

CAYMAN ISLANDS NUMBER PORTABILITY
Business Rules & Port Order Processes

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Document History

1.0 Introduction

This document sets out the Business Process Rules (BPR) and Port Order Processes agreed by the Cayman Islands LNP Consortium (“**LNPCo**”)¹ to manage the processes for porting telephone number(s) between Cayman Islands telecommunications Operators, licensed by the Information and Communications Technology Authority (“**Authority**”) to provide Type 1, 3, 4 and/or 5 ICT Services in the Cayman Islands. In this document, any reference to an “**Operator**” will, unless specified otherwise, be to a Cayman Islands ICT service provider licensed by the Authority to provide fixed and/or mobile telephone service in the Cayman Islands.

These business rules are owned by the LNPCo and may be subject to addition or change by the LNPCo as a result of either:

- a) further discussion of process dynamics within the LNPCo;
- b) commercial issues identified by the LNPCo; or
- c) licence changes imposed or introduced by the Authority.

Any changes to these business rules shall be subject to the change control procedure as presented in the ‘Amendments to Document’ Section of this document.

2.0 Scope

This document specifies those aspects of the Number Portability ordering process that either:

- Involve exchanges between the Operators via the central database; or
- Involve actions by one Operator that have to be trusted by another Operator, for example the customer order validation process.

This document does not specify all the details of the internal procedures and processing that each Operator will need to undertake to support the required functionality.

This document specifies the different stages of the process from the point when a Subscriber requests a new account with 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 and all other Operators have been informed of the number porting.

¹ The LNPCo has no legal status but is an informal collaborative group established by the Authority to manage NP in the Cayman Islands. The membership currently consists of Cable and Wireless (Cayman Islands) Limited, Digicel Cayman Limited, TeleCayman Limited and WestTel Limited.

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

3.0 Principles

3.1 Review of Document

This document shall come into force on the commencement date of Number Portability service, and continue subject to the conditions set out in the 'Termination of Document' section of this document. This document will be reviewed by the LNPCo from time to time. It may also be the subject of changes as described in the 'Amendments to Document' section of this document. It will not be the subject of a scheduled review in a set timetable.

This document will be reviewed in light of a substantial change of circumstance such as when a new Operator begins service in the Cayman Islands or when a new NP product is introduced in the Cayman Islands.

3.2 Amendments to Document

Proposed amendments to the current document should be submitted to the LNPCo in advance of the next planned meeting. It is recommended that proposed amendments include the following information:

Originator, date originated, proposed change (including textual amendments to the document), benefits of change, objectives of change, risk if the change is not implemented, assessment of scope of work and proposed implementation date.

Requests for amendments will only be accepted by the LNPCo if the originator is an Operator or the Authority.

It is recommended that amendment requests be circulated to the LNPCo members for consideration at least two working weeks prior to the next planned meeting of the LNPCo. If no meeting is planned within a month of receipt of the request an ad hoc meeting may be called to discuss the proposed amendment.

Attendance at the LNPCo meeting to discuss proposed agreement amendments is open to all licensed Operators or their representatives. An Authority representative may attend by invitation from the LNPCo or by a request to attend from the Authority which will result in an invitation to attend from the LNPCo.

Amendment requests will be debated in the relevant LNPCo meeting and accepted or rejected by consensus or majority voting in accordance with the following rules:

- i) A voting quorum will be achieved provided each of the Operators has received a minimum of two full working weeks' advance notice of the meeting, or has waived in writing the requirement for the minimum advance notice, and a majority of the Operators is present.
- ii) Each Operator is entitled to one vote in accordance with ICTA Decision 2010-9, 'Decision in Determination Request related to Allocation of Votes in the Number Portability Consortium'
- iii) Only the votes of Operators present will be considered.
- iv) In the absence of a consensus view, majority voting will apply in accordance with ICTA Decision 2010-9, 'Decision in Determination Request related to Allocation of Votes in the Number Portability Consortium'

When amendments are agreed this document will be reissued as appropriate.

It is the responsibility of the LNPCo Chairperson, at the meeting where the change is agreed, to ensure that accepted changes are incorporated into the Business Rules document and the updated document re-issued in a timely manner to the membership of the LNPCo.

3.3 Termination of Document

The members of the LNPCo agree that that these Rules will only be terminated by unanimous agreement of all the Operators, and with the cooperation and agreement of the Authority.

3.4 Technical & Operational Principles of FNP / MNP Service

The Operators agree on the following technical and operational principles:

1. There should be implemented a centralised reference database which will contain data on all ported fixed and mobile numbers in the Cayman Islands.
2. Individual Operators will initially (i.e. at time of launch of the service) take downloads of the data into their own networks/system (so called 'local downloads') in order to route calls originating on their own networks/systems to the Recipient Operator of a ported number.
3. Calls originating on their own networks/systems will not be routed to the Donor Operator of a ported number.
4. The centralised reference database will be updated by the Recipient Operator each time a telephone number is ported, unless it is automatically updated via a centralised order handling system.

5. The centralised reference database shall be configured such that 'broadcast' routing changes to all Operators is synchronised i.e. so that all Operator have the same information at the same time.
6. The centralised reference database shall be configured such that it will allow individual Operators to 'request' a full data download into their own networks/systems in order to update their own networks/systems and at a time of their choosing and by agreement with the centralised reference database administrator.
7. There should be an order handling system which will be manual, semi automated or fully automated.
8. The Operators will cooperate to provide port order processes which will be customer friendly and will meet the porting timescales established by the LNPCO and as contained in Section 9 of Appendix A.
9. A common port order process summary will be placed in the public domain.
10. The Operators will exchange contact details of the responsible sections or departments within their respective organisations which deal with the day-to-day operation of NP, and with NP escalations. Operators are also to exchange emergency contact details, which apply outside of normal work hours.
11. The Operators agree to manage and monitor the port order process to the general benefit of Cayman Islands customers who use or may want to use the service.
12. The Operators will manage and monitor the port order service so that any recognised weak points or common areas of failure in the service are identified and, where practical, eliminated.
13. The Operators will at all times and in good faith cooperate together to ensure that disruptions in service are minimised in both time and occasion.
15. 16. Individual Operators will at all times and in good faith ensure that planned changes to their own networks or systems will be communicated to other Operators where some disruption to the porting service is unavoidable or envisaged.
17. Where appropriate, the Operators will cooperate to manage the normal operational functionality of the porting service where a planned change to the network/system of an individual Operator is likely to cause disruption to the porting service.
18. Individual Operators will at all times and in good faith ensure that unplanned changes to their own networks or systems will be completed in such a way as to minimise disruption to the porting service.

19. Individual Operators will at all times and in good faith ensure that unplanned changes to their own networks or systems are communicated to other service providers as soon as practicable.
20. The Donor Operator should not contact the customer to seek any further information nor to seek to 'retain' the customer during the porting process.
21. Where customers suffer a disruption to their service, during the porting process, and it is unclear in which network the problem lies, Operators will at all times and in good faith cooperate together to locate and resolve the problem.

3.5 Cost Recovery

The Operators agree that any/all allowable cost recovery is subject to Authority determinations, including ICT Decisions 2005-1 and 2008-5. Otherwise, elements of cost recovery are subject to agreement among the Operators.

3.5.1 Set-up costs

As determined by the Authority in ICT Decision 2005-1, all Operators should be responsible for their own internal costs. These costs may be passed directly to consumers either as part of the price of services or as a separate line item on their bills. Alternatively, Operators may choose to absorb these costs as an expense.

The recovery of these set-up costs may be subject to a maximum charge as set out in CD 2008-1.

3.5.2 Joint and Common Costs

Joint and common costs, including the recurring costs of the centralised database and/or centralised order handling system, are to be shared among the Operators. It would be appropriate for Operators to introduce a new line item on postpaid monthly bills and prepaid service to pass through the common costs proportionately to their whole subscriber base, as this enables consumers to better appreciate the costs associated with their ability to port their telephone numbers.

The recovery of recurring costs may be subject to maximum recovery amounts, as set out in CD 2008-1.

3.5.3 Additional conveyance costs

A centralised reference database will be implemented, with all Operators taking 'local' downloads of the routing data in order that all calls will be routed, in the first instance, directly from the originating network to the recipient network (via any applicable transit network).

Consequently the additional conveyance costs are limited to the cost of ensuring synchronisation with the reference database.

Because this situation is the same for all Operators, individual Operators will not recover from the other Operators the cost of synchronisation with the reference database as an identifiable NP cost, but will bear their own costs (except where one Operator might provide reference database synchronization as a service to another).

Where calls are received from operators/ networks which do not have access to the Cayman Islands reference database, e.g. overseas operators, the first Operator receiving the call in the Cayman Islands shall be responsible for performing a look-up of the number on their reference database and, where the called number has been ported to another Operator, the first Operator will route the call to the Recipient Operator on whose network the called number is active.

If the first Operator receiving the call routes the call to the original Block Operator to whom the called number range has been allocated instead, the original Block Operator shall perform a look-up of the number on their reference database and where the called number has been ported to another Operator, the Block Operator will route the call to the Recipient Operator on whose network the called number is active. In such cases, the original Block Operator shall be entitled to levy a transit charge to the Recipient Operator. The transit charge will be agreed by the Operators and will be deducted from the termination and other transit payments paid to the Recipient Operator by the Block Operator. Such transactions will be handled as part of the routine interconnect billing activities between the Cayman Islands service providers. The same procedure applies where an operator, in the Cayman Islands, with access to the centralized database does not use the centralized database but rather routes the call to the original Block Operator to whom the called number range has been allocated, who then has to route the call to the Recipient Operator.

