

This document provides a comprehensive process of managing functions of numbering resources in Self-Care Portal of eService for AITI customers.

User Guide for SCP Numbering Resources AITI eServices



Revision History

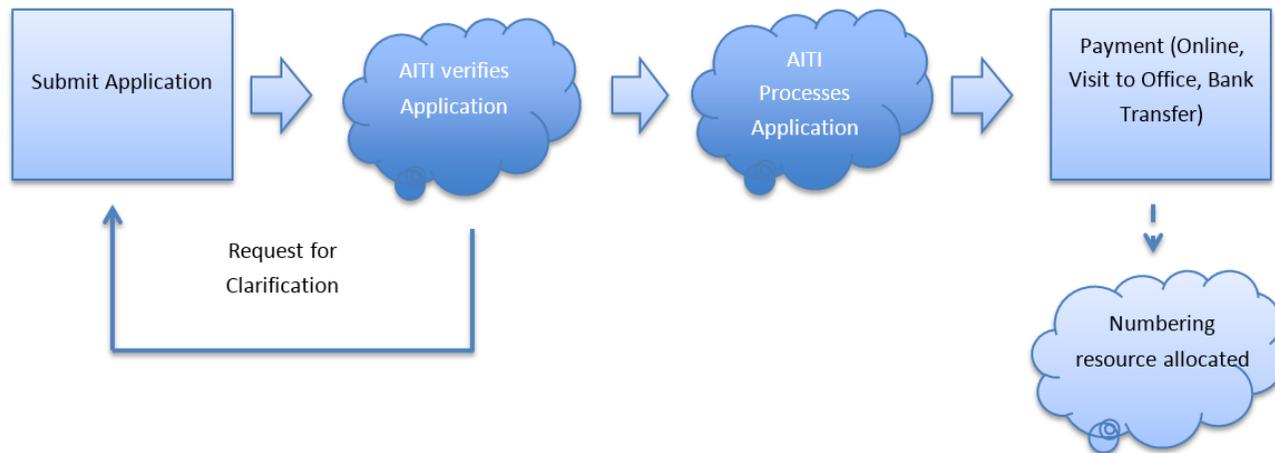
Version	Revision Date	Summary of Changes	Changes Marked

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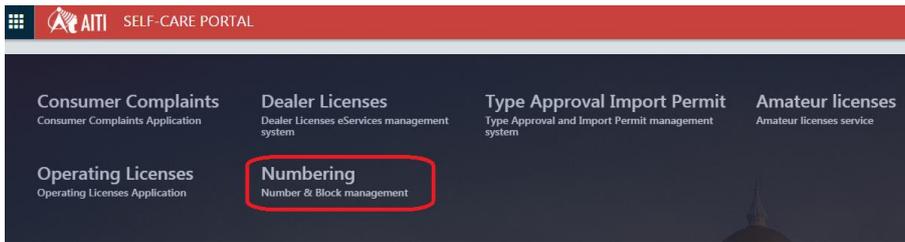
1 GENERAL WORKFLOWS OF APPLICATIONS WITH BILLING PROCESS

The workflow bellow shows the process of numbering resources allocation.



2 NEW NUMBER OR BLOCK

a) Log In to SCP, navigate to **Numbering** module.



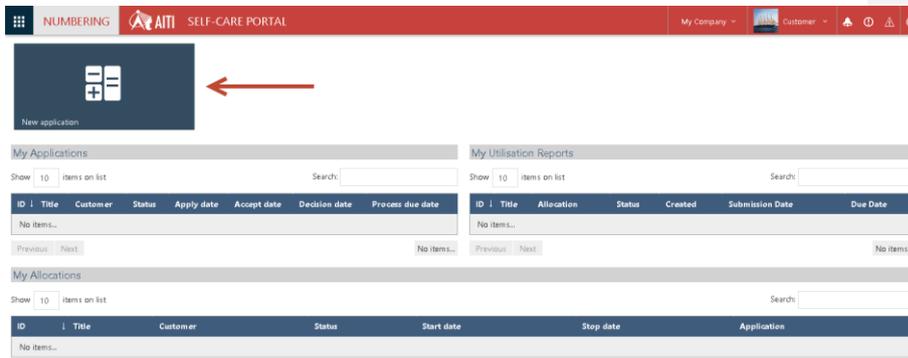
b) To apply for number or block, customers should act on behalf of a company (See Related Persons in Customer Accounts).

Note: A company should be registered by AITI as a telecom operator.

c) Select a company from companies list.



d) Click **New application** tile.



e) New application form will open.

