

How Porting Works

Disclaimer

- Porting is always led by the Gaining Communications Provider (GCP).
- We can only port numbers for existing users. Dont initiate the port until the service is built and ready.
- Number Porting is a best endeavors process.

We will always try to port your inbound numbers in a timely fashion, but we do so on a best-endeavours process. The UK number porting process is fraught with challenges which can cause delays and / or rejections. The porting process is regulated by [Ofcom](#), however the timescales we quote are the minimum industry standards and are not guaranteed.

How It Works

Number portability enables end-users with a Publicly Available Telephone Service (PATS) to retain their telephone numbers when they change their Communications Provider (CP).

Geographic Number Portability (GNP) allows a customer of one Communications Provider (the Losing Communications Provider (LCP)) to become a customer of another Communications Provider (the Gaining Communications Provider (GCP)) whilst retaining the same geographic telephone number. This requires the Range Holder (RH) to route calls to the Gaining Communications Provider for them to deliver calls to the end-user. A ported number never actually leaves the Range Holder - if a number is in someone's range, it will always be in their range - but the Range Holder will forward calls to the Gaining Communications Provider.

For porting to take place, there must be a commercial agreement in place between the Gaining Communications Provider and the Range Holder and the technical interconnect to enable calls to be routed. For a list of the companies we're able to port numbers from, please see our list of current porting agreements. Please note these agreements refer only to geographic numbers. We currently do not support the process of porting non-geographic numbers.

In all instances, only the number will be ported, not the service - the Losing Communications Provider will cease the access line and remove all associated services (for example, Broadband) at the time of the port. It is the customers obligation to ensure that the Losing Communications Provider does not continue billing for the service. The Gaining Communications Provider will provide the customer with the agreed services when the number is ported to their network. The number must be in use and working to be portable, if service has been suspended for any reason (for example, bad debt) then we'll be unable to port it.

It is important to note that Number Portability does not enable Communications Providers to switch Wholesale Providers, the process is solely for the benefit of the end-user. Wholesale migrations are not permitted and will always be rejected.

Common Causes for Delay

There are a number of factors that can delay port orders:

- Redcare / security tag exists on the line. You must cancel Redcare or transfer the service to another circuit number before that number can be ported.
- The Installation address or postcode is incorrect or does not match the current network operator's data against the number. We need to know the current postcode of the number(s) for a port order to validate correctly. Making enquiries with the Losing Communication Provider before submission can save a lot of time and additional charges.
- Losing Communication Provider or Range Holders failure to provide a response. You should always inform the current provider of an intention to port away so that a port order is not held up. Dont ask to cease anything, just that you intend to move x numbers away.
- Incorrectly labelled (single line as multiline etc). You should always confirm the line type with the Losing Communication Provider / Range Holder.
- Incorrect telephone details (main billing number, DDI range etc). You should always confirm with the Losing Communication Provider / Range Holder all attached phone numbers, main billing number etc).

On the Day of the Port

On the day itself, numbers will be released by their current providers and ported to us at any time after 10AM. Usually Single Line ports are released very soon after 10, but Multi Line ports can take some time to release depending on the complexity of the installation. As with order acceptance and rejection, the time and speed at which we can get them released depends on the specific Losing Communications Provider and Range Holder - for example, number releases from TalkTalk must be emailed in rather than us phoning them, so can often take a little while longer to process than with networks who process number releases over the phone.

If a number takes longer than an hour or so to release after we have requested it, we will get in contact again with the provider to chase for updates. Whenever we receive information well pass it on to you, so youre always aware of the situation and any possible delays.

During this period, after the Losing Communications Provider has informed us that the number has been released, we will carry out test calls to the porting numbers to ensure the port has completed successfully. Your end-user may notice several calls from us during this process, which are terminated as soon as they begin ringing or an error is received. Once the port has been completed, well confirm via the porting ticket.

In some cases where service has not been provided following a port attempt, we can raise emergency restoration requests with the Losing Communications Provider, which will restore the customer to the Losing Communications Providers network. Please note that you must request this by close of business the following day.

Noteworthy Pointers

- **Existing Directory Enquiries Listing** - If the number(s) being imported are active within Directory Management Solutions (i.e. the BT Phonebook or Directory Enquiries), you may be notified of charges without prior notice when a reprint occurs. Any unwanted directory services should be cancelled as soon as possible with the current service provider to avoid unwanted costs.
- **Intermediary Porting Charges** - Please note that the only charge incurred porting a number may not be from ourselves. Intermediary parties, including the existing provider, may apply charges. It is worth checking before initiating a port.
- **Broadband** - If you are porting a number from a PSTN line supporting broadband, the line will likely cease. You should make provisions for a secondary broadband supply. Keeping the line alive with a re-number isnt guaranteed, and the desired outcome of broadband retention not always possible.

