

# 4GTSS Mediation Device User Guide

Version 1.0



THE **4G** EXPERTS

## Introduction:

4GTSS Mediation Device (**MD**) is a system that interfaces with the NPCDB by receiving & sending messages and gives operators the ability to handle porting processes.

### Web Interface Access Information:

**URL:**

**User:**

**Password:**

This user guide describes how to send port-in orders, check the status of orders, how to handle port-out requests and email notifications. It includes the following:

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## Send Port-In Orders

To submit new NP requests, visit your assigned web link.

New Request	
Please fill in all fields marked with a *	
Submission ID:	Auto Generate ▼
Donor ID:	LSCX - Lightspeed Communications W.L.L - Virtual ▼
Phone Number:	12345678 Fixed ▼
SIM Card #:	Only if Mobile is selected
Company Flag:	Yes - Company ▼ *
CPR #:	123456789
Commercial Registration:	1234567/8 *
Passport Number:	123456
Comments:	Sample NpRequest
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

Figure 1: Sample of submitting new NP request

Referencing to figure 1, the following information is required when submitting a new NP request:

<u>Field</u>	<u>Description</u>
<b>Submission ID</b>	Choose "Auto Generate" unless the porting is related to another previous order [i.e. an entire number range ported]. "Auto Generate" will prompt the MD to generate a Submission ID. Both "Auto Generate" and "Custom" will be in the format of OOOO-YYYY-##### [i.e: LSCO-2011-12345678]
<b>Donor ID</b>	Specify the operator that currently has the number to be ported
<b>Phone Number</b>	Supply the 8 digits phone number and make sure to choose the correct type (Fixed, Mobile or Special Services)
<b>SIM Card #</b>	Supply the SIM card number <b>only</b> if you are porting a mobile number
<b>Company Flag</b>	Choose " <b>No</b> " if the subscriber is an <b>individual</b> or " <b>Yes</b> " if it's a <b>company</b> . Note that if " <b>Yes</b> " is chosen, then the <b>Commercial Registration #</b> field will be <b>required</b> (see below).
<b>CPR #</b>	Supply 9 digits 'Central Population Registry number'. At least CPR# or Passport Number is required - both will be accepted.
<b>Commercial Registration</b>	Required if the subscriber is a company ('Company Flag' is 'Yes').
<b>Passport Number</b>	Supply 12 characters max. At least CPR# or Passport Number is required - both will be accepted.

Click 'Submit' once and a confirmation message will follow indicating the request's information as well as the assigned PortID. This confirmation, which is an acknowledgment from the NPCDB, will be generated as long as there are no discrepancies in the request submitted (Figure 2).

Submitted Request Results	
ServiceType: F	
PortID: LSCO-LSCX-20120307-00010	
Number: 12345678	
SubmissionID: LSCO-2012-12345678	
RecipientID: LSCO	
DestinationID: LSCO	
DonorID: LSCX	
OriginationID: CSYS	
MessageCode: NpRequestAck	

Figure 2: Successful Response for NP Request in Figure 1

*NOTE: after the request is sent, it is relayed to the donor operator. The donor operator will then accept or reject the order. If the order is accepted, the MD will automatically handle it. Otherwise, an e-mail notification will be sent back in the event the request is rejected.*

## Example for Wrong NP Request

If the wrong information is submitted in the request, an error message will appear with a red shadow (see figures 3 for supplying wrong information and figure 4 for error message). The error messages are self explanatory to correct the discrepancies in the submitted request.

The screenshot shows a web form titled "New Request". At the top, a red text instruction says "Please fill in all fields marked with a \*". The form contains several fields: "Submission ID:" with a dropdown menu set to "Auto Generate"; "Donor ID:" with a dropdown menu set to "BTCF - Bahrain Telecommunications Company (BATELCO) B.S.C"; "Phone Number:" with a text input containing "12345678" and a dropdown menu set to "Fixed"; "SIM Card #:" with a note "Only if Mobile is selected"; "Company Flag:" with a dropdown menu set to "No - Private Customer" and a red asterisk; "CPR #:" with a text input containing "1234567", which is circled in red to indicate an error; "Commercial Registration:" with a note "Only if Company Flag is set"; "Passport Number:" with an empty text input; and "Comments:" with a text area. At the bottom are "Submit" and "Clear" buttons.

Figure 3a: Wrong NP Request (CPR less than 9 digits)

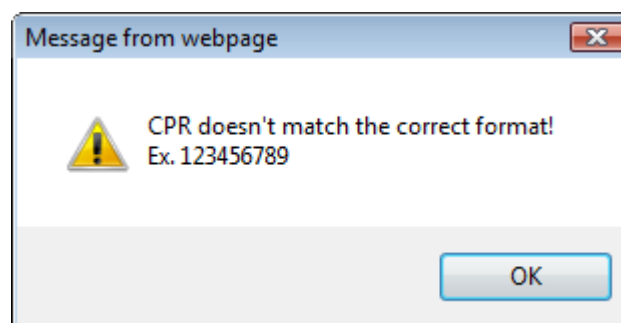


Figure 4a: Response (Error Notification) identifying the problem

New Request	
Please fill in all fields marked with a *	
Submission ID:	Auto Generate ▼
Donor ID:	LSCX - Lightspeed Communications W.L.L - Virtual ▼
Phone Number:	12345678 Mobile ▼
SIM Card #:	123456789012345678 *
Company Flag:	No - Private Customer ▼ *
CPR #:	123456789
Commercial Registration:	Only if Company Flag is set
Passport Number:	123456
Comments:	Sample NpRequest
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

