

## Number Porting: What you need to know

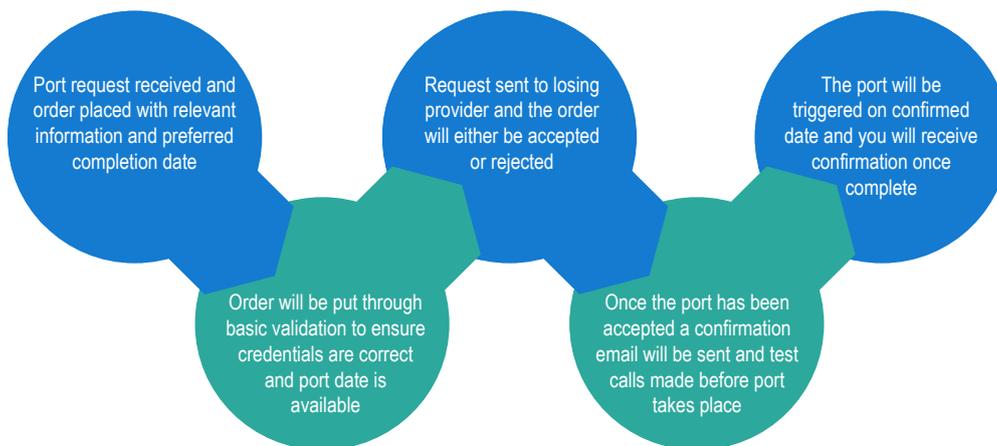
### What is number porting and why do we need to do it?

Number porting is the process for moving your telephone numbers from one communications provider to another. Portability allows you to retain your existing telephone number when moving to a new communications provider.

### Who is involved in the porting process?

- **Range holder** - This is the network that Ofcom provided the numbers to originally. This will never change (as per Ofcom regulations).
- **Current network provider** - Also known as the losing communications provider and who the numbers are currently managed by.
- **Reseller** - Resellers are not always involved but when they are, they are the company billing you for the service. There can be more than one reseller involved.
- **Gamma** - Will request and manage the port and will become the new network provider.

### What to expect during the porting process



Line Type	Lead Time (dependent on current communications provider)
Single Line	4-7 working days
Multi Line (no DDIs)	7-10 working days
Multi Line (with DDIs)	17-25 working days

### What if the losing communications provider rejects the port request?

Don't worry, they will let us know the reason behind it and we can re-submit the order with the correct credentials.

### What are the differences between geographic and non-geographic number ports?

Geographic	Non-geographic
Geographic numbers start with 01 or 02	Non-geographic numbers start with 08 or 03



## What information do we need to port your number?

To be able to port your number to Gamma, a letter of authority (LOA) must be completed and it should contain the following information:

Geographic	Non-Geographic
End user name	End user name
End user address	End user address
Losing network provider name	Losing network provider name
Losing network provider address	Losing network provider address
Main billing number	Number
Associated single number DDIs	Account number
Associated DDI ranges (for multi lines)	Signature (end user)
Account number	Date
Signature (end user)	
Date	

The LOA is a standard, industry document and is required by communication providers when porting numbers. To ensure the porting process runs smoothly, it is important that the information on the LOA is accurate.

### Here are some tips to help you...

- The losing network provider is your current communications provider. This may not be the reseller who bills you for the service.
- Up to 100 non-geographic numbers can be accepted on one order.
- All non-geographic numbers have an account number and this must be included on the LOA.
- All fields are complete and the document is signed.
- The date on the LOA must be within the last 3 months.
- Gamma will decline any order that lists a losing network provider whose company name is not included in Ofcom's list of registered network providers. (i.e. a reseller or hosting company).
- The LOA must be on your company headed paper.

## What we can do to help you

Before an order is submitted to the losing communications provider, a basic validation process will be carried out once the request has been received. This includes checking that we have all of the information required to place the order and the range holder is Ofcom registered.



## What are the differences between standard and IPEX number ports?

Standard	IPEX
Gamma holds a porting agreement with the losing communications provider and therefore can make direct contact and communicate from start to finish. Standard lead times apply.	If Gamma do not have a porting agreement with the losing communications provider, we will use the BT IPEX team to help us with the porting process. The IPEX team are able to send the order off for validation and approval on behalf of Gamma. Order updates will be received from the IPEX team but please note there are no guaranteed lead times for completion of the port.

## What to expect when placing an IPEX port

- The lead times for a BT IPEX port are on a best endeavour basis with no guaranteed SLAs. However, there are a number of factors, which could cause delays. It is crucial that the information issued by the losing communications provider, which is passed on to us at the time of the request, is accurate and in full. Delays can also be caused by late response time from the parties involved.
- Once the port request has been submitted, we usually receive an acknowledgement within 3-4 working days. If after this time we have not heard, we will contact the BT IPEX team for an update.
- If the BT IPEX team have not received an update from the losing communications provider, in attempt to speed up the process, we highly recommend that you contact the losing communications provider. It could lead to a quicker acceptance and it can prevent escalations being raised.
- Once the port has been accepted by the losing communications provider, the BT IPEX team will confirm the proposed completion date.

### Can an accepted IPEX port date be changed?

It can be difficult changing an accepted IPEX port date and we would not recommend doing so unless it is essential. If a date change is submitted but rejected by the losing communications provider, the original port date will be lost and the porting process will start again.

## What if the losing communications provider rejects the IPEX port?

- Rejection reason - The BT IPEX team will contact us and provide the reason as to why the order has been rejected. We then have the opportunity to address this and action any amendments.
- Response time - Depending on the reason for the rejection, we may be provided with a time frame in which we need to provide additional or correct information to the BT IPEX team. If for example the number is not in service, the order will be cancelled immediately. If there is a query with the details provided, we must respond within a reasonable time to prevent the order being cancelled and re-submitted.

If there are any queries regarding a rejection, we recommend that you contact the losing communications provider. This is the most effective method of resolving these types of rejections.

## What if the IPEX port order times out?

If the order requires any amendments following the validation process and there's a delay in doing so, the order could time out and be cancelled. Should this happen the order will need to be re-submitted and the process will start again.

Should you have any questions or require further support, please contact us on 0333 014 0333.