**Number Porting**

This document covers the basics of number porting and explains the different types of number ports that you may come across. You will also find some information on what you can do to help your number port run through smoothly and ensure you are aware of any charges that you may incur.

**Key Terms**

* IPEX = BT IP Exchange
* LCP = Losing Communications Provider
* GNP = Geographic Number Porting
* RH = Range Holder
* NGN = Non Geographic Number
* CP = Communications Provider
* POV = Pre Order Validation Check
* DDI = Direct Dial In
* CLI = Calling Line Identity
* LOA = Letter Of Authority

**Types of Number Port requests**

* Standard Geographic Port order – Where the LCP (losing communication provider) has a porting agreement with our provider.

SLA for confirmed date is 24 hours for a single line and 48 hours for a multi-line

* IPEX (BT IP Exchange) Port order – Where there is no porting agreement in place.

There is no SLA for giving a confirmed date and we can only chase these regularly.

The next available date is automatically issued on these and can be at short notice. If the date then needs to be pushed back and changed, change of port date charges would apply.

* Mixed Operator Port – Where the LCP and RH (range holder) are different companies. Lead times on these can be very long as both losing networks need to accept the port order.
* Manual port – Where line and numbers are held by different companies that don’t have a porting agreement with our network. E.g. The main line is held with one CP (communication provider) and the associated numbers are with another CP.

It is very important that the correct details are submitted for a number port to prevent unnecessary delays and number port rejection fees.

If your Port Order has rejected, you will receive a Rejection Charge.
For Standard Geographic Ports, you then have 24 hours for a single line, or 48 hours for a multiline, to send correct details to cloudorders@wearepragma.co.uk, for us to progress your order.
If we do not receive correct details in this time, your order will be cancelled by the network and you will receive a Cancellation Charge, as well as the Rejection Charge for your order.

For Migrations, IPEX or other port types, the order usually remains open for 1 week, and we can update it without incurring cancellation charges.

As part of our service we provide you with access to the BT Portability Checker, where you can check the postcode matches the CLI (calling line identity) details held before you submit a number port request for you.
Please note that this only checks on the Openreach network. The checker may not be able to provide correct details for BT Wholesale or other BT numbers.

Please be aware that unless a specific time has been chosen, your number port will be triggered at 10am, and this is the start of a 4 hour porting window. If you have requested a specific port time, your order will be triggered at that time, but will only be the start of the 4 hour port window.
Your port may take up to 4 hours to complete once triggered, but if you haven’t had notice of completion after that time, please let us know and we can chase our network to escalate.

If the customer has lost service, please call us straightaway and we will raise with our network’s loss of service team, and escalate to ensure that the issue is resolved as quickly as possible.

**CLI Flexibility** – You can choose to complete the CLI flexibility form and submit this to cloudorders@wearepragma.co.uk so that the porting number/s can be presented from our platform. This allows you to complete provisioning work before the number port completes and reduces downtime when the numbers port across.



**CLOAs (Customer Letter of Authority)**

The signature on these forms should be written, but networks will accept an e-signature if it ‘looks’ handwritten.

* For Geographic numbers it is not essential to provide the LOA on letter headed paper.



* For Non-Geographic numbers – the CLOA must be provided when the order is placed.

You can reduce the chances of number port rejection by requesting a POV (port order validation check)

* This is a free of charge service but can take up to 5 working days
* To request a POV the relevant LOA should be completed and emailed to orders@wearepragma.co.uk.
* This CLOA will then be pre checked and sent to the LCP to validate the request. If all is ok, we are sent the information on their system to port the number. This would include number type (single or multi line), postcode, and any associated numbers, DDI ranges (direct dial in) or numbers that need to port.

Please be aware that charges are made for the following:



Further pricing details can be found on the Pragma Price List