3.5.4 Recipient Charges

Recipient Operators are allowed to recover the per-port cost from the customer, up to such maximum amounts as may be mandated by the Authority (cf. CD 2008-1). However, it will be a commercial decision for each Operator whether, as the Recipient, charges are recovered from the porting customer or included in the cost of the products and services provided.

3.6 Charging, Billing & Accounting

- A service provider is responsible for maintaining appropriate records to satisfy the billing and audit requirements of NP.
- Operators must charge the same for services to ported numbers of a Recipient Operator as they would for calls to non-porting numbers of the same Recipient Operator.
- The Donor Operator must not make a charge to the customer for porting their number.

3.7 Customer Care – New Service & Ceases

- All Operators involved in the provision of service to a ported number have a responsibility to provide an equivalent service as would be reasonably expected by the consumer.

- For the purposes of this document, services to a ported number will be as close to the equivalent services of a non-ported number as is technically feasible.
- A customer who ports their number from one Operator to another should be treated in the same way as a customer who ceases service with one Operator and begins service with another. For the avoidance of doubt, this means that a customer who chooses to port their number will be subject to the same processes as a ceasing customer such as receiving a final bill issue.
- It is the responsibility of the Recipient Operator to understand and implement the directory entry requirements of the customer. The process must be the same as used for new non-porting customers.
- Where a customer suffers a disruption to their service during the porting process, and it is unclear in which network the problem lies, the Operators will cooperate in good faith to locate and resolve the problem.
- Recipient Operators may only take action, at any time, to suspend or cease service to a customer who has ported their number to that Operator, under the same terms and conditions that they would use to suspend or cease any other customer.
- A Recipient Operator should not inform the Donor Operator of actions they have taken to suspend or cease a customer.
- Having ceased a customer, a Recipient Operator is obliged to return the number to the original Donor Operator (the Block Operator) as described in section 3.5 on '*Return of Ceased Number to Block Holder*'.

3.8 Business Hours and Porting

The following are the relevant business hours for porting :

- Customers ported during the working week, Monday to Saturday inclusive between 09.00 a.m and 5.00 p.m, except that requests to port received on a Saturday will be treated as received on the following Monday.

3.9 Disclaimer for First (1) Month of Porting Availability

For the first month (1) month from the date of availability of Number Portability, operators will not be bound by the timeframes established in these rules for porting but operators must use all reasonable effort to meet the timeframes.

4.0 Inter-Carrier Processes

4.1 Inter-operator Contacts

- Operators have a responsibility to exchange relevant contact details necessary for the smooth operation of Number Portability in the Cayman Islands.
- A ‘master’ contact list will be owned and maintained by the LNPCo – it is the responsibility of individual Operators to ensure that the list held by the LNPCo is current. Copies of the ‘master’ list should also be held by individual Operators and made available to the appropriate people within their respective organisations.

4.2 Customer Complaints

- Complaints should be directed to, and dealt with by the Operator who provides the complainant with their contracted service, following their normal internal processes.
- In the case where it is unclear to whom a customer should direct a complaint, such as in the case where the complaint occurred during the porting process and the complainant is unclear who their contracted service provider was at the particular time, then the complaint should be ‘owned’ by the Operator receiving the complaint (assuming the receiving Operator was either the Recipient or Donor Operator during the porting process). However, the Recipient and Donor Operators should cooperate in good faith to resolve the complaint between them and the complainant.
- If the complaint cannot be resolved between the Recipient and Donor Operators then the complaint should be escalated to the Authority.
- If the complaint is in relation to the NP porting process as operated and managed within the Cayman Islands, then this complaint should be dealt with, in the first instance and where possible, by the Operator receiving the complaint, who will then ‘own’ the complaint through to its resolution. If it is not possible for the ‘owning’ Operator to resolve the complaint, then it should be escalated to the Authority as required.
- Complaints received in the first instance by the Authority (that is, not complaints escalated to the Authority) should be passed to the relevant Operator where this is appropriate. Complaints that are not in relation to a particular Operator, but are made in relation to the NP porting process as operated and managed within the Cayman Islands, should be dealt with by the Authority where this is possible and/or appropriate. The Authority should liaise with the LNPCo in relation to NP complaints as the Authority deems appropriate.
- Complainants should be kept abreast of the progress of their complaint, through to resolution.

- In the case where a complaint cannot be resolved to the satisfaction of the complainant, it is the responsibility of the 'owner' of the complaint to inform the complainant of their rights in relation to appeals and/or escalations.

4.3 Dispute Resolution

Where a dispute has developed between Operators, the Operators agree to the following:

- That any dispute will first be brought to the attention of the responsible section or department which deals with the day-to-day operation of NP within the respective organisations.
- To exchange details of the responsible duty person, by title or position, who can be contacted at the time of an unresolved dispute as the first point of escalation. This person will have access to the relevant details of the issue.
- To exchange details of a hierarchy of people, by title or position, that 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.
- That an unresolved dispute be ultimately presented to the Authority.
- To continue to manage and maintain NP porting processes and procedures while a dispute is being resolved.

4.4 Fraud Prevention

- The Operators have agreed to cooperate in good faith to prevent, wherever possible, instances of fraudulent or unauthorised activities.
- If instances of fraud are detected then the Operators will endeavour to cooperate to identify and pursue action against the perpetrators of the fraud.
- All cooperative activities will be conducted accepting the prevailing data protection and privacy laws applicable to the situation, and any other company or business laws which may be appropriate.

4.5 Return of Ceased Number to Block Holder

- On ceasing a ported number, whether prepaid or postpaid, the Recipient Operator shall manage the number through its existing inactive number/ user process. Should the ceased number enter an inactive status, the Recipient Operator should, after quarantining the number for three (3) months, arrange for the number to be returned to the Block Operator via the defined '*Return Ceased Number to Block Operator*' process using the centralised order handing system. This process is defined in Appendix A, section 10.

- The Recipient Operator must not attempt to retain the number(s) for re-issue to another of its customer.
- On receipt of the ceased number, the Block Operator may assign the number to its customer.

4.6 Limitation of Liability

Except as otherwise mandated by the Authority or agreed between Operators, no Operator will have obligations of any kind to another Operator other than:

- the obligation to exercise reasonable skill and care in performing its licence obligations to port numbers on behalf of the consumers / customers in the Cayman Islands; and
- the obligation to abide by and comply with these rules and processes.

A Recipient Operator is not liable for any outstanding payments due to the customer's previous service provider (the Donor) nor for any actions the previous Operator may take against the customer.

To avoid misunderstanding, it is recommended by the LNPCo that contacts should refer to responsibilities and/or positions rather than named individuals i.e. 'The Help Desk Manager' rather than 'Mrs. Joan Smith'.

5.0 Porting Rules

5.1 Overview of Procedure

The "front end" of the procedure involving the Recipient Operator and the customer is specified only where it is essential to ensure that the whole procedure works reliably. The parts that are unspecified allow scope for an individual Operator to develop its own specific procedures.

The following procedure applies for both pre-paid and post-paid (fixed and mobile) customers:

- The customer requests a new account with number portability from the Recipient Operator or the Recipient Operator's retailer/distributor.
- The customer is given information about porting and their photo identity, in the case of postpaid customers, is checked and the necessary information (as established for pre-paid and post-paid service by each service provider) is collected.
- Additional credit checks and other procedures may apply in accordance with the Recipient Operator's own practices.
- The customer signs the Porting Request Form as the legal instrument appointing the Recipient Operator as their agent to close their account with the Donor Operator.

For Fixed:

V.1.3, June 2011

- The customer is told to call to a free phone number from the number to be ported, and choose 1 for number portability - yes or 2 for number portability - no. The operator reroutes the number to the PortingXS number. The CLI of the number is sent to the CDB by the Donor Operator.

For Mobile:

- The customer is told to text the word "PORT" to a "freephone" 5-digit short code number from their existing account (NB: This must be possible even if there is no credit left on a pre-paid phone.) The SMS is sent to the CDB by the SMSC of the Donor Operator using the SMPP protocol over the Internet.
- The Recipient Operator sends an Authorisation Request message to the centralised order handling system.
- The centralised order handling system checks the Authorisation Request and it sends an Initial Response message so that the Recipient Operator can tell the customer whether the basic checks have been passed or not.(See Appendix B)
- If the centralised order handling system fails the request then the problem must be resolved and the procedure started again from the beginning.
- The Donor Operator then performs its authorisation checks and sends the Authorisation Response indicating whether or not the number can be ported.
- If the Donor Operator fails the request then the problem must be resolved and the procedure started again from the beginning. If the Donor Operator rejects the Authorisation Request, the Donor Operator will send a pre-defined response code with the Authorisation Response identifying the cause(s) for rejection.
- If the Donor Operator accepts the Authorisation Request and sends the appropriate Authorisation Response approving the request to port, the Recipient Operator then activates the ported number on its network and sends the Instruction Request to the CDB. The CDB sends an SMS/email to tell the subscriber that the number porting process starts and then forwards the Instruction Request to the Donor Operator. The Donor Operator deactivates the number on its network and applies onward routing for any incoming calls that are received without a prefix and sends an Instruction Response to the centralised order handling system. The centralized order handling system then sends the E164 Broadcast message to all Operators requesting that they update their own routing databases to route calls to the customer via the Recipient Operator's network

