# Number Porting - User Guide

Under General Condition 18 Ofcom state that "All numbers must be portable".

## OFCOM ALLOCATION OF GEOGRAPHIC NUMBERS

### Range Holders and Current Providers

Ofcom allocates geographic numbers to Service Providers or Range Holders (RH), who in turn allocate them to businesses, homes and organisations. Once a number is allocated to a RH, the RH will never change. At this point the RH is also the Current Provider (CP).

If an end user then asks for their number to be ported to another carrier such as Virgin Media, and in this example BT were the original RH, then BT will remain the RH but Virgin Media now becomes the CP. If at a later date the end user asks for their number to be ported to another carrier such as Gamma, then the RH remains as BT but the CP now becomes Gamma. This is known as a subsequent port or "Sub-Port". If the end user then ports back to BT this is known as "Return to Range Holder".

## NUMBER ALLOCATION - SUB ALLOCATED NUMBERS

Ofcom used to allocate numbers to RH in blocks of 10,000, even if a RH only required a small range of numbers. Due to the number of different areas and exchange codes within the UK, the number database can become massive and difficult to manage. As T8lk uses BT IP Exchange to host and manage all their numbers we now obtain most number ranges that Resellers require from BT IP Ex as "Sub-allocated" numbers. Thus, for the majority of numbers allocated to T8lk channel providers, the RH will be BT IP Exchange

PLEASE NOTE – BT do not allocate or sell "Golden Numbers".

T8lk also have their own 0203, 0207 and 0208 ranges, as well as 03 and 08 numbers

## SERVICE ESTABLISHMENT

Numbers can be ported from any carrier but they first have to be "Service Established" with BT IP Exchange. Service establishment is an agreement between carriers to route traffic. Not all carriers are service established with BT IP Exchange so, prior to a port, T8lk can check to see if there is an agreement in place. If the Losing Provider (LP) is not service established with BT then this will need to be set up and can take up to 80 days.

Numbers will only be ported into BT IP Exchange

Geographic numbers generally fall into 2 main categories, Single-line or Multiline ports (Simple or Complex ports).

- Industry definition of a single line - A Single Line order is for a single line which terminates on a socket that has a single number allocated to the line.

- Industry definition of a Multi-line - Multi-line orders cater for ranges of numbers or PBX groups that terminate on equipment (e.g. ISDN) configured for use by an End User or Customer. This includes, the following

  - Multi Line (30 Lines of less)

  - Multi Line (31 lines or greater)

  - Complex DDI

  - Feature net and Feature lines

There are 4 main types of numbers…

1. Main Billing Number (MBN) - The number to which all other telephone numbers on a customers allocated range are billed. Note – there can be multiple MBN's on a single, consolidated invoice.

2. DDI Range - DDI (Direct Dialling In) also referred to as DID - a range of numbers that enables callers to dial directly through to a particular extension. DDI numbers are contained within a range associated with the MBN. There can be multiple, different DDI ranges associated to one MBN.

3. Associated Number – numbers that are dependent on the MBN for service and are linked to the MBN. They will be ported along with the MBN and any ddi ranges.

4. Other Number - numbers at the same postcode but not associated with the main billing number. These should be included in the porting request and a note to say if they are to be ported, ceased or retained on the circuit.

## BT IP EXCHANGE PORTING SCENARIOS 1 - 7

There are currently 7 scenarios that effect the porting in of numbers to BT IP Exchange, see table below

| Import Scenario 1 | A BT telephone number (BT is the Range Holder) that is to be ported from the BT Public Switched Telephone Network (PSTN) or VoIP network to IP Exchange | Supported |
|---|---|---|
| Import Scenario 2 | A BT telephone number, previously exported to another CP's network, is to be ported to IP Exchange | Supported |
| Import Scenario 3 | Another CP's telephone number (other CP is the Range Holder), currently on their network, is to be ported to IP Exchange | Supported |
| Import Scenario 4 | Another CP's telephone number, already imported to the BT PSTN, is to be ported to IP Exchange. | Supported |
| Import Scenario 5 | Another CP's end user telephone number, currently on a different CP's network, is to be ported to IP Exchange. | Supported |
| Import Scenario 6 | A range of numbers in a block that belong to 2 or more different range holders or Current Network Operator, referred to as a Mixed Range Holder Port | Supported |
| Import Scenario 7 | Porting of CP own number ranges hosted on IP Exchange to another IP Exchange CP | Limited Support |

## PORTING REQUEST

When a Reseller or customer asks T8lk to port a number we must receive the following;

- LoA - Letter of Authority to port. Printed on the letter-headed paper of the clients business and signed by an authorized person within the business. (LoA's sent on channel providers headed paper will be rejected.)

