

How to resolve number port rejections

Please follow the advice in this guide if any of your number porting submissions are rejected, or if they have discrepancies or misaligned information that could lead to rejection.



Checking porting details

For number port requests to succeed, you need to gather the right information – everything from the number to be ported to the postal address.

The first thing you should do if a port request is rejected is check the details on the porting number's bill. If there are any errors in the submission, you can usually get the correct information this way.

If, however, you're still facing issues, then you may want to use the pre-order validation (POV) process created by the Office of the Telecommunications Adjudicator (OTA).

If you're registered, this process lets you pre-validate information based on what's currently on record, significantly reducing the chance of rejections.

Resources

Quick-start guide for geographic number porting.

[Read now >](#)

The OTA's best practice guide (see the section on 'Porting for business customers').

[Read now >](#)

POV process document for ports from a losing comms provider (LCP) to BT.

[Read now >](#)

How the POV process works



The OTA POV contact register

You can see all the communications providers registered with the POV process on the consolidated contact register.

To use the list, you should first be registered. Once registered, you should give your full co-operation when requested via the appropriate channel.

At the bottom of this document, you'll find notes regarding direct communication between the parties on the registry page.

Resources

Consolidated contacts register for POV process.

[Read now >](#)

Templates for registry and request.

[Download >](#)

What to do with uncertain or rejected requests

You may encounter number port issues for a few reasons:

- When the customer hasn't given their full details.
- When the customer is uncertain about the porting information.
- When a previous request has been submitted and rejected.

Most of the information you need should be on the customer's bill for the relevant number. If you're unsure of any of the information, you can request a pre-order validation if you're registered for the OTA POV process.

If a port request has been rejected, we recommend following the process to resolve the problem.

Follow these steps:

- Check the port rejection code from the 'keep customer informed' (KCI) email or the BT Wholesale website.
- Validate the information with your customer and against their bill.
- If you and the LCP are registered, submit a POV request.

Number port rejection codes

When a number port is rejected, you'll be given a code, which indicates the reason for the rejection.

Here are some of the most common codes:

C41 – Postcode incorrect.

C44 – DDI range incomplete or incorrect.

C31 – Customer has no service with losing communication provider (LCP).

C47 – Security line associated to installation.

C25 – Single line order placed but number is part of a multi-line installation.

C22 – Insufficient lead time for order.

What next?

Hopefully, the information in this guide will help you solve any issues with number porting. To find out more, check out the number porting FAQ on our website.

[Read FAQ >](#)



Offices Worldwide

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January 2023