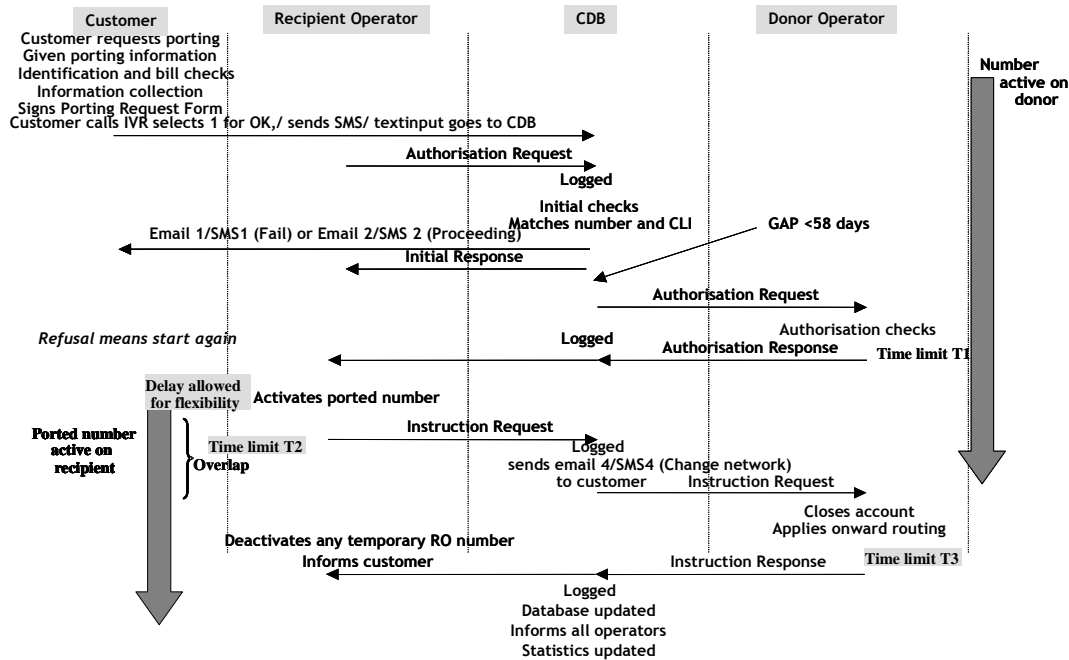


Diagram 1 Porting Process

5.2 Customer Validation

- The porting process will be initiated by a customer request (either physical visit or online) and a physical visit to a Recipient Operator at one of their Points of Sale (such as Retail Store, Corporate Sales Team and Authorised Dealer).
- The Recipient Operator needs to satisfy itself that the person requesting the port of a number or numbers is authorised to do so. An officially accepted proof of identity with the customer’s photograph will be required for postpaid customers - examples include Passport, Drivers Licence and School ID. In addition to its own ‘business as usual’ checks for credit worthiness, the Recipient Operator needs to take whatever steps it deems necessary to ensure that the request to port a number or numbers is not malicious.

The Recipient Operator will ensure that the Donor Operator is advised that the validation process was completed and the Recipient Operator is satisfied that the person requesting the port is authorised to do so. Where the Donor Operator has a substantiated reason for doubting the validity of the customer’s identity, the appropriate Response Code 9 (see Appendix B) is to be returned to the Recipient Operator. This will be treated as a dispute and the ‘Dispute Resolution’ process in section 4.3 will be effected.

5.3 Order Validation

- The Recipient Operator will act as agent for the customer during the porting process. A porting Authorisation Form, or the appropriate section of the port Request Form, should be

signed or otherwise authorised by the customer giving the Recipient Operator the right to act on their behalf.

- The Recipient Operator will provide the Authorisation Form to the Donor Operator via the centralised order handling system in order to initiate the port activation request. Failure to present all the required information in the agreed format will constitute a reason for rejection of the port request by either the centralised order handling system or the Donor Operator.
- Once the porting request is received by the centralised order handling system, the centralised order handling system shall complete its validation checks and if passed, will forward the porting request to the Donor Operator for authorization. The centralised order handling system will send an Initial Response message to the Recipient Operator advising that the porting order has been passed or rejected.
- The Donor Operator will, within the agreed timescales, inform the Recipient Operator of the acceptance or rejection of the port request.
- If the port request is rejected, the Donor Operator must provide the Recipient Operator with the reason for rejection.
- If the reason for rejection is contested by the Recipient Operator, the Operators agree to cooperate in good faith to resolve the dispute.
- If the port request is accepted, the Recipient Operator will activate the customer's number on their network and then will send an instruction request via the centralised order handling system to the Donor Operator.
- On receipt of the instruction request, the Donor Operator will deactivate the customer from their network.
- Once completed, the Donor Operator will send an Instruction Response to the centralised order handling system which will send out an E164 broadcast message to all Operators advising that the customer has ported from the Donor to the Recipient Operator. This signifies the completion of the port and all Operators will be required to update their copies of the porting databases accordingly to ensure calls to the customer's number are correctly routed.
- The following table summarises the information to be sent by the Recipient Operator via the centralised order handling system to the Donor Operator:

Account type	Personal account	Non-personal account
Information	- Porting request number - Porting Start Date - Confirmation that identity information has been checked and retained that matches the account information.	- Porting request number - Porting Start Date - Confirmation that identity information has been checked and retained that matches the account information or that the person is an authorised legal representative.

Table 1 Summary of Customer Information Sent to Donor Operator

5.4 Delayed Porting

- A Subscriber may request delayed porting, where arrangement is made for porting to take place at a specific date and time in the future, but no later than fifty-eight (58) days after the request to port has been entered on the central order handling system.

5.5 Cooling –Off Period

- Customers may be allowed a Cooling-Off period in relation to their new account with the Recipient Operator. The cooling-off period gives the customer a right to cancel a new contract without early termination charges within fourteen (14) calendar days from the start of the contract, but does not remove obligations to pay for call charges and to return any equipment that is part of a service package.
- Portings within 14 calendar days of a previous porting will normally be refused unless the subscriber has agreed with their current operator (that is Recipient Operator) that cooling off applies, in which case the porting will be accepted.

The following procedure applies:

- The subscriber should contact the current operator (that is Recipient Operator) to agree that they can leave under cooling off (This will enable the operator to know not to refuse the subsequent porting request)

- If the subscriber contacts the new Recipient Operator (former Donor Operator) first and informs that they wish to return under Cooling-Off, then the new Recipient Operator should advise the subscriber to arrange Cooling-Off with the current operator before requesting porting.
- After making the arrangement with the current operator, the subscriber should request to port to the new Recipient Operator This porting transaction is a normal porting transaction. The recipient should enter the words "Cooling Off" into the Note 1 field.

Note: Cooling off does not oblige the former Donor Operator to take back a customer; the Donor Operator may refuse.

The following diagram illustrates the procedures under cooling-off.

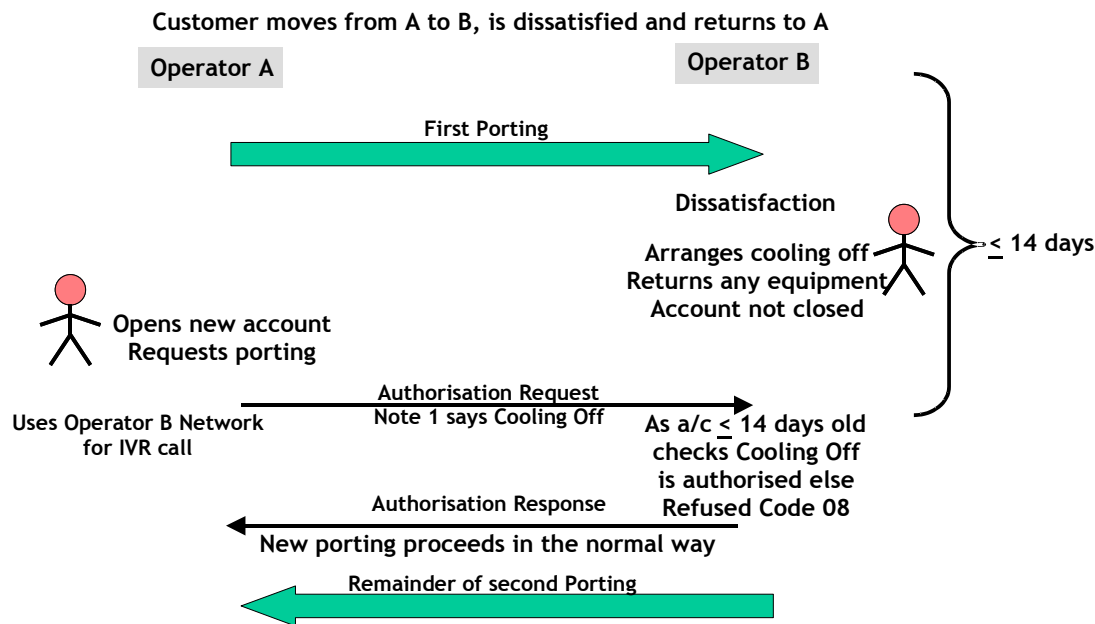


Diagram 2 Illustration of Cooling – Off Process

5.6 Repeat Ports In 90 (Ninety) Days or Less

- In order to prevent abuse of the porting capability, a single number, whether postpaid or prepaid, cannot be ported more than once in any 90 (ninety) day period.
- The validation against this requirement will be automatically processed by the centralised order handling system which will reject porting orders which have been ported within a 90 (ninety) day period. The reason will be provided to the Recipient Operator.