Figure 3b: Incorrect NpRequest form

Submitted Request Results
<p>RejectedMessageCode: NpRequest  PortID: None  Comments: string value '123456789012345678' does not match pattern for SimCardNumber in namespace http://np.systor.st/commontypes  ErrorCode: ERR0023  DestinationID: LSCO  OriginationID: CSYS  MessageCode: ErrorNotification</p>

Figure 4b: Resulting message from incorrect NpRequest

## Check the Status of a Sent (Port-In) Order

To view sent orders, click on “Sent Request” tab. Only valid, open and successful orders will appear in the **Sent Request** page (see figure 5). In other words, if an order is rejected or canceled it will **not** appear in the **Sent Request** page.

Sent Request			
Message # 193 - NpRequest - 80060101		<input type="button" value="Cancel"/>	
Time Received:	Feb. 6, 2012, 4 a.m.	SIM #:	None
Provider:	LSCX	Company Flag:	N
Port ID:	LSCO-LSCX-20120206-00000	CPR #:	123456789
Recipient ID	LSCO	Passport Number:	None
Submission ID:	LSCO-2012-80060101	Phone #:	80060101
Comments:	None	CR Number:	None

Figure 5: Checking open request

Operator (recipient in this case) can cancel the request, before the donor accepts or cancels.

*NOTE: When a request is rejected, e-mail will be received indicating reasons for rejection.*



## Handling Received (Port-Out) Requests

Upon receiving a new request from NPCDB, MD will send an e-mail notification to your inbox. To accept or reject requests coming from other operator, click on "Received Requests" tab.

Upon opening the incoming NP Request message, the operator can either accept or reject the request (see figure 6).

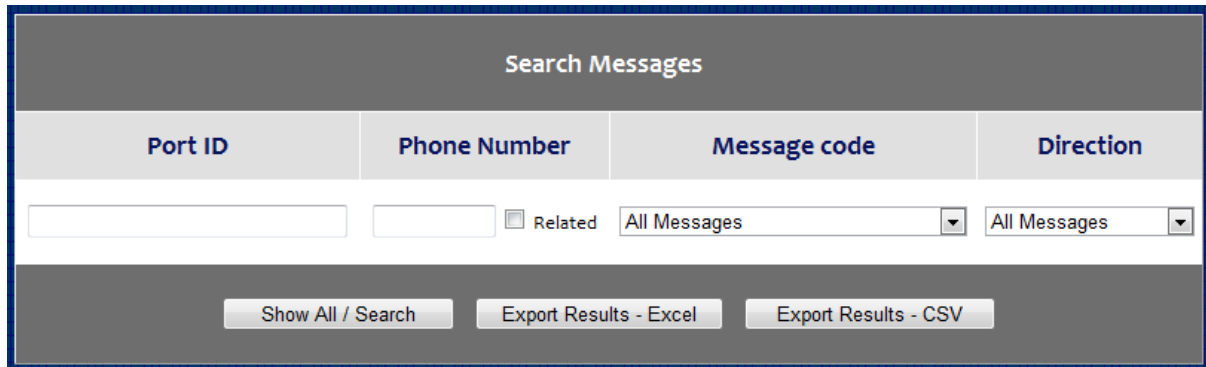
Received Request			
Message # 257 - NpRequest - 16699990		<input type="button" value="Accept"/>	
Time Received:	Feb. 14, 2012, 10:30 p.m.	SIM #:	None
Provider:	LSCO	Company Flag:	N
Port ID:	LSCX-LSCO-20120214-00019	CPR #:	None
Recipient ID	LSCX	Passport Number:	12345678
Submission ID:	LSCX-2012-16699990	Phone #:	16699990
Comments:	None	CR Number:	None
<div> <div>REJ0007 - Company Flag has unexpected value</div> <div></div> </div>			
<input type="button" value="Reject"/>			

Figure 6: Checking Incoming requests

Operator clicks 'Accept' to proceed with the porting-out order or 'Reject' specifying rejection code/reason from the drop-down menu above the 'Reject' button. Operator also may supply comments as additional information.

## Search Messages

To search (sent and received) messages and view all messages, click on “Search Messages” tab.



The screenshot shows a web interface titled "Search Messages". It features a table with four columns: "Port ID", "Phone Number", "Message code", and "Direction". Below the table, there are input fields for "Port ID" and "Phone Number", a checkbox labeled "Related", and two dropdown menus, both currently set to "All Messages". At the bottom of the interface, there are three buttons: "Show All / Search", "Export Results - Excel", and "Export Results - CSV".

Figure 7: Searching outgoing and incoming messages

Operator can search incoming and outgoing messages using PortID, Phone Number, Message Code or Direction (incoming or outgoing messages). To search by phone number and show all messages related to that phone number check off “Related” (i.e. error notification messages do not include phone numbers),

## E-mail Notifications

An email will be sent to designated mail box for every:

- Incoming request received from other operators
- Accepted request by other operators
- Rejected request from other operators
- Canceled request by other operators

## Reports

You can find list of all changes to the voice gateway database by going to:

<https://demo.4gtss.com/ported/>

## Other Mediation Device Notifications or Communications

- The system sends status messages to 4GTSS for support purposes.

## Contact Us

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