



Automated Porting Tool

USER MANUAL

Version 1.0

Confidential

Page 1

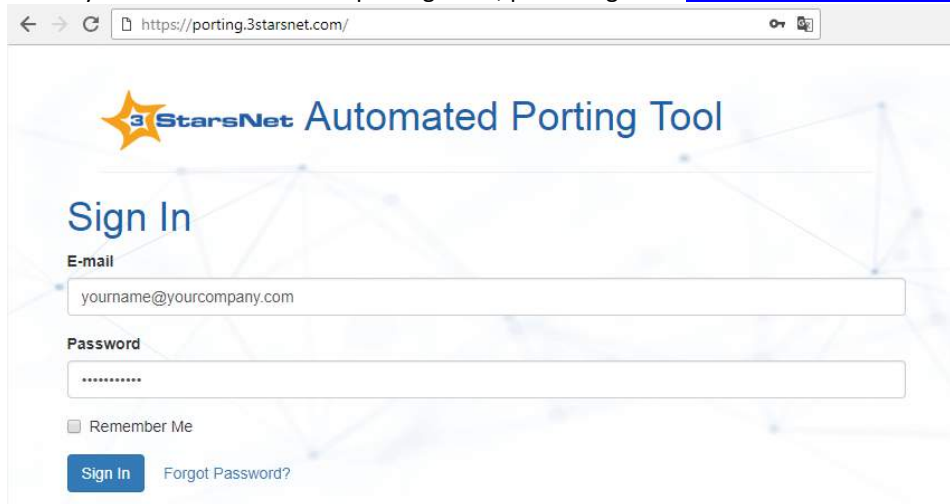
18-07-18

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1. LOGIN

After having received your credential from our porting team, please log in at: <https://porting.3starsnet.com/>



The screenshot shows a web browser window with the URL <https://porting.3starsnet.com/>. The page title is "3 StarsNet Automated Porting Tool". Below the title, there is a "Sign In" section. It includes an "E-mail" input field with the placeholder text "yourname@yourcompany.com", a "Password" input field with masked characters "*****", and a "Remember Me" checkbox. At the bottom of the sign-in section, there is a blue "Sign In" button and a link for "Forgot Password?".

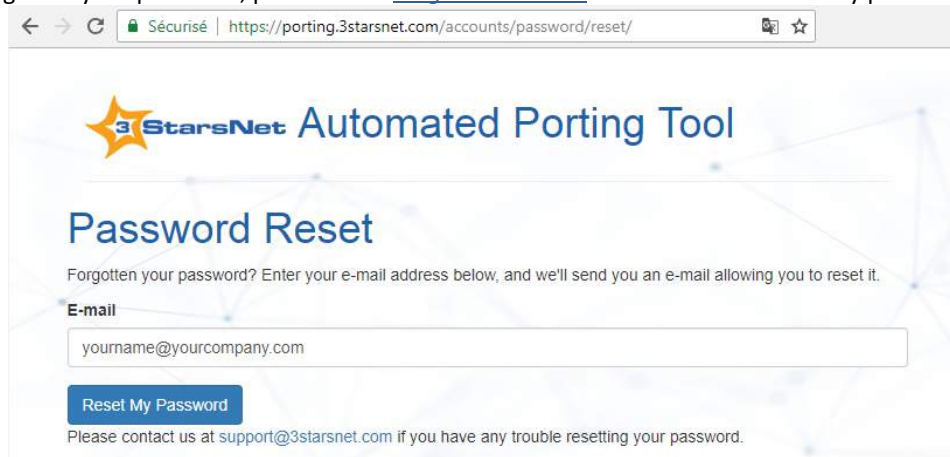
If you do not have yet an account, please contact support@3starsnet.com to receive one. Please provide the following information:

- Email address (should not be used already in the porting tool)
- First Name
- Last Name
- Company you want to apply an account

For the first creation of your company details, please provide the following information:

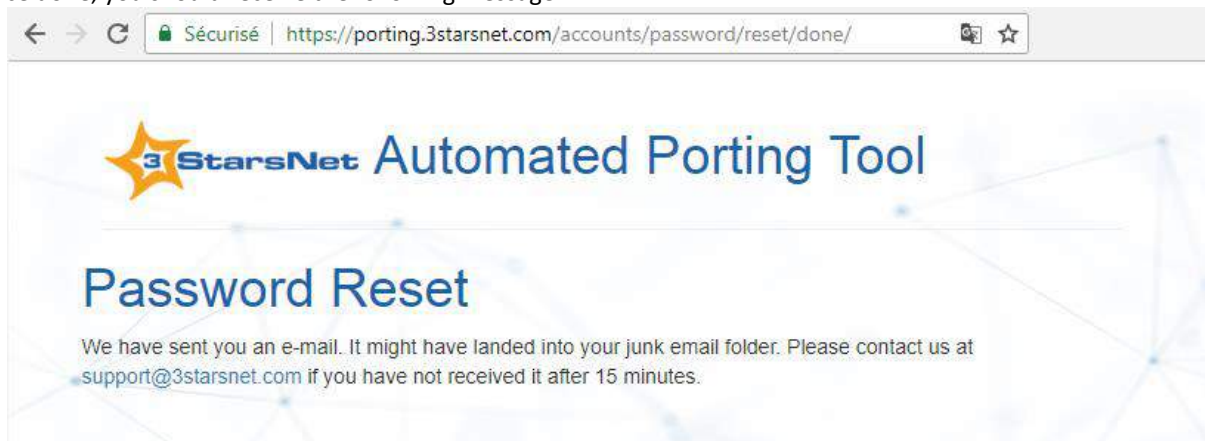
- Company name
- Address
- Post code
- City
- Country
- VAT number

If you have forgotten your password, please click "[Forgot Password?](#)" and follow the recovery procedure.

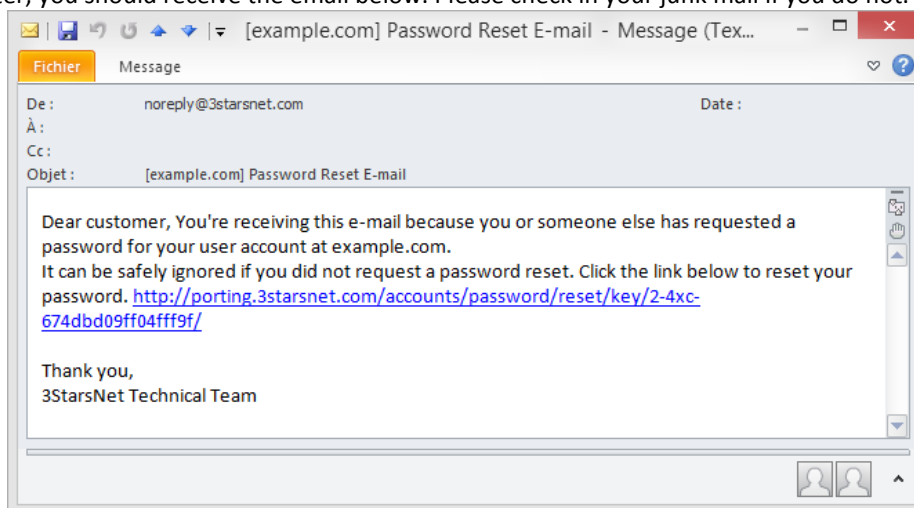


The screenshot shows a web browser window with the URL <https://porting.3starsnet.com/accounts/password/reset/>. The page title is "3 StarsNet Automated Porting Tool". Below the title, there is a "Password Reset" section. It includes a heading "Password Reset" and a sub-heading "Forgotten your password? Enter your e-mail address below, and we'll send you an e-mail allowing you to reset it." Below this, there is an "E-mail" input field with the placeholder text "yourname@yourcompany.com". At the bottom of the section, there is a blue "Reset My Password" button. A footer note says "Please contact us at support@3starsnet.com if you have any trouble resetting your password."