5.7 Post-paid Customer Existing Contract Terms

- The fact that a customer has an existing contract with their current service provider is not a valid reason for a port request to be rejected but the porting process cannot commence unless the customer satisfies the criteria of their final bill balance being:
 - for the current period, that is there is no carry forward balance from a previous period and is thirty (30) days outstanding or less

Or

- Is less than One Hundred Caymanian dollars
- The customer must be advised of this requirement at the '*Customer Validation*' stage set out above at section 5.2.
- Where the customer meets the criteria contained in this section 5.6 and disputes the sum for the final bill payment, the payment must still be made in order for the number to be ported but the Donor Operator is obliged to resolve the dispute within 5 (five) working days from the established date of the dispute failing which the dispute will be escalated to the Authority.

5.8 Pre-paid Customer Existing Credit

- Pre-paid customers must be informed that any outstanding credit on their current service will be forfeited at the time of porting, so customers must 'use it or lose it'. The customer must be so advised at the '*Customer Validation*' stage set out above at section 5.2.

5.9 Associated Services i.e. Mail Boxes SMS and Other Message Services

Customers are to be advised at the '*Customer Validation*' stage set out above at section 5.2 that:

- All network-related services associated with the Donor Operator expire automatically when porting takes place, as does data stored for these services such as in mailboxes.
- Mailbox numbers for voice, fax or data cannot be ported.

- Where applicable, the SIM card is always changed when a port takes place. A new International Mobile Subscriber Identity (IMSI) is allocated and services are rebuilt by the Recipient Operator in accordance with its normal business and operational practices.
- When the voice number from a SIM card is ported, all other numbers associated with the SIM card are ceased.
- Contacts and SMS/MMS messages stored on the previous SIM should be transferred or otherwise will be lost.

5.10 Reasons for Rejection

- A list of fair and reasonable reasons for rejecting a request to port have been drawn up and agreed as part of the overall porting process. This list is located at Appendix B to this document.
- No other reasons for rejection are valid.

Appendices

Appendix A. NP Porting Processes

From a customer perspective, a porting activation is any process, initiated by a customer, where a change of service provider is implemented and the existing number is retained.

There may be other instances of porting which involves interaction between the service providers and any centralised order handling system and/or the central reference database that are not directly initiated by customers. These instances are to be dealt with as Special Projects and are outside the scope of this Appendix.

This process assumes a Recipient Operator led 'one stop shop' process whereby the customer initiates the process by an approach to a new supplier, the Recipient Operator. The Recipient Operator will then, on behalf of the customer, manage all interactions necessary for the successful transfer of the number from the customer's existing service provider (the Donor Operator) to the Recipient Operator.

All multiple porting requests involving accounts with multiple numbers shall be processed as individual porting requests. That is for the avoidance of doubt, multiple number ports shall be treated as a series of single number ports with each number ported separately.

Porting Processes for number portability cover the following areas for simple (single number) ports:

1. Pre-Order
2. Ordering
3. Porting Timeframes, Batch Processing and Batch Limits
4. Delayed Porting and CDB Timings
5. Order Timed-Out
6. Cancel Order
7. Reject Order
8. Non-Personal Account Port Orders
9. Subsequent Portings
10. Return Ceased Number to Block Operator
11. Reactivation of Ceased Number
12. Checks Performed by the Central Database on the Authorisation Request

13. Actions by Donor on Receiving An Authorisation Request
14. Activation By the Recipient Operator
15. Checks Performed by the Central Database on the Instruction Request
16. Actions by the Donor Operator on Receiving an Instruction Request Message
17. Updating the Central Database
18. Actions by the Recipient Operator on Receiving an Instruction Response Message
19. Actions by the Other Operators on Receiving an E.164 Ported Message
20. Summary of Message List

Each of these is dealt with in more detail below.

1. Pre-order

- A customer who wishes to change the provider of their service will contact the new service provider of their choice in order to initiate the process.
- If a customer contacts their current service provider in order to initiate the porting process, the customer must be referred to the new service provider of their choice by their current provider.
- The customer must provide as a minimum the following information:
 - Proof of identity, in the case of postpaid customers, their name and address details and previous name and/or address details where appropriate. All valid identification issued by the government is accepted along with any other identification established by the provider.
 - Their current service provider, their phone number, and in the case of postpaid service the most recent telephone bill. It is the responsibility of the Recipient Operator to satisfy itself that the 'customer' is who they purport to be and have the authority to request the port.
- If it is necessary or otherwise required, at a later date, to restore the customer to their former service provider because the request was accepted from an unauthorised person, then the activities necessary to restore the customer to their former service provider will be the responsibility of and at the cost of the current Recipient Operator.
- Port requests will be submitted by the Recipient Operator via the agreed mechanism using the agreed formats and/or forms.

- As part of the process of capturing the customer's details it is the Recipient Operator's responsibility to inform the customer, at the '*Customer Validation*' stage at section 5.2 that:
 - The customer's bill balance, with the Donor Operator must be for the current period, that is there is no carry forward balance from a previous period and must be thirty (30) days outstanding or less

Or

- Is less than One Hundred Caymanian dollars
- If a pre-paid customer, that any outstanding credit will be forfeited at the time of porting, so customers must 'use it or lose it'.
- The Recipient Operator should inform the customer of the industry-agreed port activation lead times and related options and agree with the customer the actual porting time/date applicable to their particular order type.
 - For mobile number ports, customers are to be advised that porting of their number will be completed by 1700 on Day 3.
 - For fixed number ports, customers are to be advised that the porting of their numbers will be completed by 1600 on Day 10.
- All other pre-order functions are deemed to be 'new customer' functions which are managed by individual Operators and are outside the scope of this porting process.
- As part of the standard explanation of the terms and conditions of service, at the '*Customer Validation*' stage, the Recipient Operator shall ensure that the customer is aware that a cancelled order may create a period when no service will be provided to the customer.
- As part of the administration of the port request it is the Recipient Operator's responsibility to invoke any technical process which will result in calls to the porting number being routed correctly by an originating service provider.

2. Ordering

The Recipient Operator is responsible for initiating the porting process by submitting a port request to the Donor Operator via the agreed order handling mechanism such as bilateral manual process or automated process via a centralised order handling system. The ordering process is as follows:

1. The Recipient Operator initiates the port request by submitting the Authorisation Form and porting order to the centralised order handling system.
2. Once the porting request from the Recipient Operator is received, the centralised order handling shall complete its validation checks and if passed, will forward the porting request

to the Donor Operator for an Authorisation Responset. At this stage the centralised order handling system will send one of two defined SMS to the customer advising that either a) their porting request has been accepted and is being processed or b) their order has been rejected and advising the customer to contact the Recipient Operator.

3. Having scrutinised the order against all the standard data requirements, the Donor Operator will accept or reject the order, if the order is rejected the order process stops. The Donor Operator will, within the agreed timescales, inform the Recipient Operator of the acceptance or rejection of the port request.
4. If the port request is rejected the Donor Operator must provide the Recipient Operator with the reason for rejection. This code will come from a list of agreed reject reasons and their associated codes. No other reject reasons are valid. Please see '*Response List*' at *Appendix B* for the LNPCo-agreed reject reasons.
5. If the reason for rejection is contested by the Recipient Operator, the Operators agree to cooperate in good faith to resolve the dispute.
6. If the order is accepted the port will be scheduled to take place at the requested activation time/date or is programmed to take place automatically at the 'default' time/date or earlier. The Recipient Operator will activate the customer's number on its network and then will send an Instruction Request via the centralised order handling system to the Donor Operator.
7. On receipt of the Instruction Request, the Donor Operator will deactivate the customer number from its network and send an Instruction Response to the centralised order handling system which will close the port on the system.
8. The centralised order handling system will send the E164 Broadcast message to all service providers requesting they update their own routing databases to route calls to the customer via the Recipient Operator's network.

3. Porting Timeframes, Batch Processing and Batch Limits

- All references to time refer to time within the porting window, on weekdays, from 9:00 am to 5pm and excluding public holidays.
- The Recipient Operator may accept requests for porting at any time and may store the requests for later action or may send an Authorisation Request to the central order handling system at any time.
- Notwithstanding the established porting hours, the CDB is specified to be available 24/7 in order to support testing etc.

For Mobile Ports:

1. The Donor Operator shall respond by 1000 AM on the next porting day to any Authorisation Request that it receives by 1700 on a porting day.
2. Unless the Subscriber requests otherwise, where the Recipient Operator has received an Authorisation Response that accepts the porting by 1000, the Recipient Operator shall take the necessary actions and send the subsequent Instruction Request by 1000 by the following porting day.
3. If the Subscriber specifically requests the completion of the porting to be postponed after the Authorisation Request has been sent, then the Recipient Operator may postpone sending the Instruction Request by up to two porting days.
4. If the Subscriber requests a longer postponement then the porting shall time out and the Recipient Operator shall send the Authorisation Request again on the day before porting is required.
5. The Donor Operator shall respond by 1700 to any Instruction Request that it receives by 1000 on a porting day.

This arrangement ensures that any porting started on one porting day before 1700 will be completed by the end of the second following porting day.