The screenshot shows the 'Edit Item' form for NR-NE-500010. At the top, there are buttons for 'Validate', 'Apply', and 'Cancel'. Below these are fields for 'Customer' (My Company) and 'Status' (Draft). A tabbed interface shows 'General', 'Blocks/Numbers', 'Processing', 'History', 'Classification', and 'Documents'. The 'General' tab is active, showing fields for 'Apply date', 'Contact person', 'Application initiator' (set to 'Customer'), and a 'Customer comments' text area.

f) Input at least one number/block in **Blocks/Numbers** tab:

i. Select number/block from drop-down list

The screenshot shows the 'Blocks/Numbers' tab. It features a 'Number/Block' dropdown menu with a list of options: 02000, 03000, 100, 1800000, and 01000. To the right are input fields for 'Service' and '3rd Party', and an 'Add Block/Number' button.

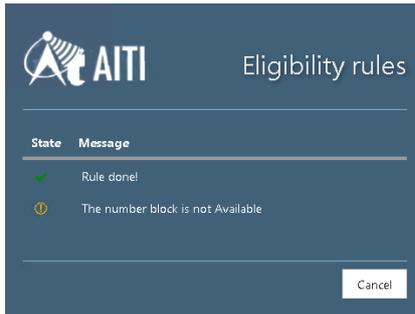
ii. Enter the service name

iii. Enter 3rd party (the end customer name) if short number is requested

iv. Click **Add Block/Number**

This screenshot shows the 'Add Block/Number' button highlighted with a red arrow. The 'Number/Block' dropdown is set to '100', the 'Service' field contains 'Service name', and the '3rd Party' field is empty.

- v. System will inform if number or block is not available (reserved or allocated)



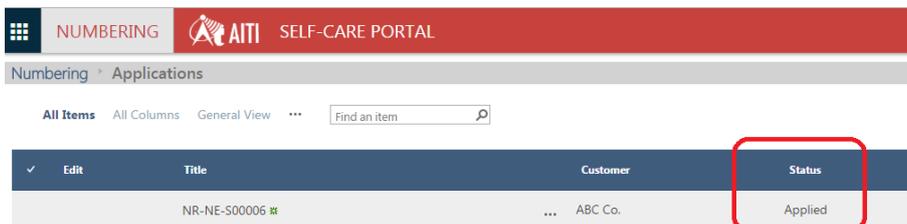
- vi. If number or block is available, a line with request details will appear in the table. You may apply up to 5 numbers or blocks in one application.



- g) Click **Validate** to see what data is required to be filled.

Note: If system requires you to attach documents of certain types, please follow to 'Documents' tab and upload files there.

- h) Where all required inputs are entered and documents attached, click <Apply> button. Application status will be changed to 'Applied' and Application will be available for AITI officer to process.



Note: Application can be saved as draft and submitted later by clicking Save button. Draft application will have 'Draft' Status.

- i) AITI may require clarifications on your application. They may change equipment reference, which will require additional documents submitted or field values corrected. Please refer to 'Clarification Request Processing' for details.
- j) Once the clarification is completed, the application status will change to **Processing**.
- k) When the application is accepted, the accepted date field of the application is going to be set to the date of acceptance and the process due date will be also updated. All the details are available in the **Processing** tab.

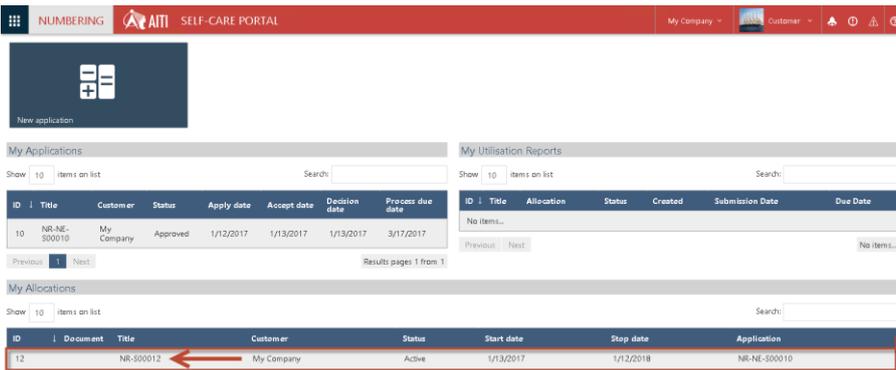
ID	Title	Customer	Status	Apply date	Accept date	Decision date	Process due date
4	NR-NE-S00006	ABC Co.	Processing	30/03/2017	30/03/2017		01/06/2017

- l) Once it is approved or rejected, you will receive a notification of the result. Decision Date will be updated.
- m) If application is **Approved**, number allocation will be created.
- n) Based on the payment exempt status one of the following two cases will occur:
 - i. If the application is exempted from payment, then Number Allocation start and stop dates are updated automatically and the status of the number allocation will be 'Issued'.
 - ii. If the application is not exempted from payment, then an invoice will be generated. Invoice should be paid to issue the number allocation. The number allocation will have 'Pending payment' status until the invoice is payed and the status changes to 'Issued' when the payment is received. Please refer to 'Billing (Invoicing and Payment)' guide for more detail to proceed with Payment management.