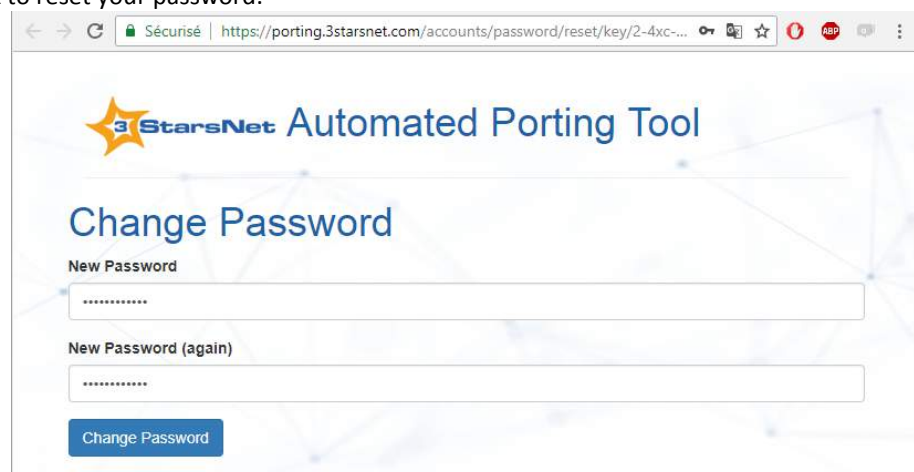
Once done, you should receive the following message:



Few minutes later, you should receive the email below. Please check in your junk mail if you do not.



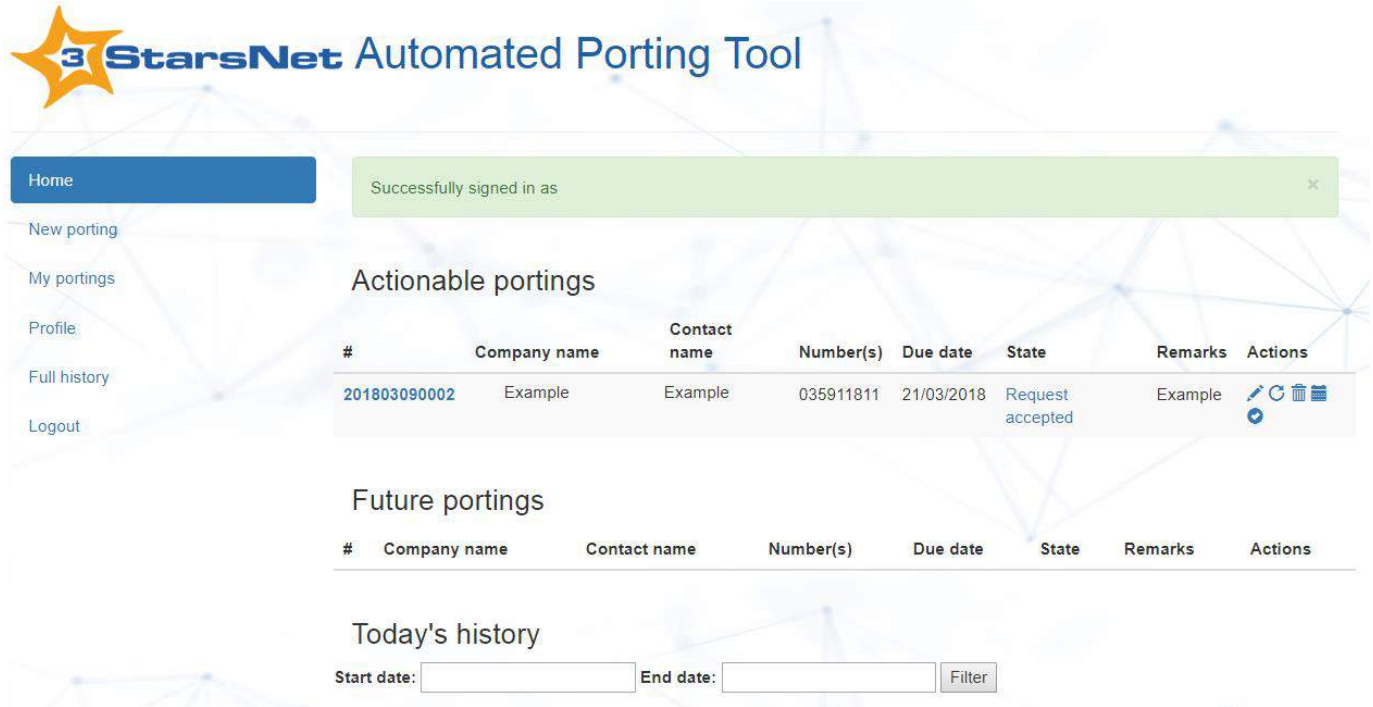
Click on the link to reset your password.



You can also change your password at any time in the "Profile" menu.

2. HOME PAGE

After successful login, you should land to this page



3StarsNet Automated Porting Tool

Home

Successfully signed in as

New porting





My portings

Profile

Full history

Logout

Actionable portings

| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|--------------|--------------|-----------|------------|------------------|---------|---|
| 201803090002 | Example | Example | 035911811 | 21/03/2018 | Request accepted | Example |     |

Future portings

| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|---|--------------|--------------|-----------|----------|-------|---------|---------|
|---|--------------|--------------|-----------|----------|-------|---------|---------|

Today's history

Start date: End date:

Actionable portings

This section lists all the porting that reach their due date, which can therefore be executed. Please note that the execution of porting can be done on the following timeframe:

- From Monday to Thursday, from 8.00 AM to 4.00 PM
- Friday from 8.00 AM to 3.00 PM
- Week-end and holidays are excluded

Future portings

This section lists all the porting that have received an acceptance both from the current operator (called DONOR) and the new operator (3StarsNet) but for which the due date is not reached yet.