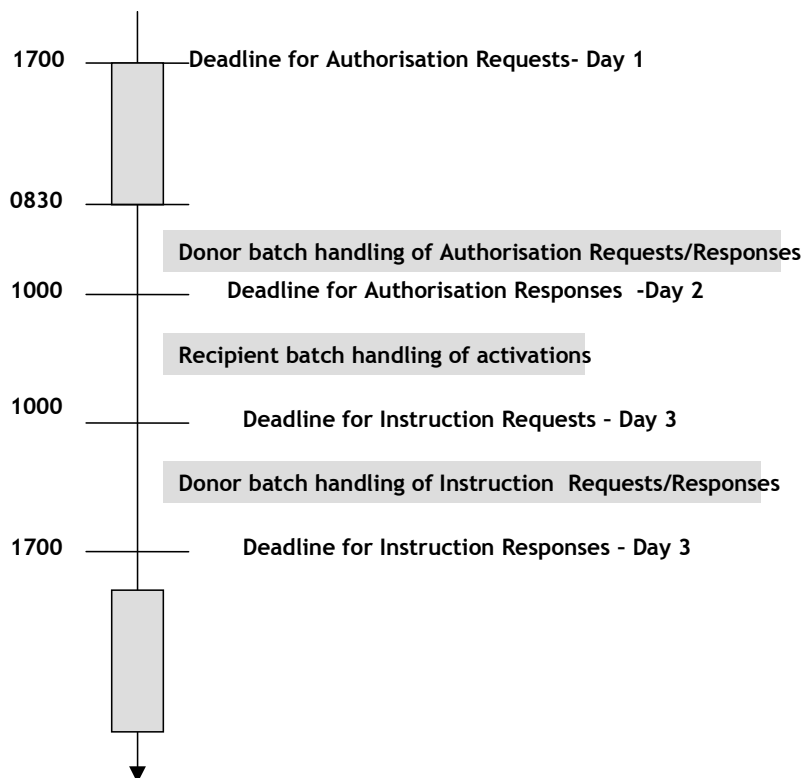


Diagram 3 Porting Response Times - Mobile

For Fixed Line Ports:

1. The Donor Operator shall respond by 1100 AM on the next porting day to any Authorisation Request that it receives by 1700 on a porting day.
2. The Recipient Operator shall have between Day 2 and up to the deadline on Day 10 to complete any field activities required to support the port.
3. The Instruction Request is to be sent by 1000 on porting day 10. The Donor Operator shall respond by 1700 to any Instruction Request that it receives by 1000 on porting day 10.
4. If the Subscriber specifically requests the completion of the porting to be postponed after the Authorisation Request has been sent, then the Recipient Operator may postpone sending the Instruction Request by up to two porting days.
5. If the Subscriber requests a longer postponement then the porting shall time out and the Recipient Operator shall send the Authorisation Request again on the day before porting is required.

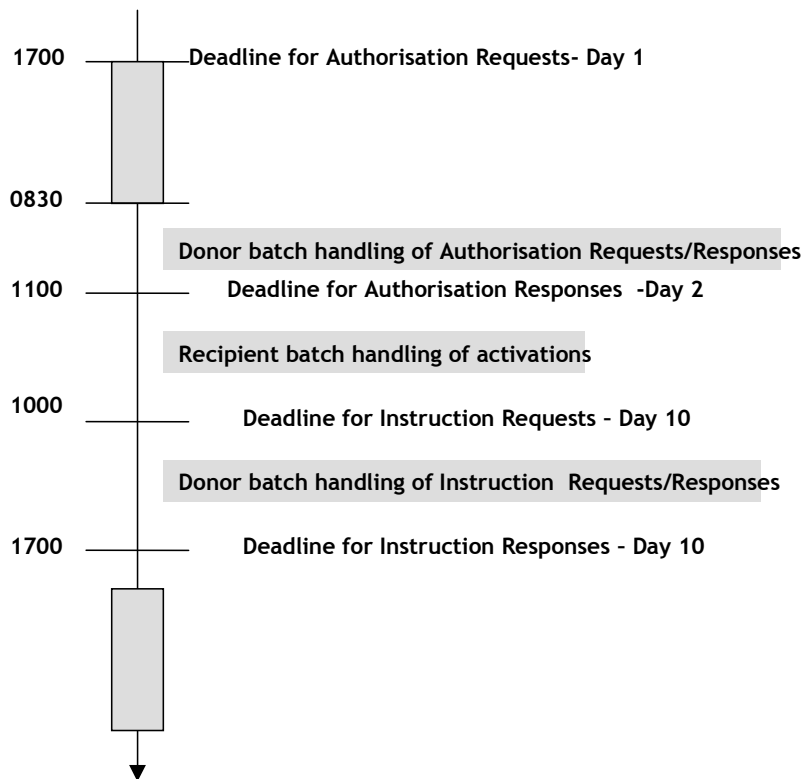


Diagram 4 Porting Response Times -Fixed

4. Delayed Portings and CDB Timings

- Where the CDB is storing a delayed port, the Authorisation Request is sent to the Donor Operator at the end of the porting day two days before the Start Date. The purpose of sending it early is to allow the Donor Operator more time to prepare for the porting.
- Although the Authorisation Request is sent before the Start Date, the CDB will block (i.e. the GUI will not allow and the XML will send a NACK) the sending of the Instruction Request before the Start Date.
- The Recipient Operator may wish to take account of the current CDB timings of the Start Date and Due date as illustrated in the following diagram, using the example of a mobile port..

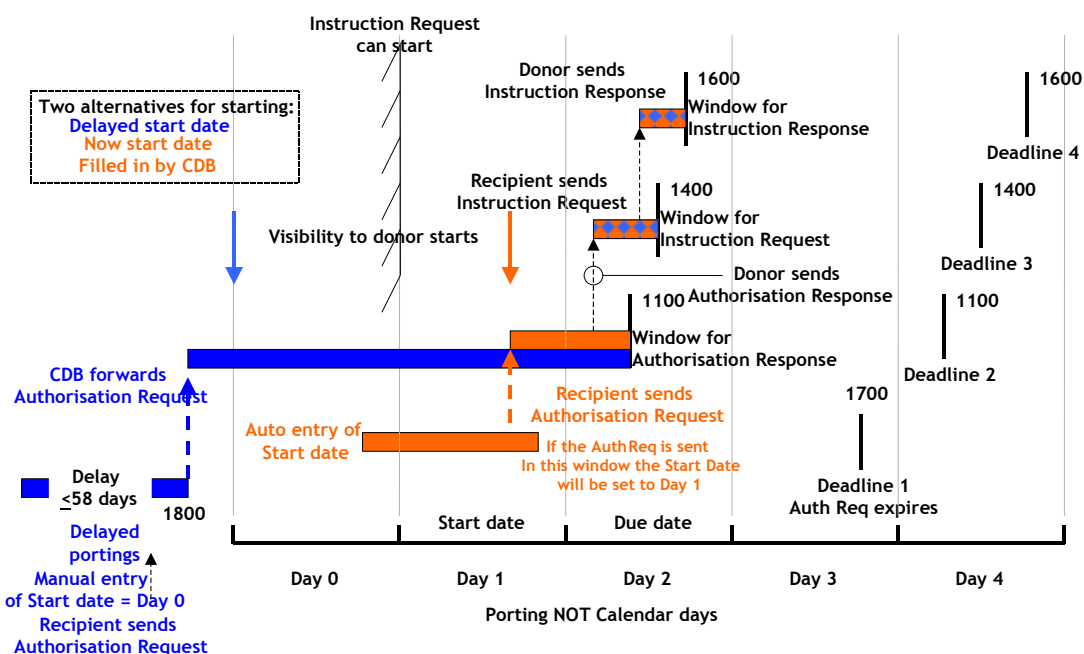


Diagram 5 Illustration of Delayed Porting in Porting Process

5. Order Timed – Out

- A timer is set at each stage of the porting process that is handled by the centralized order handling system and where a response is required from either a Recipient Operator or a Donor Operator in a set time. An order is timed- out on the centralised order handling system when it has exceeded the time set for processing the order, at the stage that the order is at in the porting process.

- The centralized order handling system will send a message to both the Recipient Operator and Donor Operator, advising that the order has ‘timed-out’ and will be cancelled in two (2) business days if no further action is taken.

6. Cancel Order

An order can only be cancelled if:

1. It has timed-out on the centralised order handling system, that is it has exceeded the time limit set for processing the order, at the stage that the order is at in the porting process and so is cancelled due to inactivity.
 2. At the customer’s request provided that the order has not yet been approved for porting by the Donor Operator, at which stage a cancellation cannot be facilitated.
- The centralized order handling system will send out a message to the Recipient Operator, the Donor Operator and the customer advising that the order has been cancelled and close the request to port.

7. Reject Order

- If a Donor Operator is to reject an order only the agreed reject reasons and associated codes are valid. No other reject reason is valid. The LNPCo-agreed Response list is provided as Appendix B of this document.
- The order reject could come from the centralised order handling system; however, the system can only use agreed reject reasons and their associated codes. These will be the LNPCo-agreed list provided as Appendix B of this document.
- If it is recognized that a reject reason is not appropriate, or that there is need to introduce a new reject reason, then this will be done through negotiation within the LNPCo.

