

ANNEX III

INTERIM SOLUTION

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1. GENERAL DESCRIPTION

1.1 OPERATION

➤ OPERATION

- TIMESCALE: FROM 30.06.2001 UNTIL MIGRATION TO DEFINITIVE SOLUTION, EXPECTED TO BE NOVEMBER, 2001
- OPERATING HOURS: WORKING DAYS FROM 09:00 TO 18:00

1.2 SERVICES

➤ MANUAL OPERATION

- IMPLEMENTATION OF A SUB-SET OF PROCESSES
- MAINTENANCE OF A SIMPLE DATABASE
- COMMUNICATIONS BASED ON ENCRYPTED AND SIGNED E-MAILS, WITH DELIVERY CONFIRMATION MECHANISMS
- BASIC COMMUNICATION AND DAILY SUMMARY:
 - PROVIDERS SEND MESSAGES TO RE BY 10:00
 - RE SENDS MESSAGES TO EACH PROVIDER BY 16:00
 - RE SENDS DAILY SUMMARY TO ALL PROVIDERS BY 17:00
- EXCEPTIONAL COMMUNICATIONS
 - RESPONSE TIME OF RE: 2:00

➤ HELPDESK

2. SUB-SET OF APPLICABLE PROCESSES

➤ NP REQUEST

- EXCLUDING MESSAGES AFTER INSTANT "P" OF PORTING PROCESS (NP COMPLETE, NP UPDATE, NP UPDATE COMPLETE)

➤ NP NRN ALTERATION

➤ NP CANCEL

- EXCLUDING CANCELLATION OF NP RETURN

➤ NP PORTABILITY INFORMATION

- SPECIFIC FORMAT FOR INTERIM SOLUTION
- DAILY SUMMARY OF CONFIRMED OPERATIONS OF THAT DAY AND OF PORTED NUMBERS AND ALTERATIONS OF NRN OF FOLLOWING DAY

➤ THE PROCESS, NP RETURN IS NOT CURRENTLY APPLICABLE

3. COMMUNICATIONS

3.1 FREQUENCY

- BASIC COMMUNICATION (PROVIDER -> RE)
 - 1 E-MAIL / DAY / PROVIDER, WITH MESSAGES OF PROCESSES
 - BY 10:00 OF EACH WORKING DAY, ALL PROVIDERS
- BASIC COMMUNICATION (RE -> PROVIDER)
 - 1 E-MAIL / DAY / PROVIDER, WITH MESSAGES OF PROCESSES
 - BY 16:00 OF EACH WORKING DAY, FOR EACH PROVIDER
- DAILY SUMMARY (RE->PROVIDERS)
 - 1 E-MAIL / DAY FOR ALL PROVIDERS, WITH DAILY SUMMARY
 - BY 17:00 OF EACH WORKING DAY, FOR ALL PROVIDERS
- EXCEPTIONAL COMMUNICATIONS (BOTH DIRECTIONS)
 - URGENT ALTERATIONS OF NRN AND CANCELLATIONS THAT CANNOT BE POSTPONED
 - NECESSARY NUMBER OF E-MAILS PER DAY AND PER PROVIDER, WITHOUT PRE-SET TIME

3.2 ADDRESSES

- EACH ENTITY (RE AND PROVIDERS) HAVE TO SET UP
 - 1 MAIN E-MAIL ADDRESS
 - 1 SECONDARY E-MAIL ADDRESS, IN A DISTINCT E-MAIL SERVER (WEBMAIL SERVER IS SUGGESTED)
- ALL MESSAGES ARE SENT TO MAIN ADDRESS, WITH COPY TO SECONDARY ADDRESS
- MESSAGES MAY BE SENT FROM MAIN ADDRESS OR SECONDARY ADDRESS
- EACH ENTITY RESPONSIBLE FOR MANAGEMENT OF ITS 2 E-MAIL ADDRESSES
 - REMAINING ALERT TO E-MAILS THAT ARRIVE
 - GUARANTEEING SPACE AVAILABLE FOR NEW E-MAILS

3.3 CONTENT 1

➤ BASIC COMMUNICATION

- THE VARIOUS MESSAGES OF PORTING PROCESSES FROM/TO A PROVIDER ARE GROUPED IN A SINGLE FILE AND SENT BY E-MAIL
- THIS FILE IS SENT EVERY DAY, AT A PRE-SET TIME, EVEN IF THERE ARE NO MESSAGES
- FILE TO BE SENT BY PROVIDERS TO RE MUST HAVE AN EXCEL TEMPLATE FORMAT, SUPPLIED BY RE (ONLY MESSAGES WORKSHEET IS NECESSARY, OTHER WORKSHEETS WILL BE IGNORED). CSV FORMAT IS ALSO ACCEPTED, PROVIDED THAT IT IS POSSIBLE TO RECONSTITUTE TEMPLATE FORMAT.
- FILE TO BE SENT BY RE TO PROVIDERS CORRESPONDS TO EXCEL TEMPLATE SAVED IN CSV FORMAT