Future portings

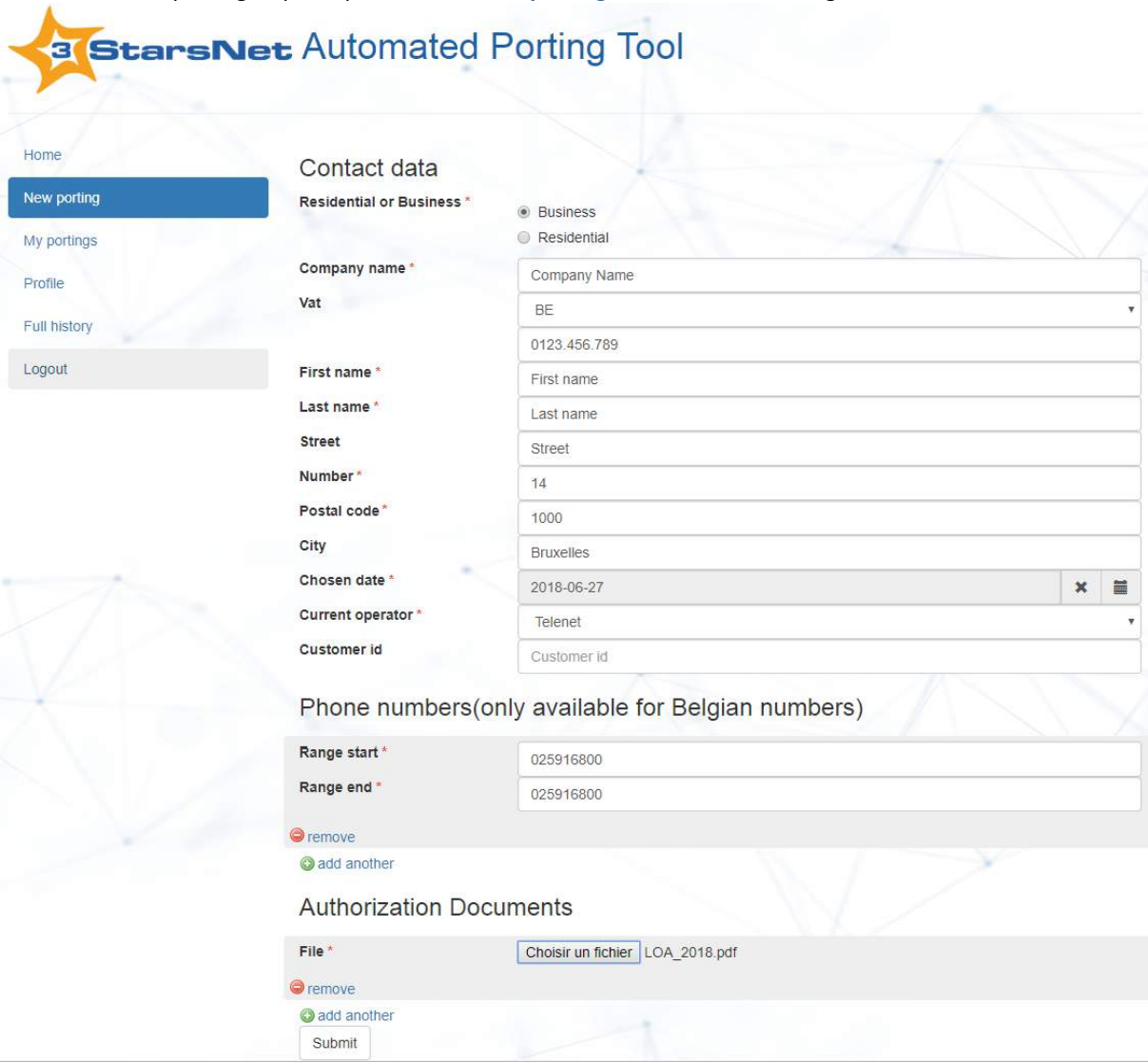
| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|----------------|-------------------------------|-----------|------------|------------------|---------|---|
| 201806250001 | Future porting | Future porting Future porting | 025911600 | 06/07/2018 | Request accepted | |     |

Today's history

This section lists all the actions (status changes per porting) that have been done during the day. You can also deeper search with the "Start date" and "End date" field.

3. NEW PORTING

To introduce a new porting request, please click “*New porting*” and fill the following information



3 StarsNet Automated Porting Tool

Home
New porting
 My portings
 Profile
 Full history
 Logout

Contact data

Residential or Business *
 Business
 Residential

Company name *
 Company Name

Vat
 BE
 0123.456.789

First name *
 First name

Last name *
 Last name

Street
 Street

Number *
 14

Postal code *
 1000

City
 Bruxelles

Chosen date *
 2018-06-27

Current operator *
 Telenet

Customer id
 Customer id

Phone numbers(only available for Belgian numbers)

Range start *
 025916800

Range end *
 025916800

remove
 add another

Authorization Documents

File *
 Choisir un fichier LOA_2018.pdf

remove
 add another
 Submit

- Mandatory fields are marked with a red star *
- If the customer is residential (private), “*company name*” is not mandatory
- Please select in the drop down list the “*Current operator*” the number(s) is/are belonging to
- Chosen date (minimum execution date) can be select as follow:
 - o For a simple porting (Less than 10 geo numbers) : Today + 2 business days
 - o For a complex porting (more than 10 geo numbers, Premium number, Toll free number) : Today + 3 business days

For simple portings please select at least today + 2 working days and for complex ones today + 3 working days. ✕

First valid choice is

* Simple porting = From 1 to 9 individual numbers (excluding Tool free and Premium numbers)

* Complex porting = Range as from 10 consecutive numbers, Tool free and Premium numbers

- Customer ID is not requested, except for internal usage (mainly when Donor is OVH)
- For a porting of one number, "**Range start**" and "**Range end**" should be identical

Phone numbers(only available for Belgian numbers)

| | |
|------------------------|--|
| Range start * | <input type="text" value="025916800"/> |
| Range end * | <input type="text" value="025916899"/> |
| remove | |

For a porting of a range, "**Range start**" should be the first number of the range, and "**Range end**" should be the last number of the same range.

Phone numbers(only available for Belgian numbers)

| | |
|-----------------------------|--|
| Range start * | <input type="text" value="025916800"/> |
| Range end * | <input type="text" value="025916809"/> |
| remove | |
| Range start * | <input type="text" value="025916820"/> |
| Range end * | <input type="text" value="025916820"/> |
| remove | |
| add another | |

For a porting of multiple ranges, please click "**Add another**"

- Upload your LOA and press "**Submit**"

Authorization Documents

| | |
|---------------------------------------|--|
| File * | <input type="button" value="Choisir un fichier"/> Aucun fichier choisi |
| remove | |
| add another | |
| <input type="button" value="Submit"/> | |

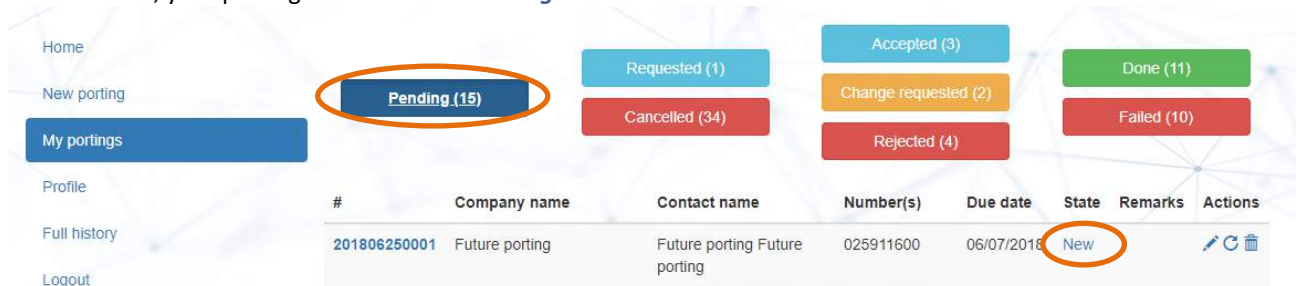
4. PORTING FLOW




After having submit your porting request, you are able to follow its real time status in **“My porting”** section

STEP 1: INFORMATION VALIDATION

4.1 Pending status




Once created, your porting will land into **“Pending”** section



| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|----------------|-------------------------------|-----------|------------|-------|---------|---|
| 201806250001 | Future porting | Future porting Future porting | 025911600 | 06/07/2018 | New | |    |

Here are listed all the porting which needs an **initial validation by 3StarsNet**.

