/SMS message that may be sent by the NPC to the Subscriber to provide the PIC required to validate block or multiple number porting requests.

*“Please call +1 242 300 7678 with phone number \*\*\*\*\* with \*\*\*\* to authorise your porting request. “*

## **4 Recipient Operator Subscriber Handling and Initial Verification**

### **4.1 Introduction**

- 4.1.1 The LNP Business Rules do not seek to unduly fetter the Recipient Operator in how it organises its retail and customer acquisition processes, or how it provides number portability to Subscribers and potential Subscribers.
- 4.1.2 Notwithstanding the foregoing, number portability is permitted only where the legal entity that requests number portability from the Recipient Operator is the same legal entity that holds the account with the Donor Operator or can demonstrate ownership of the number being ported. Where a change of the legal entity is required, for example from a personal account to a corporate account, this change should be made either with the Donor Operator before the porting process is started, or with the Recipient Operator after the porting process has been completed.
- 4.1.3 Once started, the porting process must be carried out within the established timelines. Therefore if the Subscriber wishes to arrange for porting to take place at a specific date and time in the future, the Recipient Operator can either:
- a) Store the porting request and submit it to the NPC at a later date which satisfies the wishes of the Subscriber; or,
  - b) Advise the Subscriber that they should submit the porting request at a later date, calculated to result in porting within the required timeframe.
- 4.1.4 In the case of accounts with multiple numbers, a subset of the numbers may be ported as individual numbers with the others remaining with the existing Operator.

### **4.2 Responsibilities of the Recipient Operator**

- 4.2.1 The Recipient Operator shall have the following responsibilities when accepting a porting request from any person.
- R1: The Recipient Operator or its agent shall advise all Subscribers that request number portability that:
- a) porting will be refused if the Subscriber gives incorrect information about their account or if the Subscriber's account is suspended or the sending of outgoing traffic (calls and/or messages) is barred by the Donor Operator at the time the Porting Approval Request is submitted;
  - b) the Subscriber will have to provide all details to the Recipient Operator as no details or arrangements will be shared between the Donor Operator and the Recipient Operator;
  - c) the Subscriber remains liable to pay any outstanding sums to the Donor Operator. If the Subscriber ports their number before a minimum term

- contract has expired they will be liable to pay any early contract termination charges. The Recipient Operator should expressly advise the Subscriber that these charges may be equal to or greater than the number of remaining months of their contract multiplied by the monthly subscription rate;
- d) Some services provided by the Donor Operator may not be available with the Recipient Operator;
  - e) Voicemail messages held on the Donor Operator's systems will be lost at the time of porting;
  - f) Fixed numbers can only be ported within the same island. Mobile numbers may be ported across all islands ;
  - g) Numbers can only be ported to services of the same type, i.e. mobile to mobile or fixed to fixed and NOT mobile to fixed or vice versa;
  - h) The cost of calls originated by and terminated to the number(s) to be ported may be more expensive after the porting process is completed
  - i) For Pre-Paid subscribers will lose any unused credit balance at the time their number is ported; and,
  - j) Once the NPC matches the Porting Approval Request from the Recipient Operator with the Subscriber's Validation call, the Subscriber may not cancel the porting process.
- R2: The Recipient Operator shall obtain ID information from the Subscriber. Acceptable forms of Photo Identification are restricted to a) officially recognised National Bahamas or International issued, ID Card, b) Driving Permit and c) Passport.
- R3: The Recipient Operator shall verify that the person requesting porting is the Subscriber in relation to the account with the Donor Operator from which the number is being ported, or is duly authorised by the Subscriber. The Recipient Operator shall require the Subscriber (Post Paid Services only) to provide a copy of a bill from the Donor Operator for the number to be ported which is not more than three (3) months old, or a print out of their Subscriber details from the Internet which is not more than one (1) month old, and shall verify the authority of the requesting person as follows:
- a) If the account is personal, or if it is non-personal but bears the name of the authorised signatory for the Subscriber entity, the Recipient Operator shall check the identity information of the person requesting porting against the information about the authorised signatory on the Donor Operator's bill or account information provided. If the person requesting porting is the authorised signatory, the process may proceed. If not, the Recipient Operator shall advise the Subscriber to contact the Donor Operator to correct the information, obtain a corrected bill or account

information, and then request number portability. The Recipient Operator should accept a marriage certificate or other legal documentation as evidence of a change of name and accept the match of identity information with one name and account information with another name provided that the names are linked by appropriate legal documentation.

- b) If the account is non-personal and does not bear the name of the authorised signatory for the Subscriber, then the Recipient Operator shall require the porting form to be signed by an appropriate legal representative of the Subscriber using the form of words provided in Appendix 5, and shall check the identity of the representative and documentation proving that they are the legal representative.

Porting requests involving Pre-Paid accounts do not require the checking by the Recipient Operator of the Donor Operator's bill since Pre-Paid accounts do not generate bills.

The Subscriber may still proceed to take a new account with the Recipient Operator but without number portability until this check has been passed.

The Recipient Operator may check the account on the Internet if the Subscriber has access to their account on-line with the Donor Operator in the presence of the Recipient Operator and the Recipient Operator prints off the information showing the account holder's name.

Knowledge of the Subscriber's billing or account information does not entitle the Recipient Operator to refuse to process the porting request on the basis of any sums which may be outstanding to the Donor Operator, or to require the Subscriber to settle any such outstanding sums before the porting transaction is completed.

R4: The Recipient Operator shall require the Subscriber to sign the Porting Request Form in the form set out in Annex 1, in which the Subscriber requests porting, and appoints the Recipient Operator as their agent to port their number(s) from the Donor Operator and close their account with the Donor Operator if possible.

R5: The Recipient Operator shall retain, for at least six months from the date on which the porting was completed, copies of:

- a) the signed porting request form;
- b) all identity information used;
- c) any evidence of the legal representative of a non-personal Subscriber;
- d) the bill or printed off account information (not required for Pre-paid customers); and
- e) a record of the person who made the identity check and the time and date when it was made.

- R6: The Recipient Operator shall provide the Subscriber with instructions as to how to Validate and approve the porting request.
- R7: When all the above requirements have been met, the Recipient Operator shall send the Porting Approval Request to the NPC.
- R8: Where the Subscriber has requested to only port their voice services to the Recipient Operator but retain their non-voice services (such as Broadband) with the Donor Operator, the Recipient Operator shall notify the Donor Operator, via the NPC, of the Subscriber's election to retain their non-voice services with the Donor Operator.

4.2.2 The following guidelines must be followed by the Recipient Operator when verifying ID information and obtaining signed documents:

- a) The Recipient Operator should ensure that relevant documents should be signed by the Subscriber or its authorised representative, in the presence of the Recipient Operator's staff or agents;
- b) The Recipient Operator must inspect the Subscriber's or the Subscriber's authorised representative's ID information, in the presence of the Subscriber or the Subscriber's authorised signatory. Therefore copies sent by mail or fax or other form of electronic communications may not be used; and,
- c) A signature may be given by an authorised representative under a Power of Attorney provided that the Recipient Operator checks the Power of Attorney and the identity of the person signing under the Power of Attorney through checking their identity.

