

# Porting Rejections

## Multiple Rejections

If you have had an order that has been rejected for the second time by one of the below communication providers, then you can contact the Porting Desk with relevant information and documentation and the Porting Desk will then work on your behalf to gain acceptance.

- BT Openreach
- BT Wholesale IPEX
- Colt
- Virgin Media
- Vodafone

Once you've got the second rejection you should email your customer's [letter of authority](#) and port order ID to [portorders@gamma.co.uk](mailto:portorders@gamma.co.uk). Once you've emailed this in call the Porting Desk to let us know that you have sent the details in and the team will pick this up.

Gamma will contact the losing communications provider straight with all the information that we, as well as the letter of authority, to stop the order from timing out and arrange a date within the next 5 working days to discuss the order and make sure that we get all the information that we need to get the order accepted. We will then edit the order on your behalf and resend this to the losing communications provider for them to formally accept the order.

You'll then receive an email from Gamma saying that your order has been accepted.

## List of Rejections and how to resolve

01	Order number missing or invalid	The Gamma reference number is missing or has previously been used.	We'll pick this rejection reason up and resolve with the losing communications provider. You don't need to do anything with this rejection reason.
02	CUPID missing or invalid	CUPID is an ID reference for a losing communications provider and/or range holder	We'll pick this rejection reason up and resolve with the losing communications provider. You don't need to do anything with this rejection reason.
03	Order sent date and time missing or invalid	The timestamp that we've put on the order when we've issued it to the losing communications provider is incorrect.	We'll pick this rejection reason up and resolve with the losing communications provider. You don't need to do anything with this rejection reason.

05	Order type missing or invalid	This is used when a provide port has been sent through, but we've been advised that this should be a subsequent port, or vice versa.	We'll double check this with the losing communications provider and/or range holder to see if this is their error. If not, we'll contact you if we need to change the port type.
06	Porting telephone number missing or invalid	The telephone number on the order is either not a valid telephone number, or the number is spare.	We are unable to port in this number. It is worth checking that the telephone number(s) that you've put on the order are correct and have not been mistyped.
07	Telephone number out of agreed porting ranges	We don't have a porting agreement with the losing provider or range holder.	You can use the <a href="#">Geographic Number IPEX Port Orders</a> process to port your numbers to Gamma.
09	Porting prefix missing or mismatch with CUPID	The porting prefix is a specific code between carriers which identifies the routing a call takes when a number is ported to another communications provider.	We'll pick this rejection reason up and resolve with the losing communications provider. You don't need to do anything with this rejection reason.
10	Porting date missing or invalid	The requested port date isn't a valid port date.	We'll pick this rejection reason up and resolve with the losing communications provider. You don't need to do anything with this rejection reason.
11	Porting time slot missing or invalid	This is where the port request has a time that is not available based on the porting agreement we have with the losing communications provider / range holder.	We'll pick this rejection reason up and resolve with the losing communications provider. You don't need to do anything with this rejection reason.
14	Change or Cancel received after Porting Time	This is applicable for single line ports only, and it is used when the port has been accepted for a fixed time (excluding 19:45) and the port activation has already been actioned.	This cannot be cancelled or changed. We need to give 24 hours' notice to the losing communications provider/range holder for any single line port changes.
15	Other (must detail reason for rejection separately)	The losing communications provider or range holder will specify what is missing from the order.	Depending on what the reason is, we'll check this with the losing communications provider or the range holder and then be in contact with you so we can get this resolved.

16	Re-present received too late	If the single line port request hasn't been edited and re-submitted (represented) within 24 hours after it was rejected by the losing communications provider then this error message will be displayed. This is also displayed for multi line port requests that haven't been edited and re-submitted (represented) within 48 hours.	You will need to place a new request.
18	Change or Cancel received after cut-off time		
20	Amend with no original Main order accepted	There is no accepted order for a Date Change to progress	We'll pick this rejection reason up and resolve with the losing communications provider. You don't need to do anything with this rejection reason.
21	Duplicate order number (i.e. Main)	The main telephone number has previously been used on another port request recently.	We'll pick this rejection reason up and resolve with the losing communications provider. You don't need to do anything with this rejection reason.
22	Insufficient lead time for order	The port date that has been requested is before the agreed lead-times for orders.	We'll try and resolve this with the losing communications provider, but we might be in touch as a new port date might be required.
23	Order incomplete (i.e. some mandatory fields missing)	Further information will come back with this to tell us what is actually missing from the order.	We'll check to see if this is an error of the losing communications provider/range holder. We'll then check the order again to make sure that it is all as it should be, and if not we'll contact you to discuss what is missing.
25	Single Line Order but porting telephone number is Multi line	This is where a single-line order has been requested, but it's actually a single line telephone number.	You'll need to edit your order and change to "Multi Line".
26	Multi line order but porting telephone number is Single Line	This is where a multi-line order has been requested, but it's actually a single line telephone number.	You'll need to edit your order and change to "Single Line".