3.4 CONTENT 2

➤ EXCEPTIONAL COMMUNICATIONS

- IN CASES OF NEED TO CANCEL OR MAKE URGENT ALTERATIONS TO NRN, COMPLEMENTARY INFORMATION MAY BE SENT REGARDING THESE MESSAGES; A NEW FILE SENT IN A NEW E-MAIL
- FORMAT OF THIS FILE IS IDENTICAL TO THE FILE USED IN THE BASIC COMMUNICATION
- CASES THAT JUSTIFY SUCH A COMMUNICATION:
 - URGENT NEED TO SEND NP NRN ALTERATION (E.G., DUE TO ERROR OF CURRENT NRN)
 - SENDING OF NP CANCEL FOR WHICH THERE WAS NO LONGER TIME TO SEND IN NEXT BASIC COMMUNICATION

3.5 CONTENT 3

➤ DAILY SUMMARY

- IS CONSTITUTED BY 2 FILES SENT IN SAME E-MAIL

- A – CONFIRMATIONS FILE
 - CONTAINS LIST OF CONFIRMATION MESSAGES SENT BY RE ON THAT DAY (NP REQUEST CONFIRMATION, NP NRN ALTERATION CONF AND NP CANCEL CONFIRMATION)

 - USE IN A FILE WITH SAME FORMAT AS BASIC COMMUNICATION (EXCEL FILE SAVED IN CSV FORMAT)

- B - PORTED NUMBERS FILE
 - CONTAINS LIST OF CONFIRMATION MESSAGES REGARDING PORTED NUMBERS AND ALTERATIONS TO NRN THAT WILL TAKE PLACE ON FOLLOWING DAY (MESSAGES - NP REQUEST CONFIRMATION AND NP NRN ALTERATION CONF)

 - USE A FILE CREATED WITH SAME FORMAT AS THAT OF BASIC COMMUNICATION (EXCEL FILE SAVED IN CSV FORMAT)

3.6 SECURITY

➤ WHEN SENDING MESSAGES E-MAILS

- FILE IS ENCRYPTED AND SIGNED (PGP)
- RESULTING FILE IS “ZIPPED” (PKZIP / WINZIP)
- FINAL FILE IS ATTACHED TO E-MAIL AND SENT

➤ IN RECEPTION OF MESSAGES E-MAILS

- FILE ATTACHED TO E-MAIL IS “UNZIPPED” (PKZIP / WINZIP)
- RESULTING FILE IS DECRYPTED (PGP)
- FINAL FILE IS OBTAINED AND ANALYSED
- A REPLY IS SENT TO E-MAIL RECEIVED
 - IF FILE IS OK, A SIMPLE REPLY IS SENT
 - IF FILE IS NOT OK, A REPLY IS SENT ADDING “ILLEGIBLE” AT END OF E-MAIL’S SUBJECT, AND OTHER PARTY IS ALSO ADVISED BY TELEPHONE

3.7 CONFIRMATIONS

- IN THE BASIC COMMUNICATION AND DAILY SUMMARY
 - SENDER: IN EVENT OF NOT SENDING BY AGREED TIME, MUST ADVISE RECEIVER BY TELEPHONE
 - RECEIVER: IN EVENT OF NOT RECEIVING ONE HOUR AFTER AGREED TIME MUST ADVISE SENDER BY TELEPHONE
- IN THE EXCEPTIONAL COMMUNICATION
 - IF SENDER DOES NOT RECEIVE RESPECTIVE REPLY BY ONE HOUR AND 30 MINUTES AFTER SENDING COMMUNICATION, IT MUST ADVISE RECEIVER BY TELEPHONE, AND MAY CHOOSE TO DO SO EVEN SOONER.
- IN ALL CIRCUMSTANCES
 - RECEIVER: SENDS A REPLY TO MESSAGES E-MAILS RECEIVED, TELEPHONING SENDER IN EVENT OF NOT BEING ABLE TO READ FILE, AS DEFINED IN PREVIOUS SLIDE.

4. MESSAGES

4.1 EXCEL TEMPLATE

- RE WILL SUPPLY A TEMPLATE OF EXCEL FILE CONTAINING MESSAGES OF PORTING PROCESSES, IN ORDER TO GUARANTEE UNIFORMITY
 - EACH LINE CORRESPONDS TO A MESSAGE
 - EACH COLUMN CORRESPONDS TO A PARAMETER
 - HELP IN FILLING OUT PARAMETERS IN ACCORDANCE WITH TYPE OF MESSAGE (DISTINCTION BETWEEN PARAMETERS - N/A, MANDATORY AND OPTIONAL)
 - SORT AND FILTERING FUNCTIONS ARE IMPORTANT CHARACTERISTICS
 - THE FILE, AFTER BEING FILLED OUT WITH RELEVANT MESSAGES, MUST BE SAVED IN A CSV FORMAT BEFORE BEING SENT

