



## **ITSPA Best Common Practice Document Number Porting between ITSPA members**

### **1. Introduction**

This BCP outlines ITSPA's recommended policy of enabling the free and open transfer of telephone numbers amongst its members and the protection of a customer's number in the event of an ITSPA member ceasing to trade.

ITSPA is very aware that customers invest heavily in their telephone number, often going to significant expense in using it as an integral part of their branding and promotional material. Even for non-business customers, having to change numbers when switching telephone providers is a significant inconvenience.

### **2. ITSPA's Aims**

ITSPA exists to encourage the development of a vigorous and competitive industry and our Code of Practice outlines two important principles:

1. To promote the best interests of users of Internet services by ensuring a free and open market between ITSPA members and other providers of telephony services to the public.
2. To enhance the reputation of the internet telephony industry by promoting standards over and above those required by law and regulation.

### **3. Recommendations**

ITSPA Members should therefore use all reasonable efforts to enable customers to transfer their numbers to other members within the following recommended guidelines:

#### **Retail Providers**

1. A member will not unreasonably refuse to transfer a number to another member.
2. A member will take reasonable steps to ensure that number porting is a simple and efficient process for the customer. Normally a single number transfer should be achieved within 10 working days from the date of the customer's request. (More complex transactions may require longer).
3. Any charge to release a number should be designed to cover only the reasonable costs of administration.

#### **Wholesale Providers**

1. Wholesale providers will make appropriate procedural and commercial arrangements between themselves to facilitate the transfer of numbers between retail providers.
2. Any charge to transfer a number should be designed to cover only the reasonable costs of administration.



3. In the event of a retail member ceasing to trade, the wholesale member will reserve their customers' numbers. The wholesaler will enable the transfer of these reserved numbers to another retail member when requested to do so by the end user through another retail member. In these circumstances the wholesaler will not reallocate a number used by the retailer for a minimum of three months.
4. All wholesale members will offer their reasonable efforts to provide any services required to enable continuity of service in the event of another wholesale member ceasing to trade.