### **4.3 Multiple number portings**

4.3.1 It shall be possible to port multiple numbers (multiple numbers are considered to be two or more numbers) as a single transaction provided that the numbers are all under the same account with the donor operator. The numbers to be ported need not be contiguous. The porting of all of the numbers included in the transaction may be validated by a sending a Validation SMS to 77678 (7PORT) (mobile porting requests only) or making a Validation call to the IVR enabled number (fixed porting requests only) , from any one of the numbers in the porting request.

4.3.2 If a large list of numbers is to be ported then the Recipient Operator may wish, on its own initiative or at the Subscriber's request, to divide the porting into subsets ported on different days. Each subset shall be made by a separate Porting Approval Request and will be processed as a separate porting transaction.

4.3.3 It is the responsibility of the Recipient Operator to ensure that porting transactions containing multiple numbers should only contain numbers from the same account held with the Donor Operator by the Subscriber. Where the Subscriber holds multiple accounts with the Donor Operator, then the Donor Operator must divide the porting into subsets to be ported from each separate Donor Operator account. The Donor



Operator shall reject entire porting transactions where one or more numbers are from different accounts held by the Subscriber.

4.3.3 Multiple number portings shall be handled through the NPC in the same way as single number portings, except that where the volume of numbers to be ported will materially impact the ordinary day to day porting traffic the Recipient Operator should contact the Donor Operator by email to give a reasonable advance warning of the start date for the porting, the list of numbers to be ported, and the start dates for each transaction if the numbers are being ported in subsets using different transactions on different days. The Donor operator shall not use this warning information for Win-back.

4.3.4 Transactions involving ten or more numbers shall not be included in any assessment of the service levels provided by the NPC but shall be performed on a “best efforts” basis.

#### 4.4 Non-personal accounts

4.4.1 Non-personal Accounts are those held by organisations such as companies, partnerships, Government Departments and clubs where the account is in the name of the organisation rather than of any individual.

4.4.2 For accounts in the name of an organisation, the Porting Request Form shall be accompanied by a letter on the letterhead paper of the organisation. The letter shall be signed by an authorised signatory and shall explicitly authorise the porting by specifying the numbers to be ported within the authorised transactions and (where applicable) the closure of the account with the Donor operator. Only the following combinations may be accepted:

	Porting arranged by (e.g. person in store)	Authorisation letter signed by	Porting Request Form signed by
Option A	Authorised signatory	Authorised signatory	Authorised signatory
Option B	Delegated authority	Authorised signatory & Countersigned by delegated authority	Delegated authority

A template Letter of Authorisation is provided in Annex 5.

4.4.3 The Recipient operator shall check that:

- a) The Donor Operator’s bill shows all the numbers to be ported;
- b) The organisation name shown as the account holder on the donor operator’s bill matches the organisation name on the letterhead;
- c) The signatures on the Porting Request Form and the Letter of Authority conform to option A or Option B in the above table and;

- d) The person requesting the porting matches the photograph on the ID and the name on the ID matches the Authorised signatory in the case of Option A or the Delegated authority in the case of Option B.

4.4.4 The Recipient operator shall enter the transaction request or requests for the porting in the database and shall advise the Subscriber to conduct the Validation. For each porting transaction one of the numbers to be ported in that transaction shall be used for making the Validation call, or alternatively the NPC on receipt of a Porting Approval Request from the Recipient Operator will send a unique porting identification code (PIC) to the Subscriber at their nominated mobile number via SMS or email address which the Subscriber will use to make the Validation call.

4.4.5 If the list of numbers to be ported is being divided into subsets as separate transactions to be ported in stages on different days then each transaction should be entered separately.

4.4.6 The Donor Operator may request by sending an email to the Recipient Operator, for the Recipient Operator to provide a copy of the Porting Request Form and/ or any letter of authorisation from a responsible signatory of the Subscriber. The Recipient Operator must provide the requested documents by email within 2 working days of receiving the request from the Donor Operator, however the porting process must continue without delay or interruption to completion whilst the requested documents are being provided by the Recipient Operator to the Donor Operator. Should the porting request be subsequently proven to be inappropriate or not authorised by the Subscriber, then the porting transaction will be reversed using the reverse porting/ emergency repatriation process.

#### **4.5 Summary of information sent by the Recipient Operator via the NPC to the Donor Operator**

4.5.1 The following table summarises the information additional to the number to be ported to be sent by the Recipient Operator via the NPC to the Donor Operator for the different cases.

Account type	Personal account	Non-personal account
Information	<ul style="list-style-type: none"> <li>- Porting Approval request number;</li> <li>- Confirmation that identity information has been checked and retained that matches the account information;</li> <li>- Number or Number(s)/ range to be ported;</li> </ul>	<ul style="list-style-type: none"> <li>- Porting Approval Request number;</li> <li>- Confirmation that identity information has been checked and retained that matches the account information or that the person is an authorised legal representative;</li> </ul>

	<ul style="list-style-type: none"> <li>- Donor operator for the Number or Number(s)/ range to be ported;</li> <li>- Type of Service to be Ported - Mobile or Fixed?</li> <li>- Nature of Service to be Ported – Post-Paid or Pre-Paid</li> <li>- Confirmation of whether the Subscriber wishes to retain their non-voice services with the Donor operator.</li> </ul>	<ul style="list-style-type: none"> <li>- Number or Number(s)/ range to be ported;</li> <li>- Donor operator for the Number or Number(s)/ range to be ported;</li> <li>- Type of Service to be Ported - Mobile or Fixed?</li> <li>- Nature of Service to be Ported – Post-Paid or Pre-Paid</li> <li>- Confirmation of whether the Subscriber wishes to retain their non-voice services with the Donor operator.</li> </ul>
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## **5 NPC Verification of the Porting Approval Request**

### **5.1 NPC Verification Checks**

- 5.1.1 Activity by the NPC is triggered by the receipt of both a Porting Approval Request and a matching validation call from the Subscriber. The order of receipt of the Porting Approval Request and the Validation call by the NPC do not matter.
- 5.1.2 Successful Validation occurs where the CLI for the validation call matches the number to be ported in a Porting Approval Request, or the correct PIC is entered by the Subscriber. Where the validation call is made from the number to be ported, the call shall serve as confirmation that the number is active on the Donor Operator's network.
- 5.1.3 The Recipient Operator shall not, whether at the request of the Subscriber or otherwise, postpone the porting transaction after the NPC has successfully validated the Porting Approval Request.
- 5.1.4 Where the matching of the Porting Approval Request with the corresponding validation call/ SMS from the Subscriber is successful, the NPC shall check the Porting Approval Request to ensure that:
  - a) The identity of the Donor Operator is consistent with the information held by the database;
  - b) The number to be ported is not already subject to a porting process;
  - c) Recipient Operator has confirmed that it has checked and recorded the ID information;
  - d) The Recipient Operator has confirmed that it has checked ID information against the account information and found a reasonable match;
  - e) The Porting Start Date is less than or equal to sixty (60) calendar days after the date of the most recent previous porting of the number to be ported.