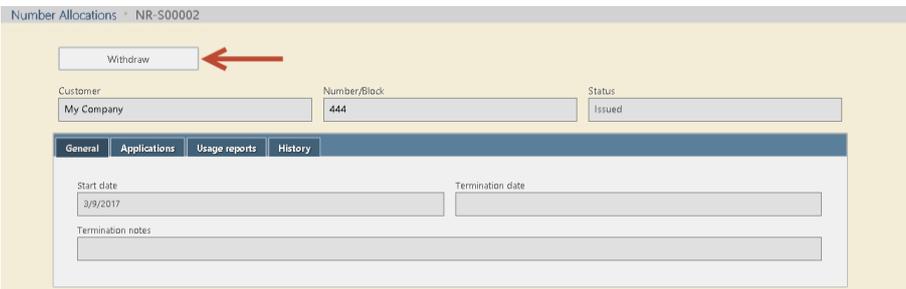
3 WITHDRAW NUMBER OR BLOCK

Commented [AL1]: Needs to be updated with further testing

a) Login to SCP, navigate to Numbering module.



b) Click **Withdraw**.



c) On the application form, click **Apply** button.

Note: Application can be saved as draft and submitted later by clicking Save button. Draft application will have 'Draft' Status.

d) AITI may require clarifications on your application. They may change equipment reference, which will require additional documents submitted or field values corrected. Please refer to 'Clarification Request Processing' for details.

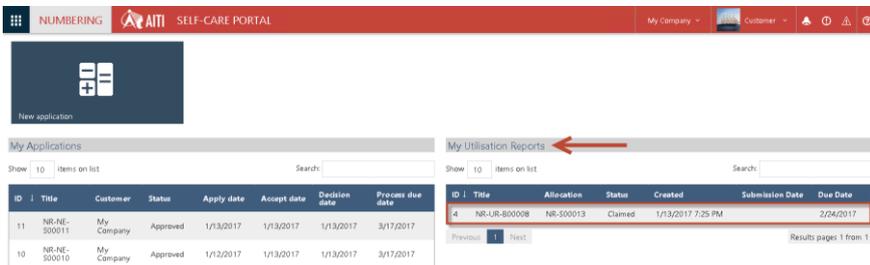
e) Once the clarification is completed, the application status will change to **Processing**.

4 UTILIZATION REPORTING

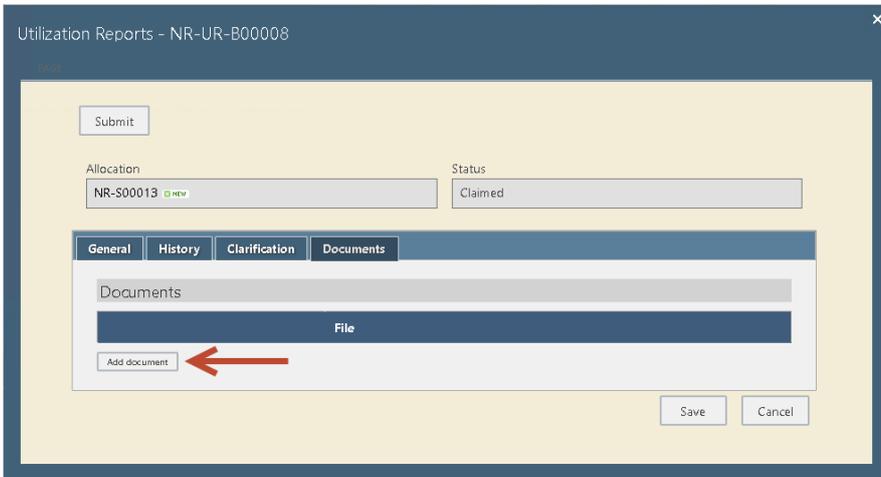
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A utilization report on your number or block is requested, you will receive notification. Also, you may find it on the Numbering landing page.

- a) Login to SCP, navigate to Numbering module.
- b) Open **Utilization Report**



- c) Add file with utilization report by clicking **Add document**.



- d) Click **Submit** button. Your utilization report(s) for the number or block is sent to AITI.
- e) Once it is approved, you will receive a notification.