8. Non-Personal Account Port Orders

- Accounts may be held by organisations such as companies, partnerships, Government Departments and clubs. Such accounts may be in the name of the organisation rather than of any individual. These are classified as non-personal accounts.
- Since pre-paid accounts do not produce bills and are anonymous in many cases, non-personal pre-paid accounts shall be handled in the same way as personal pre-paid accounts.
- For post-paid accounts, where the account is in the name of an organisation, the Porting Request Form shall be accompanied by a letter on the letterhead of the organisation. The letter shall be signed by an authorised signatory and shall explicitly authorise the porting and the closure of the account with the Donor Operator. Only the following combinations may be accepted:

	Porting arranged by (eg person in shop)	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

Table 2 Non-Personal Accounts - Authorisation

- A template Letter of Authorisation is provided at Appendix E.
- The Recipient Operator shall check that:
 - The Donor Operator's bill shows all the numbers to be ported, or a subset thereof;
 - The organisation name shown as the account holder on the Donor Operator's bill matches the organisation name on the letterhead;
 - The signatures on the Porting Request Form and the Letter of Authority conform to option A or Option B in the above table; and
 - 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.
- The Recipient Operator shall enter the transaction request or requests for the porting in the central order handling system specifying a porting date in the future.
- If several numbers are to be ported, then each number should be ported as a separate transaction / porting request.
- The Donor Operator may request from the Recipient Operator a copy of the Porting Request Form and any letter of authorisation from a responsible signatory of the customer. If the Donor Operator has valid doubts regarding the authority of the responsible signatory, this should be raised with the Recipient Operator for additional verification.

The handling of accounts is summarised in the following diagram. :

	Single number	
	Pre-paid	Post-paid
Personal	Basic process	Basic process Check Donor Operator bill
Organisation	Basic process Check Donor Operator bill Letter of Authorisation	Basic process

Table 3 Summary of Validation Process

9. Subsequent Portings

9.1 Porting in 90 (ninety) Days or Less

- A customer cannot port onwards to another service provider within 90 (ninety) days of the previous port being completed. The centralised order system will validate Authorisation Requests and check whether the number has been previously ported within the last 90 days. The centralised order handling system will reject orders which have been ported within the last 90days.
- Having adopted the roles as described above, the port order process remains the same as for other port orders including standard or agreed lead times.
- There is still the necessity for the Recipient to satisfy itself that the customer is who the customer purports to be and to establish their authority to request the port.
- The only exception to this rule is where the customer has agreed a 'Cooling-Off' period with the Recipient Operator which allows the customer to port back to the immediate Donor Operator within fourteen (14) calendar days.

9.2 Porting Back to the Block Operator

- Where the Subscriber requests porting back to the Block Operator (i.e. where the Recipient Operator is the Block Operator):

- The Donor Operator shall not apply onward routing;
- The database shall remove the number from the list of ported numbers; and
- The Recipient (Block) Operator shall remove any onward routing applied to support previous portings.

9.3 Portings where neither Donor Operator nor Recipient Operator is the Block Operator

- Where the Subscriber requests porting where neither Donor Operator nor Recipient Operator is the Block Operator the Donor Operator shall not apply onward routing.

10. Return Ceased Number to Block Operator

- This is the process whereby an inactive number is returned, after three (3) months of quarantine by the Recipient Operator, to the service provider who was originally assigned the number as part of its allocation of numbers ('Block Operator').
- Onward routing is ceased when the provision of service ceases on the ported number.

The return to Block Operator process operates as follows:-

1. Current service provider identifies the customer as inactive (as defined by each service provider's business rules) and quarantines the number for a period of three months.
 2. After the inactive quarantine period is completed, the current service provider sends the E164 terminated message to the centralised order handling system.
 3. On receiving the E164 terminated message, the centralised order handling system will:
 - 1) remove the number in the central database from the list of ported numbers; and
 - 2) send a copy of the E164 Terminated message to all service providers.
- An Operator shall not allocate a number ported to its network, which it has ceased, to another customer on its network.
 - On receipt of an E164Terminated message, the block Operator may allocate the number immediately.

11. Reactivation of Ceased Number

- If, before sending the E164Terminated 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.

12. Checks Performed by the Central Database on the Authorisation

Request

- The CDB waits to receive an Authorisation Request and an SMS/ text message in the case of a mobile port or a positive IVR call from the Subscriber in the case of fixed number porting.
- When an Authorisation Request is received, the CDB checks that:
 - The identity of the Donor Operator is consistent with the information held by the database (Code 02);
 - The number to be ported is not already subject to a porting process (Code 06);
 - The Recipient Operator has confirmed that it has checked and recorded the ID information where required.(Code 11);
 - The Recipient Operator has confirmed that it has checked ID information, where required, against the account information and found a match (Code 12);
 - If Delayed Porting is requested the date is within 58 days of the current date (Code 13); and
 - The Porting Start Date is equal to or greater than 90 calendar days after the date of the last porting (Code 14)
- If any check fails, the CDB will send a NACK to the Recipient Operator. The Recipient Operator may resend a corrected Authorisation Request if it discovers an error in the one sent previously. Since the Authorisation Request has not yet been matched with the SMS/text message/IVR call, it is possible that the checks may be made on a wrongly entered number.
- When the CDB has received an SMS/text message/ positive IVR call where the CLI matches the number to be ported in an Authorisation Request, the central database shall:

- send an Initial Response message to the Recipient Operator confirming that the porting is proceeding; and
- send the text message SMS-2/email to the customer.

- If an SMS/text message is not matched by deadline 1, then the CDB shall send SMS-1/email to the CLI of the IVR / SMS call and the IVR call / SMS shall be discarded.

- If an Authorisation Request is not matched by deadline 1, then the CDB shall:
 - Send a TimeOut Message to the Recipient Operator
 - discard the Authorisation Request.

- As soon as the SMS/ text message/IVR call and Authorisation Request are matched, and if the Subscriber has not request Delayed Porting, the CDB will then send the Authorisation Request to the Donor Operator.

Database issues

Inport view:

Start Date = (optional) if this field is not completed by the Recipient Operator, the database automatically enters the current date if the time when the Authorisation Request is sent is a porting day, before the end of the porting window. If the date is entered manually and is in the future then the Authorisation Request is sent at the end of the Porting day, two porting days before the Start Date.

List view

“Requested” – This is automatically filled with the contents of the Porting Date field on the Inport form. This should be renamed “Porting Start Date”

“DueDate” – This is the automatically filled with the deadline for the current unfinished stage of the process according to the Process Specification, for meeting the SLA and not the TimeOut deadline

“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.

-
- If the Authorisation Request is received before the end of the porting window, then the CDB shall set the DueDate parameter in the Authorisation Request to be the next porting day unless a deferred porting has been requested.

 - If the Authorisation Request is received after the end of the porting window on a porting day or at any time on a non-porting day, then the CDB shall set the DueDate parameter in the Authorisation Request to be the next but one porting day unless Delayed Porting has been requested.

- If a deferred porting has been requested then the CDB shall set the DueDate parameter in the Authorisation Request to be the date requested or the date as calculated in the preceding paragraphs whichever is the later. Delayed Porting dates in the Authorisation Request sent by the recipient operator more than 58 days ahead of the current date should be rejected by the CDB using a NACK (Code 13).

- If the Subscriber has requested Delayed Porting the CDB will forward the Authorisation Request to the Donor Operator at the end of the porting day, two porting days before the chosen porting date.

The following diagram shows the states of the CDB during the porting process.