### **5.2 NPC Responses to Porting Approval Request**

- 5.2.1 Where any of the checks in 5.1.4 above fails, the NPC shall send a NACK message including the appropriate error code (s), as set out in Annex 3.3.
- 5.2.2 When validation is successful, and the checks set out in 5.1.4 are passed, the NPC shall:
  - a) send the Initial Validation Response message to the Recipient Operator confirming that the porting is proceeding;
  - b) send an email (or SMS to a mobile number specified by the Subscriber) Fixed porting requests only or SMS only for Mobile porting requests only to the Subscriber: and,
  - c) send the Porting Approval Request to the Donor Operator.
- 5.2.3 In the event that a Porting Approval Request is not validated by Time Limit 1, the NPC shall:

- a) Send a Time Out Message to the Recipient Operator; and,
- b) Discard the Porting Approval Request.

5.2.4 The following provisions apply to information entered into the Porting Approval Request:

- a) “Start Date” – This field is not completed by the Recipient Operator since the NPC automatically enters the current date if the time when the Porting Approval Request is sent is two porting days before the end of the porting window.
- b) “Modified” – This is the date when the request was last modified. For a request that has never been modified this will be the date when the request was entered.
- c) “Due Date” – If the Porting Approval Request is sent to the Donor Operator before the end of the Porting Window on a Porting Day, then the NPC shall set the Due Date parameter in the Porting Approval Request to be the second Porting Day following. Otherwise, the NPC shall set the Due Date parameter in the Porting Approval Request to be the third Porting Day following.

## **6 Actions by the Donor Operator on receiving an Porting Approval Request**

### **6.1 Introduction**

6.1.1 The provisions of this section apply separately for FNP and MNP.

### **6.2 Requirements of the Donor Operator – Fixed Porting Process**

6.2.1 The following requirements apply on receipt of a Porting Approval Request that has been Validated and verified by the NPC.

6.2.2 Any fixed telephone number may be ported unless the voice telephone service related to that number is subject to a valid suspension which commenced prior to the Subscriber's Validation of a porting request, and which had the effect of preventing the Subscriber from the making of outgoing voice calls using that number. A Donor Operator shall not reject any Porting Approval Request received in respect of a number unless the Subscriber's service related to the number to be ported was subject to a valid suspension prior to the Validation of the Porting Approval Request. For the avoidance of doubt, this means that the Donor Operator shall not reject any Porting Approval Request by virtue of any outstanding debt due to the Donor Operator unless it had, prior to receipt of the Porting Approval Request, validly suspended the Subscriber's account or otherwise validly restricted the Subscriber's ability to make outgoing calls on the number to be ported in accordance with the Donor Operator's terms and conditions of service and consistent with the Consumer Protection Regulations (ECS XX/2015).

6.2.3 If the Porting Approval Request is rejected the Donor Operator shall indicate the results of each check that it has performed. Where a block of numbers is being ported and a refusal reason relates to a specific number then the Donor Operator shall indicate which number the refusal reason relates to. Failure of one number in a block will result in the entire porting transaction being rejected.

6.2.4 The Donor Operator may omit any checks that it wishes, however, all checks that the Donor Operator intends to carry out in respect of a transaction shall be performed and all refusal reasons shall be given in a single Porting Approval Response. For example, the Donor Operator shall not send a Porting Approval Response after it has encountered one reason for refusal but before it has completed all the checks.

6.2.5 Without prejudice to the generality of the foregoing the Donor Operator shall comply with the following:

R10: The Donor Operator shall handle all Porting Approval Requests in the order in which they were received.

R11: The Donor Operator shall check that the Subscriber is not already subject to suspension of any service for reasons unrelated to payment. If the Donor Operator

refuses the port for such reasons it shall indicate the appropriate rejection code set out in Annex 4 in its Porting Approval Response.

R12: The Donor Operator shall send a Porting Approval Response, either authorising or refusing the porting, to the Recipient Operator via the NPC by no later than 5.00 PM on the Due Date set out in the Porting Approval Request.

- 6.2.6 If the NPC does not receive a Porting Approval Response by 5.00 PM on the Due Date set out in the Porting Approval Request, the NPC should contact the Donor Operator and the Donor Operator should explain the reason to the NPC. The NPC may wait to receive a late Porting Approval Response from the Donor Operator or may advise the Recipient Operator who may terminate the process and start it again later if necessary.
- 6.2.7 If the Porting Approval Response is not sent by 5.00 PM by the Due Date set out in the Porting Approval Request then it shall be sent as soon as possible thereafter. If the Porting Approval Response has not been sent to the NPC by Time Limit 2, then the porting transaction shall be aborted by the NPC.
- 6.2.8 The failure by any Operator to provide a response within the time specified in these LNP Business Rules shall be a breach of these rules, which will be logged by the NPC and reported to URCA.

### **6.3 Requirements of the Donor Operator – Mobile Porting Process**

- 6.3.1 The following requirements apply on receipt of a Porting Approval Request that has been Validated and verified by the NPC.
- 6.3.2 Any mobile telephone number may be ported unless the mobile telephone service related to that number is subject to a valid suspension which commenced prior to the Subscriber's Validation of a porting request, and which had the effect of preventing the Subscriber from the making of outgoing voice calls or sending outgoing SMS messages using that number. A Donor Operator shall not reject any Porting Approval Request received in respect of a number unless the Subscriber's service related to the number to be ported was subject to a valid suspension prior to the Validation of the Porting Approval Request. For the avoidance of doubt, this means that the Donor Operator shall not reject any Porting Approval Request by virtue of any outstanding debt due to the Donor Operator unless it had, prior to receipt of the Porting Approval Request, validly suspended the Subscriber's account or otherwise validly restricted the Subscriber's ability to make outgoing calls on the number to be ported in accordance with the Donor Operator's terms and conditions of service and consistent with the Consumer Protection Regulations (ECS XX/2015).
- 6.3.3 If the Porting Approval Request is rejected the Donor Operator shall indicate the results of each check that it has performed. Where a block of numbers is being ported and a refusal reason relates to a specific number then the Donor Operator shall indicate which number the refusal reason relates to. Failure of one number in a block will result in the entire porting transaction being rejected.

- 6.3.4 The Donor Operator may omit any checks that it wishes, however, all checks that the Donor Operator intends to carry out in respect of a transaction shall be performed and all refusal reasons shall be given in a single Porting Approval Response. For example, the Donor Operator shall not send a Porting Approval Response after it has encountered one reason for refusal but before it has completed all the checks.
- 6.3.5 Without prejudice to the generality of the foregoing the Donor Operator shall comply with the following:
- R10: The Donor Operator shall handle all Porting Approval Requests in the order in which they were received.
- R11: The Donor Operator shall check that the Subscriber is not already subject to suspension of any service for reasons unrelated to payment. If the Donor Operator refuses the port for such reasons it shall indicate the appropriate rejection code set out in Annex 4 in its Porting Approval Response.
- R12: The Donor Operator shall send a Porting Approval Response, either authorising or refusing the porting, to the Recipient Operator via the NPC within one (1) hour of receiving the Porting Approval Request. If the Porting Approval Request is received outside of the time period defined for a Porting Day, the Donor Operator shall send the subsequent Porting Approval Response to the NPC within the first hour of the following Porting Day (see definition of Porting Day)
- 6.3.6 If the NPC does not receive a Porting Approval Response within one (1) hour of the delivery of the Porting Approval Request, the NPC should contact the Donor Operator and the Donor Operator should explain the reason to the NPC. The NPC may wait to receive a late Porting Approval Response from the Donor Operator or may advise the Recipient Operator who may terminate the process and start it again later if necessary.
- 6.3.7 If the Porting Approval Response is not sent by the Donor Operator within one (1) hour of the delivery by the NPC of the corresponding Porting Approval Request, then it shall be sent as soon as possible thereafter. If the Porting Approval Response has not been sent to the NPC by Time Limit 2, then the porting transaction shall be aborted by the NPC.
- 6.3.8 The failure by any Operator to provide a response within the time specified in these LNP Business Rules shall be a breach of these rules, which will be logged by the NPC and reported to URCA



