

# Number Porting FAQ

## WHAT TYPES OF NUMBER PORTS ARE THERE?

We can port "Single Line" which is typically an analogue line or "Multi Line" which is a DDI range. We can also port NGN numbers and International numbers.

## HOW LONG DOES NUMBER PORTING TAKE?

This depends on the port type, the range holder and the losing provider. In 50% of cases the range holder and losing provider is BT. In that case a Single Line port should take 5 working days and a Multi Line, with up to 100 numbers, should take 11 working days. Multi Line ports with a lot of numbers or different losing providers can lengthen the process. Also should any information, such as the post code, be incorrect this will lengthen the time port considerably.

For porting NGN numbers there is no SLA and can take several weeks.

## HOW DO NUMBERS WORK IN THE UBOSS SYSTEM?

Ported and ESP Systems provided numbers can be assigned to a customer Group and can then be cascaded down to a Site. Numbers can then be assigned to group services such as hunt groups and users. For NGN numbers, these are "real" numbers the same as any geo number. That means there is no diversion from the NGN to an underlying DDI. Ported ranges must not and cannot be split across multiple customers.

## WHAT INFORMATION DO I NEED FROM THE CUSTOMER TO INITIATE A NUMBER PORT?

We need...

- Single line or Multiline
- The main billing number (MBN)
- The post code registered against the MBN
- If multiline (which includes Feature lines) then associated or other numbers
- The front page of the losing provider bill and the customer signed letter of Authority

## CAN I PORT SPECIFIC DDI NUMBERS FROM WITHIN A RANGE?

No, the whole DDI range must be ported together, individual numbers cannot be split out

## WHEN WILL THE NUMBERS ACTUALLY PORT AND IS THERE ANY DOWNTIME?

The number port Process will usually commence at 10am on the specified day. There should be no downtime but if the port involves a complex multiline then there may be a short outage of up to 30 mins. At this point all the IP phones need to have been deployed and when the port has completed calls will start coming into the Hosted system

## CAN THE CUSTOMERS CANCEL A SCHEDULED PORT?

A port can be cancelled up to 24hrs prior to the day before the port is scheduled, it will then go into lockdown and cannot be cancelled or amended

## WHAT IS THE NUMBER PORTING PROCESS?

The porting service must be assigned in Uboss at the business level and the LoA docs can be uploaded

## IF THE CUSTOMER DOES NOT HAVE TIME FOR THE PORT WHAT CAN WE DO?

One option is to build the customer in Uboss and assign Alternative Number service and temporary main number. The customer can then arrange a divert to the temp number while the port is progressing. Please note the customer will incur diversion charges from the losing provider.

## HOW CAN I CHECK PROGRESS OF THE NUMBER PORT?

Within Uboss there is a Number Porting dashboard which will show the status of all submitted number ports to streamline the process

**1** NUMBER PORT REQUESTS

Service:   Export as:

Select all status:  ON  OFF

Port Request: 4 Validation: 3 Pending Customer: 1 Held By Reseller: 0 Customer Update Received: 0 Submitted: 0 Resubmitted: 1 Accepted: 3 Completed: 0 Cancelled: 0 Rejected: 0

SERVICE	INSTANCE NAME	MAIN BILLING NUMBER	CUSTOMER REQUESTED PORTED DATE	CONFIRMED PORT DATE	STATUS	LAST UPDATED
<a href="#">Single Line Port req.</a>	Meaningful Name - Sh.	XXXXXXXXXX	30-May-2016		Pending Customer	16-May-2016 12:03 PM
<a href="#">Single Line Port req.</a>	Archers Construction..	XXXXXXXXXX	19-May-2016	17-May-2016	Accepted	27-Apr-2016 11:08 AM
<a href="#">Multi line Port Requ.</a>	Jackson Skips - Test.	XXXXXXXXXX	06-Jul-2016	27-Apr-2016	Accepted	27-Apr-2016 10:50 AM
<a href="#">yes-port multi</a>	multi one	XXXXXXXXXX	12-May-2016	20-Apr-2016	Accepted	20-Apr-2016 6:21 AM
<a href="#">yes-port single</a>	yes-single	XXXXXXXXXX	03-May-2016		Resubmitted	19-Apr-2016 8:05 AM
<a href="#">Multi line Port Requ.</a>	xxxx multi	XXXXXXXXXX	03-May-2016		Validation	19-Apr-2016 8:03 AM
<a href="#">yes-port non</a>	yes non	XXXXXXXXXX	03-May-2016		Validation	19-Apr-2016 6:53 AM
<a href="#">yes-port multi</a>	yes multi	XXXXXXXXXX	03-May-2016		Validation	19-Apr-2016 6:44 AM
<a href="#">yes-port multi</a>	wwwwwww	XXXXXXXXXX	03-May-2016		Port Request	
<a href="#">Single Line Port req.</a>	single line 111	XXXXXXXXXX	03-May-2016		Port Request	
<a href="#">Single Line Port req.</a>	TestSingle	XXXXXXXXXX	03-May-2016		Port Request	
<a href="#">yes-port single</a>	single one	XXXXXXXXXX	04-May-2016		Port Request	

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