28	Porting order already accepted for telephone number (Different CRD)	This is when there is another port order agreed for another date than the one that is on this order.	We'll confirm that this is actually the case with the losing communications provider / range holder, and we'll then contact you to make any changes that may be needed.
29	Porting order already accepted for telephone number (Same CRD)	This is where there is an accepted order already agreed for the same date as this port request. This is more than likely a duplicate request.	We'll pick this rejection reason up and resolve with the losing communications provider. You don't need to do anything with this rejection reason.
30	Telephone number already ported. (must be accompanied by valid CUPID of LCP)	This means that the losing communications provider which has been supplied no longer has the number on their network, and has ported elsewhere.	Providing you've got the letter of authority, the losing communications provider will let us know which carrier the number was ported to. We'll need to see the letter of authority before we can request this from the losing communications provider.
31	Customer has no service with LCP	The telephone number(s) is not actually with the losing communications provider that you've put on the order.	You'll need to speak to the end user to find out who the losing communications provider is.
32	Porting request out of current scope for Number Portability	There is no Porting Agreements in place with Gamma and the losing communications provider/range holder.	If you get this error code then you should place your port order using the <a href="#">IPEX process</a> .
33	Porting order already cancelled.	The losing communications provider has already issued a cancellation 24 or more hours ago before the port date, or Gamma's channel partner have instructed for the port to be cancelled.	We'll pick this rejection reason up and resolve with the losing communications provider. You don't need to do anything with this rejection reason.
34	Second reschedule for Auto postpone port after activation window commenced	This is when a second change for a single line has been requested within the porting window. This applies to changes made when the 1st port window has previously opened.	The number(s) needs to port within 7 days of the porting window opening (the porting window opens on the confirmed port date). If you are wanting to make a change, you'll have to wait for the porting window to expire (7 days from the confirmed port date) and then place a new order from scratch.
35	CRD for this telephone No. is in data freeze period	A data freeze period is when no ports are scheduled to happen, this is usually public holidays and around Christmas.	You'll need to re-present (edit and resubmit) your order with another date.

36	Order for this telephone No. received in data freeze period.	The port order has be submitted to the losing communications provider or range holder during the data freeze period (Christmas, New Year and public holidays are all in this period).	You'll rarely see this message as we tend not to send any orders on to losing communication providers or range holders during these periods.
41	LCP Installation postcode invalid	The losing communications provider have rejected this because the post code on the order isn't what the losing communications provider have on their records.	You'll need to check with the end user about the post code. The end user may need to contact their current provider to check this if they are adamant that the postcode that they've supplied to you is the correct one. Keep in mind that the postcode on the bill may be a billing postcode, and not where the physical lines are.
44	DDI range invalid or missing	The DDI Range of numbers listed on the order does not match the current providers' records. I.e. range is incomplete or incorrect.	Please discuss with the current service provider to confirm the numbers details for this order and then resubmit.
45	Number no longer exported	This is where the number is back with the range holder and not the losing communications provider. This is only used on subsequent ports	The number has either gone back to the range holder ("exported" is the jargon you might hear) or has ceased and has returned to the range holder. If the number is ceased, this means that is isn't live and we'll be unable to do anything with this.
46	Change or Cancel received / pending when RTR activation made	A date change or cancellation request has been issued after the porting window has closed.	This is unable to be resolved, and a new order will be required.
47	Security lines associated with the installation where there has been no order raised with the LCP to cease or transfer that service.	There is an alarm line associated with the number.	The alarm needs to be cancelled with the alarm provider, and the losing communications provider needs to be updated by the alarm provider that there is no alarm associated with the number before the order can progress. Due to the timescales involved, it's more than likely that you'll have to start a new order.
48	Service on this number already ceased - Cease Export Order being processed	The telephone number(s) on the order are not a live number.	We are unable to continue with your order as we can only port working live numbers.

52	Invalid Range Holder (i.e. telephone number does not belong to Range Holder).	The telephone number doesn't belong to the range holder that has been placed on the order.	Use the <a href="#">Range Holder Check</a> page for a guide on how to find out the correct range holder, and then edit your order.
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## Further Validation Checks Required / Provisionally Accepted

This event means that the losing communications provider has accepted your port request in principle but some further checks are needed for the numbers that you've submitted (potential reconfiguration work required at the exchange for example). You should only see this on complex DDI orders (where some numbers are porting and others are either ceasing or remaining).

The losing communications provider has 10 working days to complete these checks.