## **7 Activation by the Recipient Operator**

### **7.1 Activation – Fixed Porting Process**

- 7.1.1 If the porting has been approved by the Donor Operator, upon receipt of the Porting Approval Response from the NPC the Recipient Operator shall activate the ported number(s) on its network, and send the Porting Deactivation Request to the Donor Operator via the NPC.
- 7.1.2 Where a block of numbers is being ported using separate porting transactions for each number, the porting process applies separately to each transaction and so to each number for which porting is requested. Consequently, some numbers in the block may be ported while other numbers in the same block may not if they have been refused or failed the Validation or approval stages of the process.
- 7.1.3 Where a block of numbers is being ported as a single porting transaction, the porting shall continue only if no refusal reason has been given in the Porting Approval Response for any of the numbers included in the transaction. If a subset of the set of numbers to be ported has been refused then the porting shall not continue even for the numbers for which no refusal has been given. The Recipient Operator may request a separate new porting transaction for the numbers for which no refusal has been given.
- 7.1.4 If the Porting Approval Request has been refused, the Recipient Operator may consult the Subscriber to resolve the problem and may submit a new Porting Approval Request. After two refusals for the same number the Recipient Operator shall not submit further requests until it has resolved the problem with the Donor Operator.

### **7.2 Activation – Mobile Porting Process**

- 7.2.1 If the porting has been approved by the Donor Operator, upon receipt of the Porting Approval Response from the NPC the Recipient Operator shall activate the ported number(s) on its network, and send the Porting Deactivation Request to the Donor Operator via the NPC within one (1) hour of receiving the Porting Approval Response.
- 7.2.2 Where a block of numbers is being ported using separate porting transactions for each number, the porting process applies separately to each transaction and so to each number for which porting is requested. Consequently, some numbers in the block may be ported while other numbers in the same block may not if they have been refused or failed the Validation or approval stages of the process.
- 7.2.3 Where a block of numbers is being ported as a single porting transaction, the porting shall continue only if no refusal reason has been given in the Porting Approval Response for any of the numbers included in the transaction. If a subset of the set of numbers to be ported has been refused then the porting shall not continue even for the numbers for which no refusal has been given. The Recipient Operator may submit a separate new porting transaction for the numbers for which no refusal has been given.

- 7.2.4 If the Porting Approval Request has been refused, the Recipient Operator may consult the Subscriber to resolve the problem and may submit a new Porting Approval Request. After two refusals for the same number the Recipient Operator shall not submit further requests until it has resolved the problem with the Donor Operator.

### **7.3 Sending of the Porting Deactivation Request – Fixed Porting Process**

- 7.3.1 Provided that the Porting Approval Response has been received by 5.00 PM on a Porting Day, the Recipient Operator shall activate the number on its network and send the Porting Deactivation Request by 5.00 PM on the second Porting Day after the Porting Day on which the Porting Approval Response was received. Where the Porting Approval Response is received on a day other than a Porting Day or after 5.00 PM on a Porting Day, the Recipient shall activate the number on its network and send the Porting Deactivation Request by 09.00AM on the following Porting Day (Deadline 2), i.e. on the third Porting Day after the Porting Day on which the Porting Approval Response was received.

- 7.3.2 If the Recipient Operator is unable to send the Porting Deactivation Request within the expected timescale, it may send the Porting Deactivation Request at any time up to Time Limit 3. If the Recipient Operator does not send the Porting Deactivation Request by Time Limit 3 then the NPC will abort the porting and the Recipient Operator shall deactivate the ported number. The Recipient may restart the porting process if appropriate.

### **7.4 Sending of the Porting Deactivation Request – Mobile Porting Process**

- 7.4.1 Where the Recipient Operator has received a Porting Approval Response that accepts the porting during the time period defined for a Porting Day, the Recipient Operator shall activate the number on its network and send the subsequent Porting Deactivation Request by no later than one (1) hour after the Porting Approval Response is received. If the Porting Approval Request is received outside of the time period defined for a Porting Day, the Recipient Operator shall send the subsequent Porting Deactivation Request to the NPC within the first hour of the following Porting Day (see definition of Porting Day)

- 7.4.2 If the Recipient Operator is unable to send the Porting Deactivation Request within the expected timescale, it may send the Porting Deactivation Request at any time up to Time Limit 3. If the Recipient Operator does not send the Porting Deactivation Request by Time Limit 3 then the NPC will abort the porting and the Recipient Operator shall deactivate the ported number. The Recipient may restart the porting process if appropriate.

## **8 NPC Verification of Porting Deactivation Request**

### **8.1 NPC Verification Checks – Mobile and Fixed Porting Processes**

8.1.1 The NPC will perform the following checks on the Porting Deactivation Request message:

- a) The number to be ported is the subject of an Porting Approval Request made by the same Recipient Operator and the Porting Deactivation Request has been sent within the correct time window;
- b) The number is not currently subject to a porting process (i.e. the instruction has been sent twice in error and already actioned) and;
- c) A Porting Deactivation Response has not already been sent.

8.1.2 If any of the checks in 8.1.1 above fail, the NPC shall send a NACK to the Recipient Operator with the relevant error code as set out in Annex 3.3. The Recipient Operator may resubmit the Porting Deactivation Request once it has addressed the reason for failure indicated by the NPC.

### **8.2 NPC Messaging – Mobile and Fixed Porting Processes**

8.2.1 If the Porting Deactivation Request passes all of the checks in 8.1.1 above, the NPC shall:

- a) send an E164 Ported message to all other Operators;
- b) send an email or SMS to the Subscriber at the nominated contact point to advise that the porting transaction will be completed successfully (see 5.3.4, Email 4); and,
- c) forward the Porting Deactivation Request to the Donor Operator.

8.2.2 Following the sending of the messages set out in 8.2.1 above:

- i. Originating calls can then be made from the Recipient's Network;
- ii. Calls originating on the Recipient Network will be received by the Subscriber on the Recipient Network;
- iii. Calls originating from the Donor Network will be routed to the Subscriber on the Recipient Network; and,
- iv. Calls from other Operators will be routed to the Subscriber on the Recipient Network.

8.2.3 The NPC can, [at the request of an Operator] send the E164 Ported message to a handling point at the Operator that is different from that used for other messages from the NPC.