At this stage, you can:

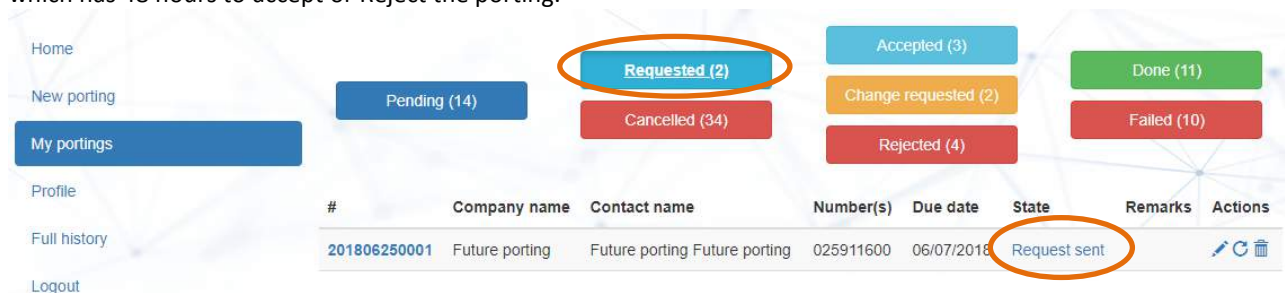
-  View more details
-  Clone the existing porting and create a new one
-  Cancel the porting




After 3StarsNet validation, there are two possible outcomes:

- Approval -> the porting will go into **“Requested”** section (chapter 4.2)
- Cancellation -> the porting will go into **“Cancelled”** section (chapter 4.3)

4.2 Requested status

When your request is validated by 3StarsNet, an automatic message is sent via CRDC to the current operator (Donor) which has 48 hours to accept or Reject the porting.






| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|----------------|-------------------------------|-----------|------------|--------------|---------|---|
| 201806250001 | Future porting | Future porting Future porting | 025911600 | 06/07/2018 | Request sent | |    |

“Request sent” = Request sent for acceptance to donor

- When accepted by the donor, status change for **“Accepted”** (chapter 4.4)
- When rejected by the donor, status change for **“Rejected”** (chapter 4.6)

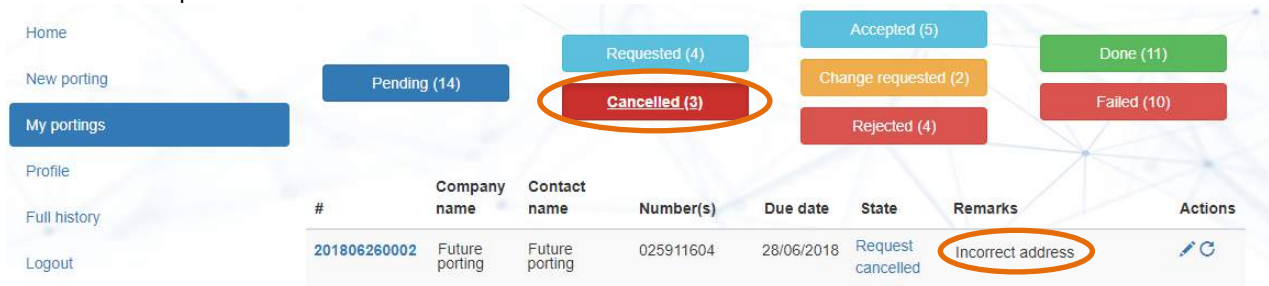
At this stage, you can:



-  View more details
-  Clone the existing porting and create a new one
-  Cancel the porting

4.3 Cancelled status



When a porting is cancelled by you or 3StarsNet, it lands into **“Cancelled”**.
 When it has been cancelled by 3StarsNet, you can quick know the reason in the tab “Remarks”

Here is an example when the address was incorrect:



| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|----------------|----------------|-----------|------------|-------------------|-------------------|---|
| 201806260002 | Future porting | Future porting | 025911604 | 28/06/2018 | Request cancelled | Incorrect address |   |

At this stage, you can:

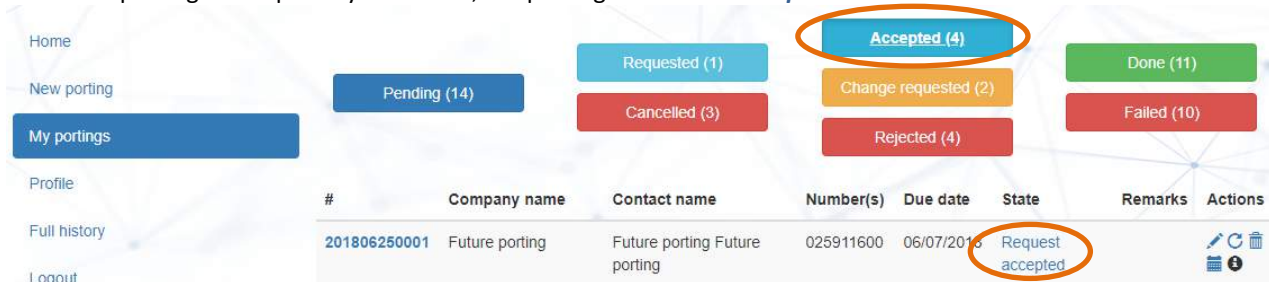
-  View more details
-  Clone the existing porting and create a new one





Be aware that a clone duplicates the porting will all the information already filled it, but does not delete the cancelled porting.