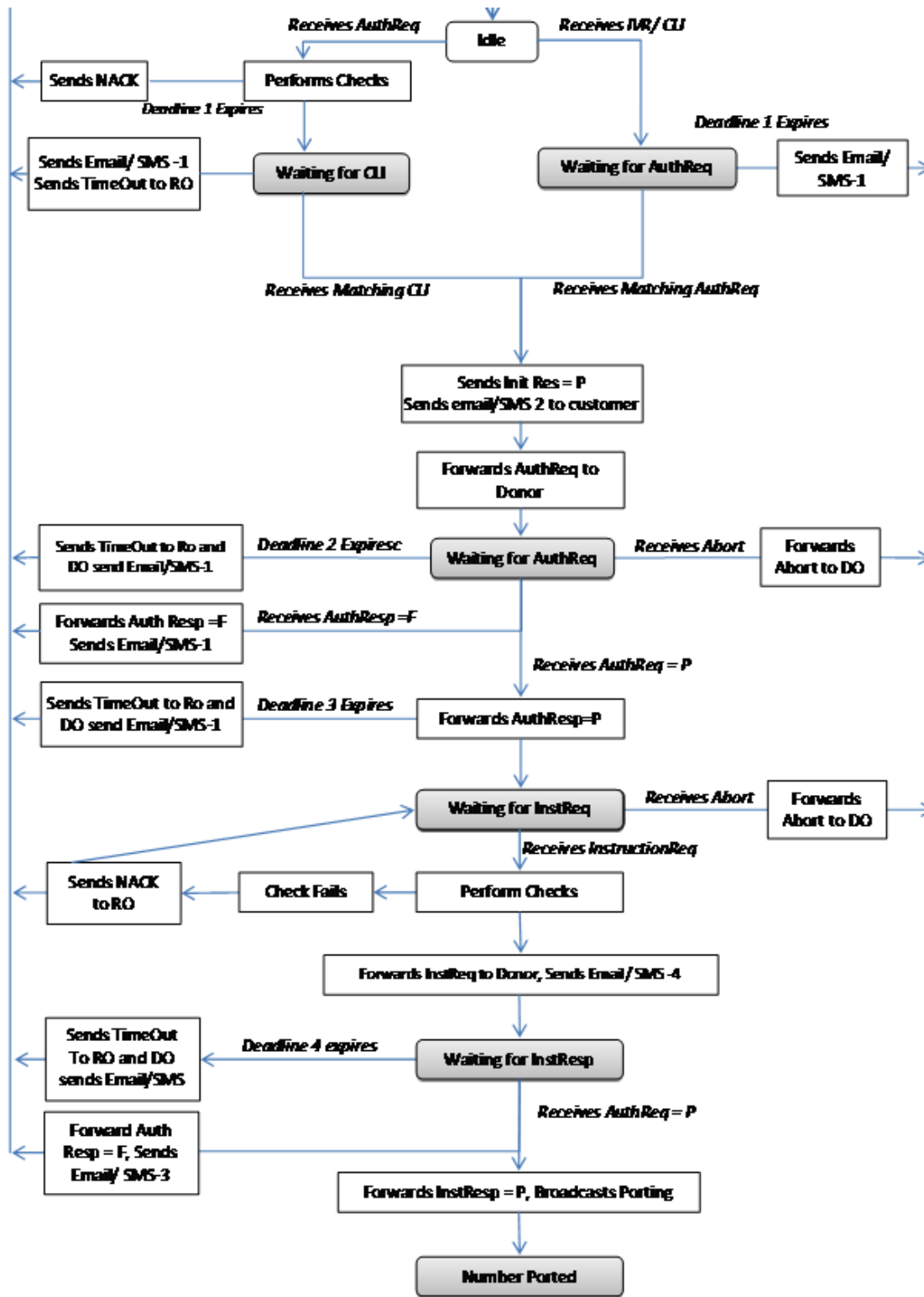


Diagram 6 States of the CDB During the Porting Process

- The deadlines in the slide are calculated as follows where the porting limit is not exceeded or Delayed Porting requested:
 - Deadline 1: 1700 immediately after time of receipt of the Authorisation Request or the SMS, plus 2 working days
 - Deadline 2: 1100 immediately after time of receipt of the Authorisation Request, plus 2 working days
 - Deadline 3: 1000 immediately after time of receipt of the Authorisation Response, plus 2 working days
 - Deadline 4: 1700 immediately after time of receipt of the Instruction Request, plus 2 working days

The e-mail or SMS Messages are:

Message	Header	Text
Email/ SMS-1	Porting	Your porting request has failed. Please contact your new operator
Email/ SMS-2	Porting	Thank you for your SMS. Your porting request is being processed
Email/ SMS-3	Porting	Porting error. Please contact your new operator
Email/ SMS-4	Porting	This account will be closed soon please use your new SIM from your new operator

13. Actions by the Donor on Receiving an Authorisation Request

- The Donor Operator shall authorise the porting unless one or more of the requirements R10-R15 have been failed. The Donor Operator shall indicate the results of each check that it has performed.
- All checks shall be performed and all refusal reasons shall be given, that is the Donor Operator shall not send the Authorisation Response after it has encountered one reason for refusal but before it has completed all the checks.
- R1: The Donor Operator shall handle all Authorisation Requests in the order in which they were received.
- R2: The Donor Operator shall check that, the Subscriber meets the criteria of having a current bill balance that is thirty (30) days outstanding or less with no carry forward balance from a previous period or is less than one hundred Caymanian dollars.

- R3: The Donor Operator shall send an Authorisation Response message to the Recipient Operator via the CDB by 1100 on the day specified by the DueDate parameter in the Authorisation Request either authorising or refusing the porting.
- If the Authorisation Response is not sent by 1100 on the day specified by the DueDate parameter then it shall be sent as soon as possible up to 1600 on the next porting day. If the Authorisation Response has not been sent by 1600 on the second porting day after the day specified by the DueDate parameter, then the porting shall be aborted.
- All Authorisation Responses sent late will be reported in the statistics collected by the database.

14. Activation By the Recipient Operator

- If the porting has been accepted, the Recipient Operator shall activate the ported number(s) on its network, and send the Instruction Request message via the centralized order handling system to the Donor Operator. Normally where the Authorisation Response has been received by 1000, the Recipient Operator shall send the Instruction Request by 1700.
- If the Recipient Operator is unable to send the Instruction Request within the expected timescale, it may send the Instruction Request at any time up to 1400 on the second day after the day when the Authorisation Response was received by 1100. If the Recipient Operator does not send the Instruction Request by this deadline then the CDB will abort the porting and the Recipient Operator shall deactivate the ported number.
- The Recipient Operator may restart the porting process if appropriate. For clarity, if the Authorisation Response is received between 1100 on day 1 and 1100 on day 2, then the Instruction Request shall be sent by 1400 on day 2 to comply with the requirement and, failing this, shall be sent by 1400 on day 4 to avoid the porting from being aborted.
- If the Instruction Request has been refused, the Recipient Operator may consult the Subscriber to resolve the problem and may submit a revised Instruction 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.
- At this stage:
 - originating calls can be made from the Recipient's Network;
 - calls originating from subscribers on the Recipient Operator will be received on the Recipient network; and
 - the Subscriber still has full service on the Donor Operator's network and so calls from other operators will be received on the Donor Network.

- Until it sends the Instruction Request message, the Recipient Operator may send an Abort message to the Donor Operator to abort the porting.
- On receipt of an Abort message, the Donor Operator shall terminate its processes in relation to the porting

15. Checks Performed By the Central Database on the Instruction Request

- The CDB will perform the following checks on the Instruction Request message:
 - That the number to be ported is the subject of an Authorisation Request made by the same Recipient Operator and that the Instruction Request has been sent within the correct time window;
 - That the number is not currently subject to a porting process (i.e. the instruction has been sent twice in error and has already been actioned); and
 - That an Instruction Response has not already been sent.
- If any of these checks fail, the CDB shall send a NACK to the Recipient Operator with the relevant code (see Appendix B) .
- The Recipient Operator may resubmit the Instruction Request.
- If all the checks are passed the CDB shall send SMS4/email ("This account will be closed soon please use the network from your new operator") to the number to be ported.
- The CDB shall then forward the Instruction Response to the Recipient Operator.

Note: The CDB should be capable of sending the E164 Ported message to a handling point at the Operator that is different from that used for the other messages, and allowing Operators to work in GUI mode for the process and automatic mode (XML messages) for the updates with the E164 Ported message.

16. Actions by the Donor Operator on Receiving an Instruction Request Message

- The following requirements apply on receipt of an Instruction Request. They apply separately for each number for which porting is instructed.
- The Donor Operator shall handle all Instruction Requests in the order in which they were received.
- The Donor Operator shall perform the following actions:

- deactivate the number on its network;
 - close any mailboxes with the consequent loss of any messages stored in them and any other services attached to the ported number;
 - update its routing tables meaning that calls originating from subscribers on the Donor Operator's network and from other Operators using the Donor for indirect routing are routed to the Recipient Operator; and
 - send an Instruction Response to the Recipient Operator.
- Where the Instruction Request is sent by 1000, these actions shall be completed by 1700.
 - If the Instruction Response is not sent by 1700 in response to an Instruction Request received by 1000 then it shall be sent as soon as possible up to 1600 on the next but one porting day.
 - If the Instruction Response has not been sent by 1600 on the second porting day after the day when it was received before 1000, then the porting shall be aborted.
 - All Instruction Responses sent late will be reported in the statistics collected by the database.

17. Updating the Central Database

- When the CDB receives a positive Instruction Response, it will:
 - update its records of the Operator that is serving the ported number;
 - forward the Instruction Response to the Recipient Operator; and
 - send an E164 Ported message to all other Operators.

The CDB should be capable sending the E164 Ported message to a handling point at the Operator that is different from that used for the other messages, and allowing Operators work in GUI mode for the process and automatic mode (XML messages) for the updates with the E164 Ported message.

18. Actions By the Recipient Operator on Receiving an Instruction Response Message

- On receiving an unsuccessful Instruction Response, the porting is cancelled and the Recipient Operator shall inform the Subscriber and deactivate the number that was being ported.
- The customer and Recipient Operator may restart the process after resolving the reasons for the failure.

- On receiving a successful Instruction Response, no further action is required by the Recipient Operator.

19. Actions by the Other operators on Receiving an E.164Ported Message

- On receiving an e164Ported message, an operator that is using all call query routing shall update its routing information as quickly as practicable .

20. Summary of Message List

- Authorisation Request
- Initial Response
- Authorisation Response
- Abort
- Instruction Request
- Instruction Response
- E164Ported
- E164Terminated
- TimedOut
- NACK

Appendix B. Response List / NACK

ID	RESPONSE	DESCRIPTION	NACK/ RESPONSE
Codes for Use in the Initial Response			
00	Request Accepted	Request Accepted	NACK
Codes for Use in the Authorisation Response			
00	OK	Request Accepted	Response
03	Stolen or Lost	Request rejected because the phone is blocked as stolen or lost.	Response
04	Bill Problem	Request rejected because the customer's bill is not thirty days or less due with no carry forward balance or is greater than 100 Caymanian dollars.	Response
05	Special	Request rejected because the Subscriber is already subject to suspension of the service for reasons unrelated to payment.	Response
08	No Cooling Off	Request rejected because the porting start date is less than or 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.	Response
09	Classification	Request rejected because the classification of the account does not match, eg request made under the pre-pay procedure for a post-pay account.	Response
	Number not active.	Request rejected because the number to be ported is not in service or has restricted outgoing service for reasons	Response