8.2.4 Operators shall process E164 messages from the NPC and update their routing databases in real-time to ensure that routing traffic is not unnecessarily disrupted. Local routing databases and systems must be updated within two minutes of receiving each E164 message from the NPC. Batch or delayed processing of NPC E164 messages is not permitted.

## **9 Actions following a Porting Deactivation Request**

### **9.1 Donor Operator Obligations – Fixed Porting Process**

9.1.1 The following requirements apply on receipt of a Porting Deactivation Request.

R10: The Donor Operator shall handle all Porting Deactivation Requests in the order in which they were received.

R13: The Donor Operator shall perform the following actions:

- a) deactivate the ported number on its network;
- b) close any mailboxes with the loss of any messages stored in them and any other services attached to the ported number; and
- c) send a Porting Deactivation Response to the NPC.

9.1.2 The actions in 9.1.1 shall be completed by 5.00PM on the Porting Day immediately following the Porting Day on which the Porting Deactivation Request was received.

### **9.2 Donor Operator Obligations – Mobile Porting Process**

9.2.1 The following requirements apply on receipt of a Porting Deactivation Request.

R10: The Donor Operator shall handle all Porting Deactivation Requests in the order in which they were received.

R13: The Donor Operator shall perform the following actions:

- a) deactivate the ported number on its network;
- b) close any mailboxes with the loss of any messages stored in them and any other services attached to the ported number; and
- c) send a Porting Deactivation Response to the NPC.

9.2.2 The actions in 9.2.1 shall be completed within one (1) hour on the same Porting Day, the Porting Deactivation Request was received, and send the Deactivation Response to the NPC. If the Porting Deactivation Request is received outside of the time period defined for a Porting Day, the Donor Operator shall send the subsequent Porting Deactivation Response within the first hour of the following Porting Day (see definition of Porting Day).

### **9.2 Updating of the NPC – Mobile and Fixed Porting Processes**

9.2.1 Immediately upon receipt of a positive Porting Deactivation Response, the NPC shall:

- a) update its records of the Operator that is serving the ported number and;
- b) forward the Porting Deactivation Response to the Recipient Operator.

### **9.3 Recipient Operator's Obligations – Mobile and Fixed Porting Processes**

- 9.3.1 On receiving a successful Porting Deactivation Response, no further action is needed by the Recipient Operator.

### **9.4 Actions by other Operators – Mobile and Fixed Porting Processes**

- 9.4.1 Upon receiving an E164 Ported message, an Operator, other than the Donor Operator and the Recipient Operator, that is using “all call query” routing shall update its routing information in real-time and no later than two minutes from the time that the E164 broadcast message was sent out by the NPC.

## **10 Subsequent Porting of Ported Numbers**

### **10.1 Porting back to the Block Operator – Mobile and Fixed Porting Processes**

10.1.1 Where the Subscriber requests porting back to the Block Operator (i.e. where the Recipient Operator is the Block Operator), the porting procedure specified above shall apply with the following exceptions:

- a) The NPC shall remove the number from the list of ported numbers;
- b) The Recipient Operator shall remove any direct routing applied to support previous porting of the number; and,
- c) All Operators shall update their local copies of the NPC used for routing or routing tables to ensure the correct routing code or approach is applied to route traffic directly to the number on the Block Operator's Network.

### **10.2 Subsequent Porting where neither Donor Operator nor Recipient Operator is the Block Operator – Mobile and Fixed Porting Processes**

10.2.1 Where the Subscriber requests porting where neither the Donor Operator nor the Recipient Operator is the Block Operator, the normal porting procedure shall apply.

### **10.3 Termination of Service of a Ported Number – Mobile and Fixed Porting Processes**

10.3.1 Where a Subscriber terminates service after having ported their number away from the Block Operator's network, the Block Operator must be informed so that direct routing of calls can be ceased when the provision of service ceases on the ported number (and the number can eventually be returned to the Block Operator).

10.3.2 Upon termination the Recipient Operator shall send an E164 Terminated message to the NPC immediately. In the event of termination due to inactivity (e.g. of Pre-paid accounts or closure of the post-paid account) the E164 Terminated message shall be sent immediately after the Recipient Operator has completed its normal quarantine process for inactive ported numbers.

10.3.3 If, before sending the E164 Terminated message, the former Recipient Operator receives a request from the same Subscriber to re-activate the account and the number, then the Recipient Operator may re-activate it.

10.3.4 Thirty (30) days after receiving the E164 Terminated message, the NPC shall:

- a) remove the number from the list of ported numbers; and,

- b) send a copy of the E164 Terminated message to all Operators.
- 10.3.5 If, during the thirty (30) day period referred to in 10.3.4 above, the former Recipient Operator receives a request from the same Subscriber to re-activate the account and the number, then the Recipient Operator may reactivate the account and the number, in which case it shall send an E164 Reactivate message to the NPC and upon receipt of the E164 Reactivate message, the NPC shall remove the number from the queue of numbers being terminated.
- 10.3.6 An Operator shall not in any circumstances allocate an inactive number that is not from a block of numbers allocated to it by URCA, i.e. they may not re-allocate a number that they have ported in by one Subscriber, to a different Subscriber.
- 10.3.7 On receipt of an E164 Terminated message, the Block Operator shall apply its normal quarantine rules before re-allocating the number.

# 11 Database logs and reporting of late responses

## 11.1 NPC Daily Publication of Late Porting Actions

11.1.1 At 6.00 PM on each Porting Day, the NPC will make available to each Operator involved as either Donor Operator or Recipient Operator, and to URCA, a list of the actions that have:

- a) exceeded their time limits and remain active but incomplete; and
- b) exceeded their time limits and have been aborted on that day.

11.1.2 In each case the data will include:

- a) The porting reference number;
- b) The number to be ported;
- c) The code for the Recipient Operator;
- d) The code for the Donor Operator;
- e) Current state of porting if active or indication that the porting has been aborted and;
- f) Date and time entered current state, failed a specified timer or when aborted.



## **12 Rules on Cooling-off, Emergency Repatriation, Reverse porting, and Win-back**

### **12.1 Cooling-off**

- 12.1.1 The cooling-off period gives the Subscriber a right to cancel a new contract to which it has ported its number and have the number returned to its previous Operator. It does not remove any otherwise existing obligation to pay for call charges, to pay early termination charges, or to return any equipment that is part of a service package.
- 12.1.2 New porting transactions initiated within sixty (60) calendar days of a previous porting transaction will normally be refused by the NPC unless cooling-off applies.
- 12.1.3 The Cooling Off function allows Subscribers to port back only to the previous Donor Operator, The Cooling-off period for fixed and mobile number portability in The Bahamas is fourteen (14) calendar days, that is, a Subscriber shall be allowed to port back to the Donor Operator in their last porting transaction within fourteen (14) days of completion of that transaction.]
- 12.1.4 Where a cooling-off transaction is permitted, the following procedures shall apply:
- a) The Subscriber should contact the current operator (former Recipient) to advise the operator that the Subscriber intends to exercise their cooling-off right.
  - b) The Subscriber should request a new account with the new Recipient operator (former Donor), whom they are re-joining, and initiate a new porting to transfer the number to them, indicating that they are exercising their cooling-off right. This porting transaction is a normal porting transaction. The new Recipient (former Donor) should confirm that they have been notified about the cooling-off.
  - c) The new Recipient operator (former Donor) will submit a new Porting Approval Request to the NPC with the cooling off/ emergency repatriation indicator marked. The marking of the cooling off/ emergency repatriation indicator will signal to the NPC to proceed with performing the initial validation checks and subsequent submission of the validated porting approval request to the new Donor Operator (former Recipient operator) without the need to match the Porting Approval Request with a corresponding customer IVR Validation call.
- 12.1.4 On receipt of the Porting Approval Request from the NPC with the cooling off/ emergency repatriation indicator marked, the current Operator (former Recipient) shall submit a positive Porting Approval Response to the NPC confirming that the cooling off reverse port can proceed.
- 12.1.5 Cooling-off does not oblige the former Donor Operator to take the Subscriber back; the Donor Operator may refuse.