STEP 2: DONOR VALIDATION





4.4 Accepted status

When the porting is accepted by the donor, the porting lands into **“Accepted”**.






| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|----------------|-------------------------------|-----------|------------|------------------|---------|---|
| 201806250001 | Future porting | Future porting Future porting | 025911600 | 06/07/2018 | Request accepted | |     |

At this stage, you can:

-  View more details
-  Clone the existing porting and create a new one
-  Cancel the porting, which will land into **“Cancelled”**
-  Ask for a change (chapter 4.5)

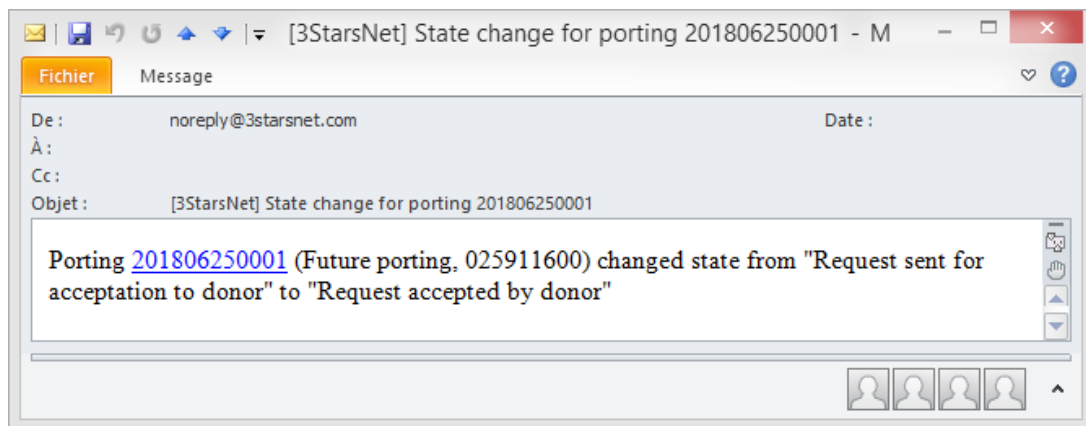
Here is more information about the icons:

-  This indicates that you can execute the porting
-  This indicates that the porting is not yet in the activation windows (due date not reached)
-  This indicates that the porting is possible but not in the activation windows


Please note that the execution of porting can be done on the following timeframe:

- From Monday to Thursday, from 8.00 AM to 4.30 PM
- Friday from 8.00 AM to 3.30 PM
- Week-end and holidays are excluded

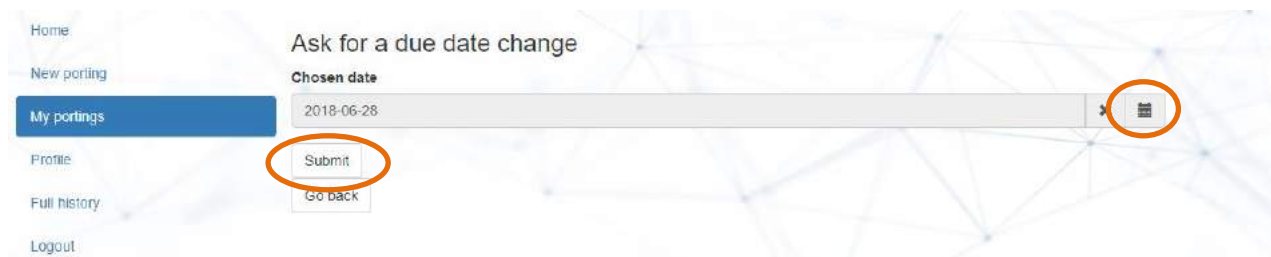
For every changes occurring, you also receive an email stating the change of the porting:



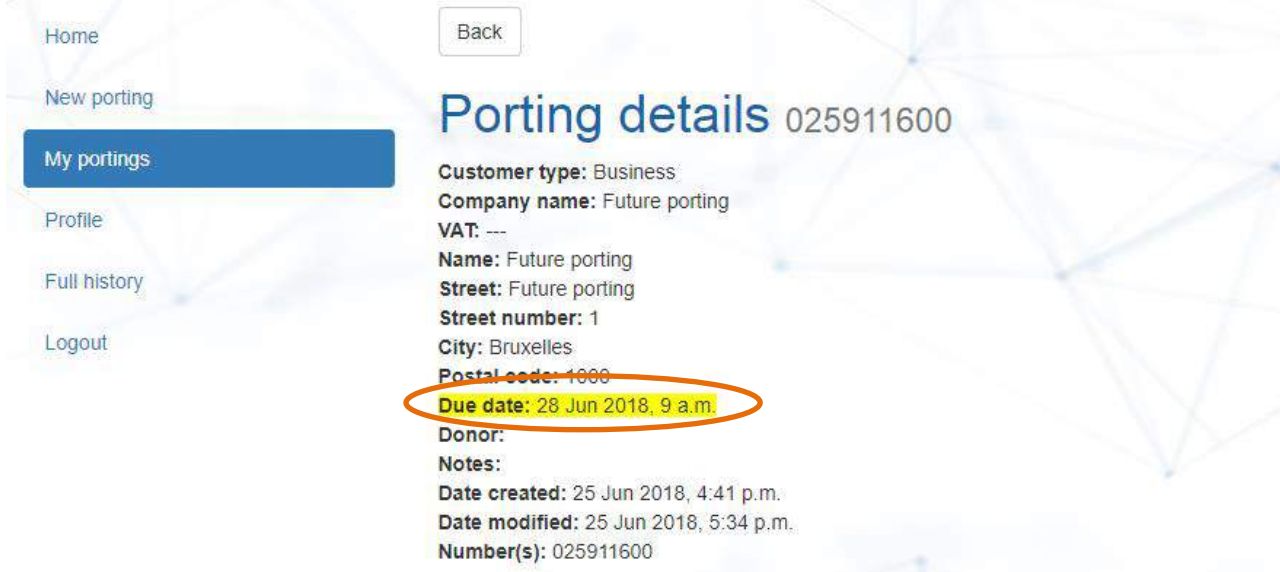
4.5 Change requested status

-  With this button, you can decide to change the due date of the porting.

Please select the new requested date and press “*Submit*”



Once submitted, you will see the porting detail with, in yellow, the new requested Due Date:



Home Back

New porting

My portings

Profile

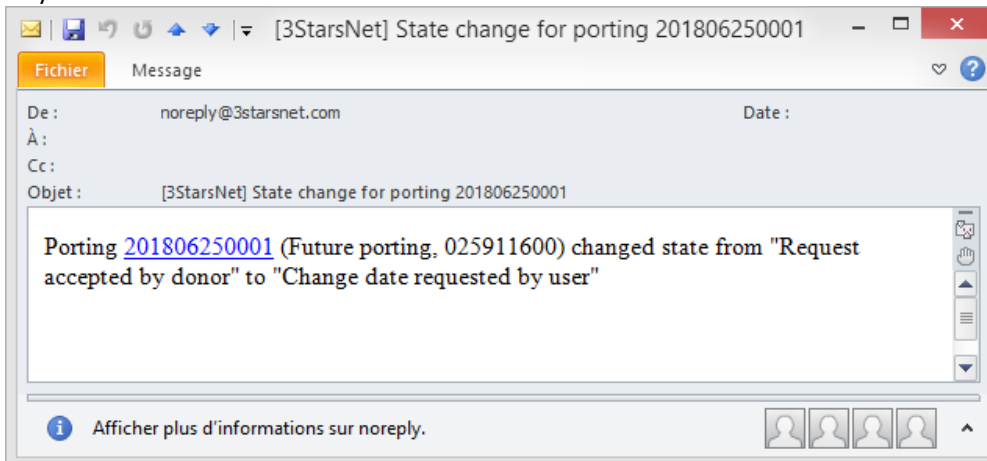
Full history

Logout

Porting details 025911600

Customer type: Business
Company name: Future porting
VAT: ---
Name: Future porting
Street: Future porting
Street number: 1
City: Bruxelles
Postal code: 1000
Due date: 28 Jun 2018, 9 a.m.
Donor:
Notes:
Date created: 25 Jun 2018, 4:41 p.m.
Date modified: 25 Jun 2018, 5:34 p.m.
Number(s): 025911600

You will instantly receive an email of confirmation such as:



[3StarsNet] State change for porting 201806250001

Fichier Message

De : noreply@3starsnet.com Date :

À :

Cc :

Objet : [3StarsNet] State change for porting 201806250001

Porting [201806250001](#) (Future porting, 025911600) changed state from "Request accepted by donor" to "Change date requested by user"

Afficher plus d'informations sur noreply.