ID	RESPONSE	DESCRIPTION	NACK/ RESPONSE
		of debt recovery with this customer.	
	Number ceased	Request rejected because this number is no longer assigned to this customer. The number is ceased and is in quarantine/being reallocated or has been allocated.	Response
Codes for Use in NACKs			
	Non-portable number	The number quoted is not a geographic fixed or mobile number assigned by the Authority in the Cayman Islands and so cannot be ported.	NACK
02	Number not recognized.	Request rejected because the number to be ported is not a valid number for the Donor's network (ie is not within their allocated number range or is not a ported number served by them).	NACK
06	Pending order	Request rejected because the number is already subject to a porting process.	NACK
11	Photograph ID	Request rejected because confirmation not given that photographic identity information has been checked satisfactorily and recorded for post-paid service.	NACK
12	Identity/ Bill Match	Request rejected because confirmation not given that identity matches bill for post-paid service.	NACK
13	Delayed Porting	Request rejected because deferred porting date is more than 58 days ahead.	NACK
14	Porting Too Soon	Request rejected because the number was ported within the last 90 calendar days.	NACK
17	Number does not Match SMS	Request rejected because the number specified for the SMS is not one of the numbers to be ported (XML only).	NACK

ID	RESPONSE	DESCRIPTION	NACK/ RESPONSE
31	No related Authorisation/ Instruction Request	Request rejected because there is no related Authorisation Request made by the same recipient operator or the Instruction Request has not been sent within the correct time window.	NACK
32	Number Already Ported	Request rejected because the number has already been ported (ie the instruction has been sent twice in error and already actioned).	NACK
33	Instruction Response Already Sent.	Request rejected because an Instruction Response has already been Sent.	NACK
Codes for Use in Instruction Response			
30	Instruction Completed.	Instruction completed	Response
34	Bill Problem	Request rejected because the customer's bill is not thirty days or less due with no carry forward balance or is greater than 100 Caymanian dollars.	Response
35	Service Suspended	Request rejected because the Subscriber is already subject to suspension of any service for reasons unrelated to payment	Response
36	Stolen or lost	Request rejected because the phone has been reported as stolen /lost since the request was accepted.	Response
12	Other	This reason can only be used in exceptional circumstances. The reason for rejection must be specified by the Donor Operator and supported	Response

ID	RESPONSE	DESCRIPTION	NACK/ RESPONSE
		in writing and reported to the LNPCo	

For avoidance of doubt :

NACK – is a code generated automatically by the centralised order handling system to advise a service provider of a particular reason for rejection or approval of a porting request as part of the validation checks completed by the system

Response Code – is a code generated by a service provider in response to a request received via the centralised order handling system, i.e. an Authorisation or Instruction response.

Appendix C. Database Logs & Reporting

- At 1800 each porting day, the CDB will make available to each Operator involved as either Donor Operator or Recipient Operator, a list of the actions that have:
 - exceeded their time limits and remain active but incomplete; and
 - exceeded their time limits and have been aborted on that day.
- In each case the data will include:
 - The porting reference number;
 - The number to be ported;
 - The code for the Recipient Operator;
 - The code for the Donor Operator;
 - Current state of porting if active or indication that the porting has been aborted; and
 - Date and time entered, current state or when aborted.

NB: The CDB states need to be numbered or named for ease of reference.

Appendix D. Glossary of Terms and Abbreviations

Term or Abbreviations	Definitions
Authorisation Request	Initial message sent by the Recipient Operator to the centralised order handling system, that initiates the porting request. The Authorisation Request contains a) the number(s) to be ported; b) the number to be used to validate the porting request; c) the Recipient account type; d) the Donor account type; e) name of the Donor Operator & f) date porting is required
Authorisation Response	Message sent by the Donor Operator to the Recipient Operator via the centralised order handling system once the Donor Operator has performed the authorisation checks. The Authorisation Response message indicates whether or not the Donor Operator will permit the number to be ported and the associated NACK.
Block Operator	Provider to whom the number range of the ported number was originally assigned by the Authority.
1 Business Day	By 5:00 p.m of the business day following the day on which a request was made.
Centralised Order Handling System	System specifically designed to process NP orders between Operators to facilitate the streamlined porting of numbers by customers in the Cayman Islands.
CLI	Call Line Identity is used by service providers to identify each mobile number.
Customer	The legal holder of the account who is not necessarily the user of the service.
Deadline	A specified time period in the Cayman Islands NP process by which an Operator is required to provide a specified response to centralised order handling system in response to a porting request
Donor Operator	The network / service provider whose service the customer ceases in order to port the number to the Recipient Operator.
FNP	Fixed Number Portability
Initial Response	Message sent by the centralised order handling system to the Recipient Operator once the centralised order handling system has checked the

	Authorisation Request and successfully matched the Authorisation Request to the CLI of the authorisation SMS/text message in the case of mobile ports or the CLI of the IVR message.in the case of fixed number ports, received from the customer.
Instruction Request	Message sent by the Recipient Operator via the centralised order handling system to the Donor Operator but only after a positive Authorisation Response has been received from the Donor Operator. . The Recipient Operator activates the customer number on their network and sends the Instruction Request to the Donor Operator instructing them to deactivate the number on its network and apply onward routing for any incoming calls.
Instruction Response	Message sent by the Donor Operator to confirm the customer number has been deactivated from their network and the porting operation is complete .
LNPCo	LNP Consortium - the ‘industry’ group, currently made up of all Cayman Islands licensed Type 1, 3, 4, and 5 ICT Service providers who will, collectively, implement and manage NP in the Cayman Islands.
MNP	Mobile Number Portability
MSISDN	Mobile Customer Integrated Services Digital Network Number - simply put, it is the telephone number to the SIM card in a mobile phone.
NACK	Code generated automatically by the centralised order handling system to advise a service provider of approval of a porting request or of a particular reason for rejection of a porting request as part of the validation checks completed by the central order handling system.
NP	Number Portability
NPR	Number Portability Request
Number Portability	Number Portability (NP) is the generic term used for a process that gives customers of telephony services the ability to retain their directory number(s) when changing service provider.
Recipient Operator	The network / service provider whose service the customer ports his/her number(s) to.
Reference Database	A database of information, managed by the Centralised Order Handling System, containing a record of (at least) all ported numbers in the Cayman Islands and the ‘owning’ service provider. Copies of this database will be used by individual operators to route calls to Recipient

	Operator.
Response Code	Instruction Response generated by an Operator in response to a request received via the centralised order handling system.
Timer	Set time established for processing order at each stage of the porting process that is handled by the centralized order handling system. Designed to cease a porting request should authorization / response not be received within the set time.

Appendix E. Messages Sent Outside Working Hours

- Messages may be sent outside normal working hours.
- During maintenance:
 - With manual Operators via a GUI, if the database is out of service then the GUI will not work and so no messages will be lost.
- With electronic exchange of messages, eg webservice/XML, the underlying message exchange mechanism should ensure that messages cannot be sent into a system that is out of service without the sender being informed of the problem.

Appendix F. Complete Data Download

Operators may at any time download a complete set of ported number information from the CDB Operator from the reports section or a from a defined ftp section.. The CSV file (name = "<country><date in form yyymmdd>") contains all the ported numbers in the database together with the identity code of the Operator that serves each number. The format shall be:

<Number in format eg 020074600>,<identity code>,<date of end of last complete porting of the number>

<Number in format eg 020074601>,<identity code>,<date of end of last complete porting of the number>

etc

The list should be sequential based on the number.

Appendix G. Contact Information

Call Centres

	Name	Number	Email
	(team)		
	(team)		
	(team)		

Porting Team Member Numbers

	Name	Number	Email

Escalation Contacts

	Name	Number	Email

Appendix H. Non-Personal Accounts Portings – Letters of Authority

Version for presentation by the authorised signatory themselves - Option A

CUSTOMER LETTERHEAD & LOGO

<ORGANISATION>

<DATE>

*****,

*****,

Dear Sir/ Madam

Re: Phone Number Porting Request – <ORGANISATION>

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 <Donor Operator> for the numbers listed in the Porting Request Form

Signed

<Authorised signatory>

<AUTHORISED SIGNATORY NAME & JOB TITLE>

<CUSTOMER ORGANISATION ADDRESS ETC>

Version for presentation by a delegated authority - Option B

CUSTOMER LETTERHEAD & LOGO

<ORGANISATION>

<DATE>

*****,

*****,

Dear Sir/ Madam

Re: Phone Number Porting Request – <ORGANISATION>

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 <Donor Operator> for the numbers listed in the Porting Request Form

Signed

<Authorised signatory>

<NAME & JOB TITLE>

Signed

<delegated authority >

<NAME & JOB TITLE>

<CUSTOMER ORGANISATION ADDRESS ETC

Appendix I

Porting Request Form

Operator Logo

Porting Request Form

Number(s) to be ported

Number(s) for IVR/SMS check

Current operator Porting asap: or on:

Customer name

Customer address

Contact Telephone

Email

Type of ID inspected

Passport	<input type="text"/>	Number:	<input type="text"/>
Driving License	<input type="text"/>	Number:	<input type="text"/>

If the customer does not have a passport or driving license:

Details of other ID used:

Existing Account Type:
 PrePay :
 PostPay :

Customer declaration

I declare that the information given is correct , that I am appointing <name of operator> to close my account with the donor operator and to port my number, and that:

1. I am the current subscriber for the number to be ported;
2. My bill is 30 days or less outstanding, has no carry forward balance or is less than 100 Caymanian dollars.
3. I understand that all messages in the voice mailbox of the my existing operator will be lost;
4. I understand that undelivered SMS and MMS messages may be lost;
5. Any configuration information from my existing account will not be transferred to the new account;
6. Any associated numbers will not be ported and will cease to be in service
7. I understand that I will have to pay any early termination charges due to the donor;
8. I understand that I will have to pay the donor any subscription and call charges until the account is closed

Y/N
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Signature

Order taken by:

Name

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

Signature

Operator's reference
number

New SIM Card
Number (PrePaid
Only)