## **12.2 Emergency Repatriation**

- 12.2.1 Where porting transactions are subsequently found to be fraudulent or inappropriate, then it is important that the numbers involved are repatriated or returned to the donor operator quickly.
- 12.2.2 In such cases, the Donor Operator will request that the Recipient Operator to provide sight of the porting and associated ID documentation in accordance with the Dispute Resolution provisions.
- 12.2.3 The Donor Operator and Recipient Operators shall work in good faith to investigate reported incidents of fraudulent or inappropriate porting transactions and where agreement cannot be reached shall follow the Dispute Resolution provisions.
- 12.2.4 Where it is determined that a porting transaction is fraudulent or inappropriate, the number (s) shall be returned promptly to the Donor Operator using the cooling-off process outlined in section 12.1 above.
- 12.2.5 Unlike Cooling-off, Emergency Repatriation is not time-bound and can be invoked at any time either a Subscriber or Donor Operator is able to demonstrate that a previous porting transaction was fraudulent or inappropriate.

## **12.3 Win-back**

- 12.3.1 Win-back is where the Donor operator initiates contact with a Subscriber who has either requested number portability, or who has already ported their number, where that contact has the intention or effect of encouraging that subscriber to remain with or return to the Donor Operator. This excludes contact made for the recovery of outstanding debts or balances from that subscriber. Win-back is prohibited for sixty (60) calendar days.
- 12.3.2 The Winback prohibition period will be from the point the NPC sends the porting approval request to the Donor plus 60 days after the port is completed (from the point the NPC sends the broadcast message).

## **12.4 Onward Porting Restriction**

- 12.4.1 The NPC will reject requests to port back or to port to a third operator if the Porting Start Date is within sixty (60) calendar days of the last porting, unless the request is in accordance with 12.1 (Cooling-off) or 12.2 (Emergency Repatriation) above.
- 12.4.2 The Onward Porting Restricted period will be 60 days after the port is completed (from the point the NPC sends the broadcast message)

## **13 Management of Customer Complaints**

### **13.1 General Responsibility**

- 13.1.1 The NPC shall not be responsible for dealing with complaints from Customers (which comprise for the purpose of this clause any person who have been a Subscriber in respect of a porting transaction or who have made a request for porting as a Subscriber).
- 13.1.2 Each Operator shall set up and maintain a customer complaint unit with the responsibility of receiving, reviewing and resolving the complaints made by Customer in respect of the number portability services provided.
- 13.1.3 Primary administrative responsibility for resolving a Customer complaint shall lie with the Recipient Operator. A Customer may lodge a complaint by placing a call to a designated helpdesk which is routed straight to the customer complaint unit of the Recipient Operator for due attention.
- 13.1.4 The Recipient Operator's customer complaint unit shall acknowledge a Customer's complaint within one day after it is received.
- 13.1.5 The Recipient Operator's customer complaint unit shall give a progress update to the Customer concerning efforts being made by it to address the problem reported by the Customer, on every Porting Day until the problem is resolved.
- 13.1.6 The Recipient Operator's customer complaint unit shall record the Customer's complaints and take all necessary steps to ensure that the complaint or query is resolved within a maximum of five working days from the date the Customer originally makes the complaint.
- 13.1.7 The Recipient Operator's customer complaint unit shall keep records of all complaints made to it and the lessons learnt from these complaints shall be identified and serve as suggested points for the review of the code of practice.
- 13.1.8 The Recipient Operator and Donor Operator shall work positively and collaboratively to ensure that Customers complaints are investigated and resolved promptly and fairly.
- 13.1.9 Where Recipient Operator and Donor Operator are unable to agree on the actions to resolve a Customer's complaint or query within 5 Porting Days of the complaint being submitted, the Recipient Operator shall refer the complaints to URCA for resolution.
- 13.1.10 Complaints referred to URCA shall be resolved in accordance with URCA's complaint handling procedures.

## **14 Dispute Resolution**

### **14.1 Obligation to seek amicable Resolution**

14.1.1 Any dispute arising between the Recipient Operator and the Donor Operator regarding number portability processing of individual Customer numbers or related to specific Non-Customer complaints; or any operator and the NPC Administrator shall in the first instance be resolved amicably between the concerned parties.

### **14.2 Dispute Resolution Process**

14.2.1 The following shall apply to any dispute between Operators arising out of these LNP Business Rules or any aspect of fixed and mobile number portability:

- a) Disputes arising shall first be brought to the attention of the responsible section or department that deals with the day-to-day operation of number portability within the relevant Operators' organisations.
- b) Each Operator shall give all other Operators forthwith after issuance of these rules and maintain up to date, details of the responsible persons, by title or position, who can be contacted at the time of an unresolved dispute as the first point of escalation. Operators shall ensure that such person(s) has (have) access to all relevant information and details of any porting transaction.
- c) Each Operator shall give to all other Operators forthwith after issuance of these rules and maintain up to date, details of the hierarchy of people, by title or position, who can be contacted at the time of an unresolved dispute as subsequent and successive points of escalation. These people will have access to the relevant details of the issue.
- d) Where a specific porting transaction is questioned or disputed by either the Donor Operator, Subscriber or URCA:
  - i. For an individual porting request, the Donor Operator may, within seven (7) working days from the date the Porting Approval Request is transmitted to the Donor Operator by the NPC, request that the Recipient Operator provide the applicable porting forms and the associated Subscriber ID. For the avoidance of doubt, notwithstanding the dispute, the Donor Operator shall respond to the Porting Approval Request in accordance with the timeframes and process set out in these LNP Business Rules.
  - ii. The Recipient Operator shall provide the requested porting forms and associated ID for a porting request within two (2) Porting Days of a request by a Donor Operator.
  - iii. Requests and responses for porting documents shall be submitted by email to the relevant Donor Operator's designated helpdesk.