Then, the porting goes to **"Change requested"**



Home

New porting

My portings

Profile

Full history

Logout

Pending (14)

Requested (1)

Cancelled (3)

Accepted (3)

Change requested (3)

Rejected (4)

Done (11)

Failed (10)

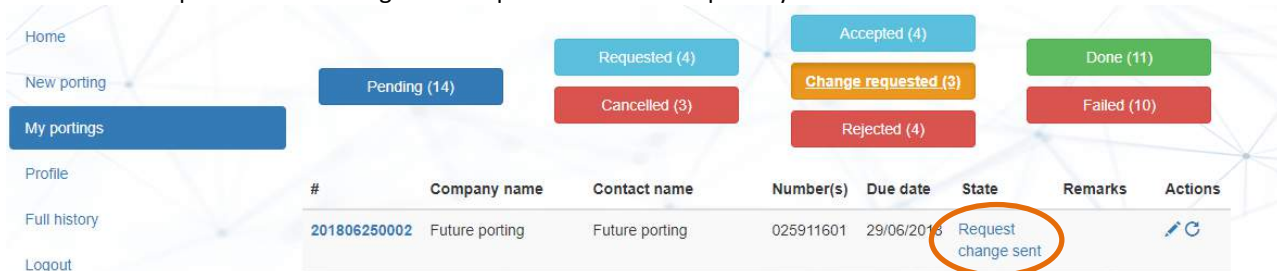
| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|----------------|-------------------------------|-----------|------------|--------------------|---------|---|
| 201806250001 | Future porting | Future porting Future porting | 025911600 | 28/06/2018 | Asked for a change | |   |

- If 3StarsNet accepts the new date, the change request is send to the Donor which can:
 - Approve -> The porting will go into **"Accepted"** with the **new due date**
 - Disapprove -> The porting will go into **"Requested"** with state **"On hold"** asking you to submit a new date
- If 3StarsNet refuses the new date, the porting goes to **"Accepted"** with the **initial due date**



State meaning:

- "Asked for a change" means that the change date request has been submitted by the user (you) and still under validation by 3StarsNet
- "Request change sent" means that the change date request has been submitted by 3StarsNet to the Donor
- "Request accepted" means that the request has been accepted by donor
- "Request rejected" means that the request has been rejected by donor
- "Request on hold" means that the donor did not approve the new requested date, which means you need to propose a new date

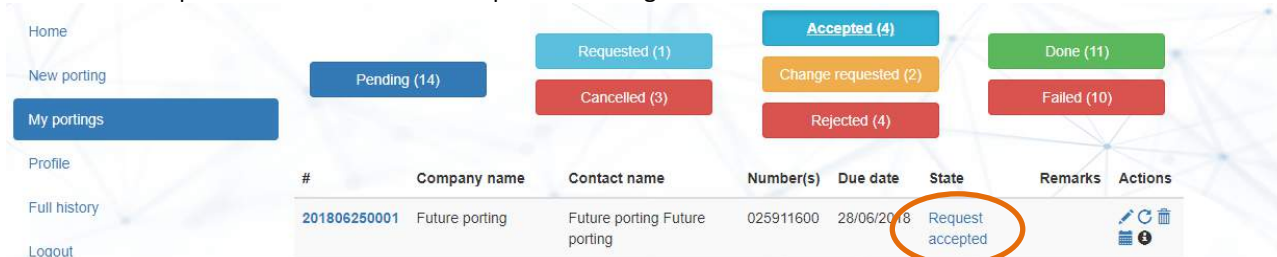
Here is an example when the change date request has been accepted by 3StarsNet and submitted to the Donor:






The screenshot shows a dashboard with a sidebar on the left containing 'Home', 'New porting', 'My portings', 'Profile', 'Full history', and 'Logout'. The main area has a summary grid with buttons for 'Pending (14)', 'Requested (4)', 'Cancelled (3)', 'Accepted (4)', 'Change requested (3)', 'Rejected (4)', 'Done (11)', and 'Failed (10)'. Below this is a table with the following data:

| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|----------------|----------------|-----------|------------|---------------------|---------|---|
| 201806250002 | Future porting | Future porting | 025911601 | 29/06/2018 | Request change sent | |   |

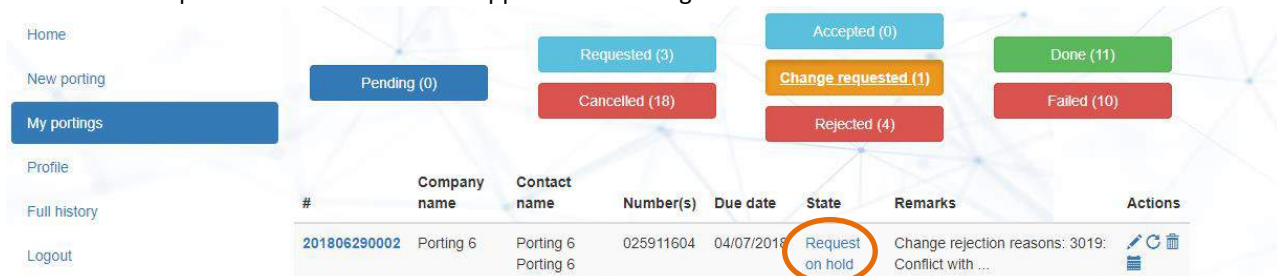
Here is an example when the Donor has accepted the change:






The screenshot shows the same dashboard as above, but with updated counts: 'Requested (1)', 'Cancelled (3)', 'Accepted (4)', 'Change requested (2)', 'Rejected (4)', and 'Failed (10)'. The table below shows:

| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|----------------|-------------------------------|-----------|------------|------------------|---------|---|
| 201806250001 | Future porting | Future porting Future porting | 025911600 | 28/06/2018 | Request accepted | |    |

Here is an example when the Donor has disapproved the change:



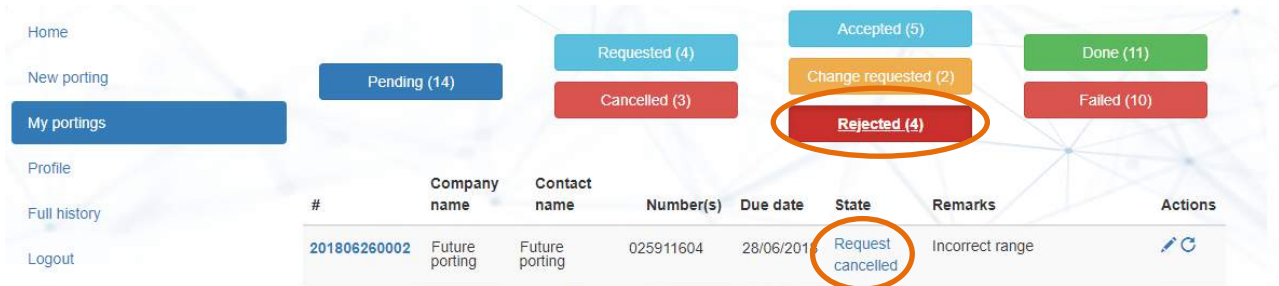
The screenshot shows the dashboard with counts: 'Pending (0)', 'Requested (3)', 'Cancelled (18)', 'Accepted (0)', 'Change requested (1)', 'Rejected (4)', and 'Failed (10)'. The table below shows:



| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|--------------|---------------------|-----------|------------|-----------------|---|---|
| 201806290002 | Porting 6 | Porting 6 Porting 6 | 025911604 | 04/07/2018 | Request on hold | Change rejection reasons: 3019: Conflict with ... |    |

4.6 Rejected status



Porting request can land into "Rejected" for the following reasons:

- If the donor refuses the porting. You will be able to know the reason in "Remarks"
- If the donor refuses the change request. You will be able to know the reason in "Remarks"



| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|----------------|----------------|-----------|-----------|-------------------|-----------------|---|
| 201806260002 | Future porting | Future porting | 025911604 | 28/06/201 | Request cancelled | Incorrect range |   |

At this stage, you can:

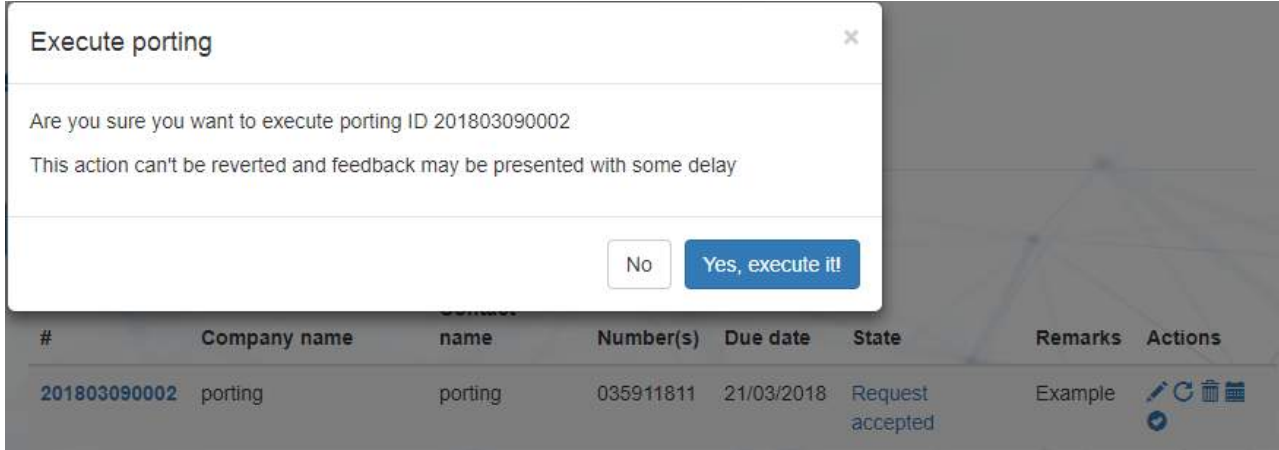
-  View more details of the reason of the cancel
-  Clone the existing porting and create a new one





STEP 3: PORTING EXECUTION

When your porting is accepted by the Donor and during the porting window, you can click on the following button to execute it:



Please note the following message and click on "Yes, execute it!"



| # | Company name | name | Number(s) | Due date | State | Remarks | Actions |
|--------------|--------------|---------|-----------|------------|------------------|---------|---|
| 201803090002 | porting | porting | 035911811 | 21/03/2018 | Request accepted | Example |     |

Attention: the fact that you execute the porting means that the customer account needs to be created to add the numbers.

Though, please be assured that the customer account is well created with the exact name of the customer, without what you might need to inform us by email which account needs to be used to add the numbers.

Once done, the State of the porting changes “Request exec sent”, which means that the porting has been sent to the Donor for approval.

| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|--------------------------|----------------|-----------|------------|-------------------|---------|---------|
| 201803090002 | porting during christmas | dfhdfh sdfghfh | 035911811 | 21/03/2018 | Request exec sent | Example | |

At this stage, the Donor as +/- 1 hour to approve it and send the “Ready”

Once received, 3StarsNet automatically send the « Submit », which brings the porting in “Activated” status

Once the porting has status “Activated”, this means that request is finalized and number(s) is/are active on 3StarsNet network (chapter 4.7)

4.7 Done status

You can see here all the porting requests that have been finalized.

| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|--------------|--------------|-----------|------------|-----------|---------|---------|
| 201803130020 | porting | porting | 025911889 | 14/03/2018 | Activated | | |

4.8 Failed status

You can see here all the porting requests that failed during the porting process.

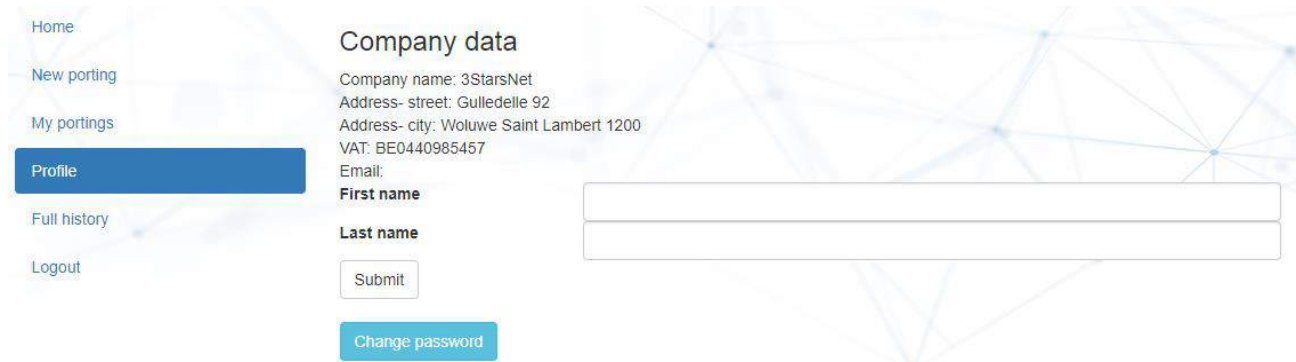
| # | Company name | Contact name | Number(s) | Due date | State | Remarks | Actions |
|--------------|--------------|--------------|-----------|------------|------------------------------|---------|---------|
| 201803130020 | porting | porting | 025911889 | 14/03/2018 | Request exec abort activated | | |

This can be caused by the following events:

- If you decide to abort the porting.
- If the LOA has reached its validity end date (LOA date + 3 months)

5. PROFILE:

You can see and update at any time your profile information in the section “**Profile**”



Home
New porting
My portings
Profile
Full history
Logout

Company data

Company name: 3StarsNet
Address- street: Gulledelle 92
Address- city: Woluwe Saint Lambert 1200
VAT: BE0440985457
Email:

