Claranet Hosted Voice

Number Porting Guide

Version 1.0

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Contents

Purpose of this document

This document sets out in broad terms the process for importing and exporting geographic telephone numbers (i.e. ones beginning 01 or 02) to or from the Claranet Hosted Voice service. It also highlights and explains some of the ways that the process can fail and where responsibility for different aspects lie. It does not constitute a contractual document but is for information only.

Audience

The audience for this document is Claranet Hosted Voice customers.

Background

Claranet Hosted Voice is a complete cloud-based PBX replacement and offers a wealth of features and capabilities for organisations of all scales in all sectors. The service is capable of providing new geographic telephone numbers and also importing existing numbers from other services such as standard phone lines ('PSTN'), multi-channel ISDN lines or SIP Trunking services.

The basics of Geographic Number Porting

Claranet are able to import Geographic numbers, either as a Single Line (e.g. from a single PSTN line) or as a Multi Line Import (e.g. from an ISDN service DDI number range). Numbers cannot be allocated to a user until the port has completed.

Number porting is a process regulated by OFCOM (but operated by Telcos) to facilitate the porting of numbers between providers. However, there is no central register of numbers - numbers may be ported repeatedly and the porting history is held in multiple look-up tables across the different providers and is not centrally managed. As a result, number porting can be both time consuming and prone to errors that Claranet cannot control or predict.

It is recommended that Customers seeking to implement a service or site quickly use new numbers in the first instance and then port existing numbers as required at a later date.

Please see Appendix for an explanation of the mechanics of number porting in the UK.

Porting Process – General Guidelines

Number porting is a process defined and policed by OFCOM but operated by the various Communication Providers that operate in the UK. Porting is the process of moving ownership of the number and the routes of traffic in and out of telephony endpoints assigned to that number from one Communication Provider to another.

It should be understood that there is no central registry or ability to 'look up' who a particular number is assigned to, which is a limitation on the process we have to accept.

The process has the following specific terminology:

Communications Provider (CP) – this is the telco network operator to whom the number is assigned. Example CPs are BT, Virgin Media, Verizon, KC Communications and Claranet for the purposes of porting etc.

GCP – the Gaining Communications Provider is the telecoms operator who is taking ownership of the number.

LCP – the Losing Communication Provider is the telecoms operator who is losing ownership of the number.

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Range Holder – the original owner of the number when it was first provided. The number may have been ported to difference CP's several times over it's lifetime but is still identified in some systems against the original holder of the number.

The process has the following general guidelines:

- The process is led by the Gaining Provider and is a Notification based process. This means that the Losing Provider is notified of the intention of the number porting and does not have to specifically accept a request for porting to proceed.
- In our experience the theory and the practice of the porting process can differ with some CPs deliberately stopping or cancelling porting requests for a variety of reasons. This can be very frustrating for all parties but can usually be resolved.
- Porting a number requires action from both the Gaining Provider and the Losing Provider, and may also involve other CPs who used to have the number beforehand, or the original range holder of the number.
- Claranet initiate the porting request via our supplier (BT Wholesale), who then manage the process on our behalf.
- We are advised by BT of the date and time that the porting can take place, and we have the opportunity at that point to request a delay or cancel the porting if required.
- It is not possible to request or demand a specific porting time or date.
- It is not possible to port numbers out-of-hours at weekends or evenings. The draft OFCOM process for this has not been adopted by the Communications Providers and is not operated in the UK at this time.
- Porting a number from a single line will result in that line being cancelled, including any services on that line such as a broadband service.
- Porting a number away from an existing CP does not cease the customer's contract with that CP and there may be cancellation charges payable to the LCP by the customer.

Porting Scenarios

Single line

Single Line Porting typically caters for an individual line that terminates onto a socket where one number is provided, i.e. a PSTN line. Where a single line number terminates onto a Feature line service, for the purpose of porting, this is usually classed as a Multi-Line order. Please note this is a minimum lead time and the losing provider may take up to 22 days.

Installation type	Minimum lead time (working days)
Single line	4

Multi-line

Multi-Line Porting caters for PBX groups or single lines that terminate on equipment, i.e. ISDN or 11+ single lines at a single address. There are three types of DDI porting requests that come under Multi-Line requests:

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- Multi-Line (30 Lines or Less) – is where main billing numbers and associated numbers terminate on ML equipment, i.e. PBX. In this scenario the numbers have not been built as a DDI range.

- Multi Line Simple DDI (31 Lines or greater) – is where an entire block of numbers is to be ported over. This includes the main billing number and associated DDI's.

- Multi-Line Complex DDI – as per Simple DDI but block is to be broken up, with some lines being ported, some being ceased and some remaining on a TDM service such as ISDN.

The above lead-times are based on BT having a porting agreement in place with the provider who is losing the number (the LCP). If this is not in place, porting may not be possible or may take an additional 80 or more days to be achieved.