- iv. If a porting transaction is subsequently found to be inappropriate or fraudulent, the number shall be returned to the Donor Operator using the cooling off/emergency repatriation provisions detailed in section 12 of these rules.
  - v. Operators shall retain copies (either in paper or electronic formats) for a minimum period of six (6) months from the date the porting transaction was initiated.
- e) Where a porting transaction is suspected to be fraudulent or suspicious, the Recipient Operator and Donor Operators shall work in good faith to investigate the transaction validity and agree the appropriate resolution actions within a maximum of three (3) Porting Days from the provision of porting documents to the Donor Operator.
  - f) Where a mobile porting request is not completed within the stipulated 2 hour mobile porting timeframe, the Recipient Operator shall not initiate a service request to the Donor Operator until the expiry of one working day from the time the Porting Approval Request was sent by the NPC to the Donor Operator. The Donor Operator shall use its reasonable efforts to resolve any issues associated with the processing of the porting transaction which have given rise to the delay within that extended timeframe.
  - g) Any dispute that cannot be resolved between the Donor Operator and Recipient Operator within five (5) Porting Days, shall be presented to URCA for resolution in accordance with procedures to be determined by URCA.
  - h) The Donor Operator and the Recipient Operator shall continue to manage and maintain the number portability porting processes and procedures in accordance with these rules notwithstanding any ongoing dispute relating to number portability. For the avoidance of doubt, this means that operators will continue to port customer numbers whilst a number portability dispute is being resolved.

## 15 NPC Data Synchronisation and Download

### 15.1 Obligation of Operators

15.1.1 Each Operator shall verify synchronisation of its local routing databases with the NPC on a weekly basis. It is recommended that Operators take a weekly download of the complete set of ported number information as described in the next paragraph and undertake a comparison to identify and correct any anomalies and errors.

15.1.2 An Operator may at any time download a complete set of ported number information from the NPC (the NPC will provide synchronisation files on a 6 hourly basis for all Porting Days) from the reports section or a from a defined ftp session. The CSV file maintained by the NPC (name = "<country><date in form yyyyymmdd>") contains all the ported numbers in the database together with the identity code of the Operator that serves each number. The CSV file is in the following format:

<Number in format e.g. 350200XX>,<identity code>,<date of end of last complete porting of the number>

The list is sequential based on the ported numbers.

## **16 Notification of NXX changes**

- 16.1 All Operators shall confirm any NXX activation or changes to URCA at least twenty one (21) days prior to implementation.
- 16.2 URCA shall update the NPC with the NXX changes made in the course of its administration of the Bahamas National Numbering Plan, and shall notify all relevant licensees by email within a reasonable timeframe.

# Annex 1 – Porting Forms

## Fixed Service Porting Form

Recipient Operator Logo

### PORTING REQUEST FORM

#### CUSTOMER DETAILS

Number(s) to be ported	1.	2.
	3.	4.
	5.	6.
	7.	8.
	9.	10.
Number for CLI check		
Current operator		
Customer name		
Delegated/ Authorised Signatory Name (Non –Personal Porting Requests ONLY)		
Customer Address		
Island		
Contact Telephone		
Contact Mobile Phone for SMS update		
Email		
Type of ID Inspected	Passport	Number:
	Drivers Licence	Number:
	Voter's Card	Number:

#### CUSTOMER DECLARATION

I declare that the information given is correct, that I am appointing <NAME OF RECIPIENT OPERATOR> to close my account or just

	Yes	No
1 I am the <b>current</b> subscriber for the number to be ported, or am duly authorised in writing to act on behalf of the subscriber.		
2 I understand that all messages in the <b>voice</b> mailbox and any other ancillary/associated services of <b>my</b> existing operator will be lost.		
3 I understand that configuration information from my existing account will not be transferred to the new account.		
4 I understand that associated fax and data numbers will not be ported and will cease to be in service.		
5 I confirm that I wish to be a registered subscriber with <NAME OF RECIPIENT OPERATOR>.		
6 I understand that I may have to pay any early termination charges due to <b>my existing operator</b> .		
7 I understand that I will have to pay my existing operator for any subscriptions and call charges <b>until</b> the account is closed.		
8 I am requesting the closure of <b>ALL</b> services associated with my account with the donor operator, including voice, broadband etc		
9 I am <b>ONLY</b> requesting the closure of my <b>VOICE</b> service with the donor operator		

Signature:

--

#### RECIPIENT OPERATOR DECLARATION

I confirm that I have checked the customer ID and retained a copy.

Recipient Operator's Authorised Personnel:

Name:
Signature:

Recipient Operator's reference number:

--



# Mobile Service Porting Form



## PORTING REQUEST FORM

### CUSTOMER DETAILS

Number(s) to be ported	1.	2.
	3.	4.
	5.	6.
	7.	8.
	9.	10.
Number for CLI check		
Current operator		
Customer name		
Delegated/ Authorised Signatory Name (Non –Personal Porting Requests ONLY)		
Customer Address		
Contact Telephone		
Contact Mobile Phone for SMS update		
Email		
Type of ID Inspected	Passport	Number:
	Drivers Licence	Number
	National Identity Card	Number:

### CUSTOMER DECLARATION

I declare that the information given is correct, that I am appointing <NAME OF RECIPIENT OPERATOR> to close my account or just specific services with the donor operator and to port my number, and that:

		Yes	No
1	I am the current subscriber for the number to be ported, or am duly authorised in writing to act on behalf of the subscriber.		
2	I understand that all messages in the voice mailbox and any other ancillary/associated services of my existing operator will be lost.		
3	I understand that undelivered SMS and MMS messages may be lost		
4	I understand that configuration information from my existing account will not be transferred to the new account.		
5	I understand that associated fax and data numbers will not be ported and will cease to be in service.		
6	I confirm that I wish to be a registered subscriber with <NAME OF RECIPIENT OPERATOR>.		
	<b>PRE PAY ONLY</b>		
7	I understand that any unused prepay credit with the donor operator will be lost		
8	I understand that all outstanding Prepaid Debt must be paid within 14 days of my porting request being completed.		
	<b>POST PAY ONLY</b>		
9	I understand that I may have to pay any early termination charges due to my existing operator.		
10	I understand that I will have to pay my existing operator for any subscriptions and call charges until the account is closed, within 14 days of my porting request being completed		
	Signature:		

### RECIPIENT OPERATOR DECLARATION

I confirm that I have checked the customer ID and retained a copy.

Recipient Operator's Authorised Personnel:	Name:
	Signature:
Recipient Operator's reference number:	

## Annex 2 – List of Messages

- Porting Approval Request
- Initial Validation Response
- Porting Approval Response
- Porting Deactivation Request
- Porting Deactivation Response
- E164Ported
- E164Terminated
- E164Reactivate
- Timed Out
- NACK

The following applies only to multiple number (block) portings:

- All reject reasons for each number that is being rejected shall be given as a string in the following format:

<number or range of numbers>=<list of reject reasons>;<number or range of numbers>=<list of reject reasons>

For example where the range \*\*\*12340-\*\*\*12349 is being ported and \*\*\*12340-\*\*\*12349 are rejected because there are auxiliary services still active on the number (08), and the account has been suspended at the request of the Subscriber (31), the reject string would be **20012345=03;\*\*\*12346-\*\*\*12347=08+31.**

## **Annex 3 – Response Codes**

### **3.1 NPC Response Codes for use in the Initial Validation Response**

- 00 - Request accepted
- 02 - Request rejected because the number to be ported is not a valid number for the Donor's network (i.e. is not within their allocated number range or is not a ported number served by them).
- 03 - Request rejected because the number is already subject to a porting process
- 04 - Request rejected because confirmation not given that photographic identity information has been checked satisfactorily and recorded
- 05 - Porting too soon - Request rejected because the porting start date is 14-60 calendar days after the date of the last porting if the number is being ported back to the previous operator or less than 60 calendar days after the date of the last porting if the number is being ported on to a different operator;
- 06 - Request rejected because the number specified for the validation is not one of the numbers to be ported (XML only)
- 07 - Request rejected because there is no related Porting Approval Request made by the same recipient operator.