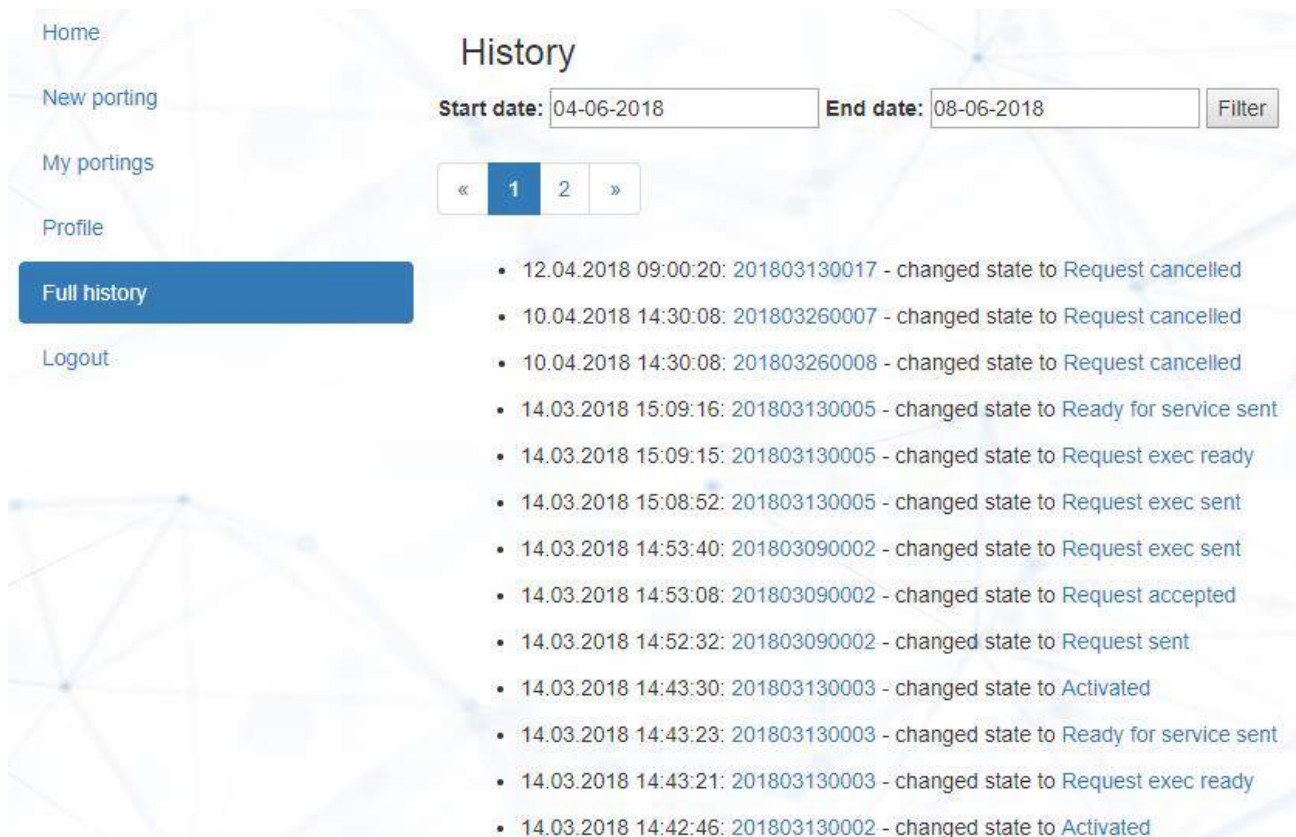
First name

Last name

You can also change your password in this section.

Please note that all the user accounts created under your company will be able to see all the porting done by all users created under your company.

6. FULL HISTORY



Home
New porting
My portings
Profile
Full history
Logout

History

Start date: **End date:**

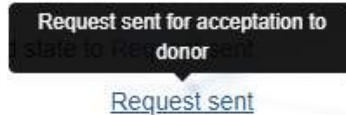
« 1 2 »

- 12.04.2018 09:00:20: 201803130017 - changed state to Request cancelled
- 10.04.2018 14:30:08: 201803260007 - changed state to Request cancelled
- 10.04.2018 14:30:08: 201803260008 - changed state to Request cancelled
- 14.03.2018 15:09:16: 201803130005 - changed state to Ready for service sent
- 14.03.2018 15:09:15: 201803130005 - changed state to Request exec ready
- 14.03.2018 15:08:52: 201803130005 - changed state to Request exec sent
- 14.03.2018 14:53:40: 201803090002 - changed state to Request exec sent
- 14.03.2018 14:53:08: 201803090002 - changed state to Request accepted
- 14.03.2018 14:52:32: 201803090002 - changed state to Request sent
- 14.03.2018 14:43:30: 201803130003 - changed state to Activated
- 14.03.2018 14:43:23: 201803130003 - changed state to Ready for service sent
- 14.03.2018 14:43:21: 201803130003 - changed state to Request exec ready
- 14.03.2018 14:42:46: 201803130002 - changed state to Activated

Here you can:

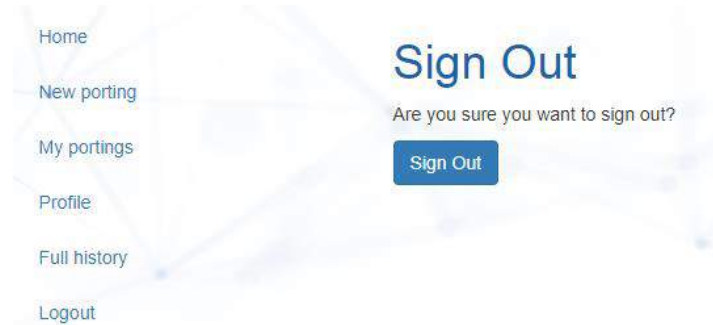
- Filter here all the changes that have been made for each porting
- Click on the porting number to see its details
- Move your cursor on status to have more explanations (chapter 8)

Here is an example of status explanation:



7. LOG OUT

You can sign out any time in this section.



8. STATE EXPLANATION

Hereunder explanation by status

| PORTING STATUS | DETAILS |
|--------------------------------|---|
| "New" | New request by user |
| "Request sent" | Request sent for acceptance to donor |
| "Request cancelled" | Request cancelled by user or 3StarsNet |
| "Request accepted" | Request accepted by donor |
| "Request rejected" | Request rejected by donor |
| "Asked for a change" | Change date requested by user |
| "Request change sent" | Change date sent for acceptance to donor |
| "Request change accepted" | Change date accepted by donor |
| "Request change rejected" | Change date rejected by donor |
| "Request on hold" | Porting request has been put on Hold by donor |
| "Request exec sent" | Porting is launched by user |
| "Request exec ready" | Porting is finalized by donor/recipient |
| "Request exec aborted" | Request has been stopped/cancelled during finalization |
| "Request exec abort activated" | Request has been stopped/cancelled during finalization |
| "Ready for service sent" | Porting is finalized |
| "Activated" | Porting request is finalized and number(s) is/are active on 3StarsNet network |

9. DETAILED WORKFLOW