- The name of the Range Holder (RH) - the original carrier who OFCOM provided the number to. Details can be found via the two links below…

  - http://www.ofcom.org.uk/static/numbering/index.htm >Geographic Numbers

  - http://www.ofcom.org.uk/static/numbering/cupid.xls

- The Current Provider (CP) - the current carrier routing traffic to the end user. This is not necessarily the billing provider e.g. the customer has numbers from BT but ANOther bill for the minutes, so the CP is BT, not another.

- The full current address and postcode of the end user.

- The Main Billing Number (MBN).

The MBN is not necessarily the first number in the range, it can also be a number within the range, or a separate number linked to the range.

- The postcode to which the (MBN) is registered to.

This is not necessarily the postcode of the current address, it could be the old postcode if the business has moved.

- The front page from the last telephone bill.

## PROCEDURE

1. The Reseller will provide all the above via a UBOSS ticket, to T8lk support.

2. T8lk will verify the data supplied where possible.

3. If any of the above is missing or incorrect and T8lk are unable to provide this information the request will be returned to the Reseller and they will be asked to provide the missing information.

4. T8lk will submit the request to BT IP Exchange, with the minimum porting date possible unless the channel provider asks for a later porting date - see Porting Time Scales below. Earlier dates cannot be requested as these are industry agreed lead times. However, once a port is accepted we can request that it be delayed up to a maximum of 3 times.

5. After T8lk has logged the porting request via BT's web portal they will inform the Reseller of theproposed porting date and time. Resellers must then allow at least 72 hours from the initial submission to BT before they chase T8lk for updates.

6. BT IP Exchange will verify the data supplied and either:

   a. Reject the port due to a number of issues – see Rejection Codes below.

   b. Accept the port in principal and pass the request onto the losing provider (LP)

7. The LP will validate the request and either:

   a. Reject the port due to a number of issues – see Rejection Codes below.

   b. Accept the port "in principal" and inform the end user/customer that they have received a request to port the number away.

8. The end user/customer accepts or rejects the port away.

   a. If the end user/customer rejects the port away the CP informs BT IP Ex, who in turn informs T8lk that the port has been rejected.

   b. If the end user/customer does not object to the port away, BT IP Exchange will confirm to T8lk the port as having been accepted and confirm the porting date.

9. T8lk will confirm acceptance or Rejection of the porting date to the new channel provider.

10. If the port has been rejected, T8lk will advise the channel provider and try to resolve the issue.

11. When the current reason for rejecting the port has been resolved a NEW porting request will bem submitted to BT IP Ex and the procedure will start again, with new dates.

12. Once the port has been accepted T8lk will load the porting numbers onto the Broadsoft platform and advise the Reseller or customer.

IMPORTANT – all ported numbers including the MBN, DDI ranges, associated and other numbers, MUST remain together and be allocated to the customer who requested the original port. Number ranges must NOT be split. If a reseller splits a range and allocates a number to another customer, and the original customer who initially ported the numbers decides to move away, the Gaining Provider will have no choice but to port all numbers as per the original import.

13. It will be the Reseller's responsibility to load the numbers to the business and end user and ensure they are ready for use.

14. Two days prior to the port T8lk will remind the channel provider that the port is due. It is also the responsibility of the channel provider to set a reminder.

15. On the day of the port T8lk will activate the porting process with BT, and advise the Reseller or customer the porting process has started.

    a.If this is a single line port the process is automatic and the number port is usually complete with 30 mins to 1 hour.

16. If it is a multiline port BT are called at the agreed porting time. BT then have a 3 hour window to complete the port.

NOTE – Nothing can be done to speed up this process, and an exact time for completion cannot be given.

16. Once the port is complete BT informs T8lk

17. T8lk place test calls to some numbers to verify the traffic is now routing via the T8lk platform.
    a. If there are any issues T8lk contacts BT and raises a trouble ticket.

18. Once all traffic is routing via T8lk correctly, the Reseller is informed that the port has completed. In the majority of cases the original line that was associated with the ported number/s will cease. It is the responsibility of the reseller or customer to ensure the line is ceased if this is a requirement.