### **3.2 Donor Operator Response Codes for use in the Porting Approval Response**

- 00 - OK - Request accepted
- 31 - A/C Suspended – Request rejected because the account has been suspended at the request of the Subscriber
- 32 - A/C problem - Request rejected because in the case of a request for multiple number portings the numbers are not held under the same account. (used in multiple number portings only)
- 33 – Special - Request rejected because the Subscriber is already subject to suspension of any service for reasons unrelated to payment (used in single and multiple number portings)
- 34 - Incorrect Account Type – Request rejected because the classification of the account does not match, e.g. a request is made under the pre-pay procedure for a post-pay account or vice versa
- 35 - Reported Stolen or Lost – Request rejected because the Subscriber has reported the handset with the number to be ported as either stolen or lost.

### 3.3 Codes for use in NACKs

- 02 - The phone number: {PHONE\_NUMBER} is currently not serviced by the specified operator
- 02 - The phone number: {PHONE\_NUMBER} is not part of an assigned number range and therefore invalid
- 03 - The phone number is already subject to a porting process
- 07 - Request rejected because there is no related Porting Approval Request made by the same recipient operator w
- 08 - Request rejected because the number has already been ported (i.e. the instruction has been sent twice in error and already actioned)
- 09 - Request rejected because a Porting Deactivation Response has already been sent
- 10 - Request rejected because in the case of porting multiple numbers the set of numbers does not match the set in the Porting Approval Request
- 11 - No cooling-off. Request rejected because the porting start date is less than equal to 14 calendar days after the date of the last porting and the porting has not been pre-agreed with the donor operator under cooling-off arrangements (used in single and multiple number portings)
- 04 - Request rejected because it has not passed the identity check
- 05 - Porting too soon - The phone number: {PHONE\_NUMBER} was already subject to a previous completed porting within the last 60 days
- 06 - The authorisation number {AUTHORISATION\_NUMBER} is not part of the ported number range.
- 17 - The authorisation number: {AUTHORISATION\_NUMBER} is invalid because authorisation is disabled.
- 18 - The account type is invalid.
- 99 - Request rejected because mandatory customer cd is empty.
- 99 - Request rejected because region: {REGION} is not valid for country {COUNTRY}.
- 99 - Number series start is greater than the number series end.
- 99 - Message identifier: {MSGID} is not unique.
- 99 - Number length of number series start differs from the length of the number series end.
- 99 - The phone number: {PHONE\_NUMBER} is currently not valid for region.

- 99 - The number series {PHONE\_NUMBER\_SERIES\_START} – {PHONE\_NUMBER\_SERIES\_END} contains {COUNT} numbers, which is more than the allowed maximum.
- 99 - The donor service provider code needs to be specified.
- 99 - The recipient needs to differ from the donor.
- 99 - Number type is not allowed for the recipient operator.
- 99 - Cross-over porting is not allowed.

### **3.4 Donor Response Codes for use in Porting Deactivation Response**

- 50 - Instruction completed

## **Annex 4 – Donor Refusal to port due to Suspension for Reasons Unrelated to Payment**

If the Donor Operator refuses to approve the porting request because the Subscriber requesting porting is subject to suspension of any service for reasons unrelated to payment the Donor Operator shall, within 24 hours of refusing the port, send an email concerning the refusal to URCA.

The email shall, at a minimum, (i) identify the Subscriber, (ii) specify when the porting request was received, (iii) specify when the porting request was refused, (iv) identify the requesting Recipient Operator, and (v) provide a detailed explanation of the reasons why the porting request was refused. The Donor Operator shall specifically identify any confidential information contained in the email that cannot be shared with the requesting Recipient Operator.

Promptly upon receipt of such an email from the Donor Operator, URCA shall notify the requesting Recipient Operator. The requesting Recipient Operator may, within 24 hours, send a response concerning the matter to URCA. If sent, any such response shall be by email and shall provide reasons why the port should be allowed. The requesting Recipient Operator shall specifically identify any confidential information contained in the email that cannot be shared with the Donor Operator. The requesting Recipient Operator shall also notify the Subscriber in question that the porting request is under review by URCA.

Within 48 hours after the response period for the requesting Recipient Operator has expired, URCA shall determine whether the porting request shall be refused or allowed. URCA's decision shall be in the form of an email to both the Donor Operator and the requesting Recipient Operator, setting forth the decision and the reasons thereof.

Upon receipt of this determination both the Donor Operator and the requesting Recipient Operator shall comply with it.

If the determination is that the Subscriber is entitled to port and the port should not be refused, then the Recipient Operator may re-submit the port and the Donor Operator shall not refuse it under R16.

## Annex 5 – Template letter of authorisation

### 5.1 Option A – For presentation by the Subscriber’s Authorised Signatory

I am an authorised signatory for <organisation>.

I authorise;

- the opening of an account with <recipient operator>
- the porting of numbers currently allocated to us in accordance with the accompanying Porting Request Form signed by myself
- the closure of our account with or porting of the fixed voice services provided by <donor operator> for the numbers listed in the Porting Request Form

Signed

<Authorised signatory>

### 5.1 Option B – For presentation by a delegated authority

I am an authorised signatory for <organisation>.

I authorise;

- the opening of an account with <recipient operator>
- the porting of numbers currently allocated to us in accordance with the Porting Request Form signed by <delegated authority >
- the closure of our account with or porting of the fixed voice services provided by <donor operator> for the numbers listed in the Porting Request Form

Signed

<Authorised signatory>

Signed

<Delegated authority >

## Annex 6 – Operator Contact Information Template

### 6.1 Porting Help Desk

Name	Number	Email
URCA		
Porting XS		
Bahamas WiMAX		
BTC		
CBL		
NewCo		

### 6.2 Porting team member contacts

Name	Name	Job Title	Number	Email
URCA				
Porting XS				
Bahamas WiMAX				
BTC				
CBL				
NewCo				

### 6.3 Escalation contacts

Name	Name	Job Title	Number	Email
URCA				
Porting XS				
Bahamas WiMAX				



BTC				
CBL				
NewCo				

#### 6.4 NP IT System contacts

Name	Name	Job Title	Number	Email
URCA				
Porting XS				
Bahamas WiMAX				
BTC				
CBL				
NewCo				

#### 6.5 NP Core Network Routing contacts

Name	Name	Job Title	Number	Email
URCA				
Porting XS				
Bahamas WiMAX				
BTC				
CBL				
NewCo				

#### 6.6 Number Portability Owner/ Sponsor contacts

Name	Name	Job Title	Number	Email
URCA				

<b>Porting XS</b>				
<b>Bahamas WiMAX</b>				
<b>BTC</b>				
<b>CBL</b>				
<b>NewCo</b>				