4.2 FORMAT

- IF THERE IS AN EXCEPTIONAL COMMUNICATION, THE INFORMATION ALWAYS COMPLEMENTS THAT OF BASIC COMMUNICATION (THERE IS NO DUPLICATION OF MESSAGES)
- ALL E-MAILS RELATIVE TO MESSAGES OF PORTING PROCESSES HAVE SAME FORMAT
 - SUBJECT OF E-MAIL HAS ITS OWN INDIVIDUAL CODE
 - BODY OF E-MAIL IS FREE TEXT, POSSIBLY USED FOR OBSERVATIONS, BUT SHOULD NOT CONTAIN CONFIDENTIAL INFORMATION
 - FILE IS ALWAYS SENT AS AN ATTACHMENT TO E-MAIL, EVEN IF THERE ARE NO MESSAGES ON THAT DAY (IN CASE OF DAILY SUMMARY, 2 FILES ARE SENT, CONFIRMATIONS AND PORTED NUMBERS FILES).
 - ALL FILES SENT BY RE ARE IN A CSV FORMAT

4.3 CODIFICATION 1

➤ BASIC COMMUNICATION

- FILE NAME IS ENCODED AS WXYMMDD#
- FILE NAME IN DIRECTION RE->PROVIDER
 - W: “E”
 - XY: XY CODE OF PROVIDER (RE WILL SUPPLY LIST)
 - MMDD: MONTH AND DAY (ON WHICH FILE WAS PREPARED)
 - #: “0”
- FILE NAME IN DIRECTION PROVIDER->RE
 - W: “0”
 - XY: XY CODE OF PROVIDER (RE WILL SUPPLY LIST)
 - MMDD: MONTH AND DAY (ON WHICH FILE WAS PREPARED)
 - #: “0”
- SUBJECT OF E-MAIL IS EQUAL TO “ERMSG “ FOLLOWED BY FILE NAME (WITHOUT EXTENSION)

4.4 CODIFICATION 2

➤ EXCEPTIONAL COMMUNICATION

- FILE NAME IS ENCODED AS WXYMMDD#
- FILE NAME IN DIRECTION RE->PROVIDER
 - W: “E”
 - XY: XY CODE OF PROVIDER (RE WILL SUPPLY LIST)
 - MMDD: MONTH AND DAY (ON WHICH FILE WAS PREPARED)
 - #: “1” TO “9” (SEQUENCE NUMBER ON THAT DAY)
- FILE NAME IN DIRECTION PROVIDER->RE
 - W: “0”
 - XY: XY CODE OF PROVIDER (RE WILL SUPPLY LIST)
 - MMDD: MONTH AND DAY (ON WHICH FILE WAS PREPARED)
 - #: “1” TO “9” (SEQUENCE NUMBER ON THAT DAY)
- SUBJECT OF E-MAIL IS EQUAL TO “ERMSG “ FOLLOWED BY FILE NAME (WITHOUT EXTENSION)

4.5 CODIFICATION 3

➤ DAILY SUMMARY

- FILE NAMES ARE ENCODED AS WXYMMDD#
- FILE NAME OF CONFIRMATIONS THAT DAY
 - WXY: “ERP”
 - MMDD: MONTH AND DAY (ON WHICH FILE WAS PREPARED)
 - #: “A”
- FILE NAME OF PORTED NUMBERS FOR FOLLOWING DAY
 - WXY: “ERP”
 - MMDD: MONTH AND DAY (ON WHICH FILE WAS PREPARED)
 - #: “B”
- SUBJECT OF E-MAIL IS EQUAL TO “ERSUMARIO “ FOLLOWED BY FILE NAME (WITHOUT EXTENSION)

5. HELPDESK

➤ OPERATING HOURS

- WORKING DAYS
- 9:00-18:00 (EXCEPT FOR TELEPHONE CONTACTS 13:00-14:00)

➤ ACCREDITED USERS (RE WILL ATTRIBUTE ACCESS CODES - PINS)

➤ CONFIDENTIAL INFORMATION WILL BE SUPPLIED BY TELEPHONE TO ACCREDITED USERS

➤ RATIONAL USE

6. RESTRICTIONS

➤ TIMING OF PROCESSES

- IMPACT OF INTERIM SOLUTION ON TIMING OF PORTING PROCESSES WILL BE EVALUATED IN ACCORDANCE WITH ACTUAL UTILISATION EXPERIENCE

➤ COHERENT REQUESTS

- SEQUENTIAL MESSAGES OF A COHERENT REQUEST MUST ALL BE CONTAINED IN SAME FILE

➤ REPORTS

- MODEL REPORTS WILL BE DEFINED BY END OF JULY

➤ CONTACTS OF RE

- WILL BE PROVISIONAL, DURING 1 TO 2 MONTHS