Operators with whom BT have a porting agreement:

Operator	
Affiniti Integrated Solutions	Magrathea Telecommunications
Aggregated Telecom Ltd	NPlusone Ltd
Cable & Wireless plc / Vodafone	Opal telecom Ltd
Cable and Wireless plc	Primus Telecom Ltd
Colloquium Ltd	Smallworld Media Comms Ltd
COLT	Spitfire Network Services Ltd
Communications Network Service	Teamphone.com Ltd
Easynet Group plc	Telewest Ltd
Energis	Telstra Europe Ltd
Eurobell	TG Support Ltd
Gamma Telecommunications Ltd	Thus plc
Global Crossing UK Telecoms	Verizon UK Ltd
Global One	Virgin Media Ltd
Hull (KC Communications)	VTL (UK) Ltd
Inclarity Ltd	Wavecrest UK Ltd
Intechnology Ltd	Wightcable 2005 Ltd
Jedillon Grant Ltd	

Please note if you ask for a number to be ported from another Communication Provider to Hosted Voice, the existing telephone line for that number will cease (if there is one) as a result of the number being ported away from the service. Please ensure that any DSL services are moved before a porting request is made.

Please also note that porting a number away from a Communication Provider will not cease an existing contract with that Provider and cancellation charges may be payable. Customers are recommended to formally cancel their service with other Providers to ensure they are not liable for continuing costs.
As above please note these are **minimum** lead times.

Installation type	Minimum lead time (working days)
Multi line	10

Simple DDI	20
Complex	25

Number porting process - Import

Porting orders will be accepted or rejected within 3 working days and it is not uncommon for ports to be rejected several times before being accepted and a port date issued. The most common reject reasons are due to:

- Single Line request placed but the line turns out to be a MultiLine request.
- Incorrect installation address.
- Additional numbers on the line that you are not aware of.
- Additional product on the line, e.g. Redcare.

Number porting emergency restore – Import

Emergency restoration requests can be submitted up to 13.00 (1pm) following the day of the port.
However, it is not mandatory for the LCP to restore ports and there is no agreed lead-time for this process.
A restoration order can take many days and may result in a loss of service for a period of time.

Claranet will use reasonable endeavours to ensure a restore happens but cannot guarantee full co-operation from the LCP.

Other restrictions and limitations may apply on a case by case basis. If additional services, broadband, were on this line then we cannot guarantee that these will be reinstated.

Number porting – Export

Number Export is the reverse of the import process whereby another Communication Provider is taking ownership of the numbers, and is the new GCP. Claranet should be identified as the Losing Communication Provider or LCP.

All Hosted Voice numbers are registered to the BT Wholesale CUPID code which is 001.

Generally, the registered address of any numbers used in the Hosted Voice service is the site address to which they are assigned. If this is rejected, please contact **hosted.porting@bt.com**.

When an export request is made, the GCP will submit a request into BT Openreach which will then be passed to the BT support team to validate. Once BT accept the port they will advise Claranet of the pending export. You should also submit a cancellation notice to Claranet for the number so we can process a billing cease within the terms of your contract with us.

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APPENDIX

How Porting Works

The Claranet Hosted Voice service uses the BT IPX platform for managing all new and ported geographic numbers. This is a centralised platform and is different from traditional telephone call delivery.

In traditional telephony (PSTN or ISDN lines) calls in and out are routed via the local exchange to the telephone network as in the diagram below:

Fig.1 – Traditional Telephony Call Route
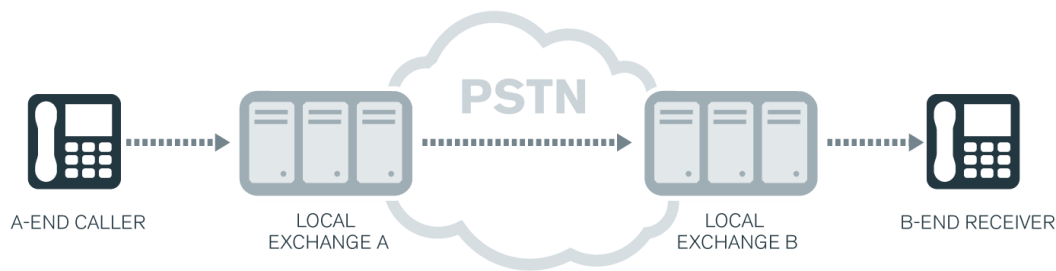
When a number is 'ported' in traditional telephony (i.e. when the call still uses the PSTN network but is billed by another Communications Provider such as Sky, Daisy etc.) a numeric prefix is added to the outgoing call leg at Local Exchange A which indicates which Communications Provider owns the call traffic from that number, and who will therefore be billed for that usage to pass on to the end customer. It does not change the way the call traverses the network and as a result does not require any kind of outage to the end user experience.

When a number is 'ported' to a centralised service such as Claranet Hosted Voice, a prefix is put on the number at the local exchange which directs it to the centralised platform, and then on to the new endpoint. This is a more fundamental change of the service and therefore does involve a short outage to the end user experience, dropping any calls in progress on that number. The call route then looks like this:

Fig 2 – Ported Geographic Number Call Route
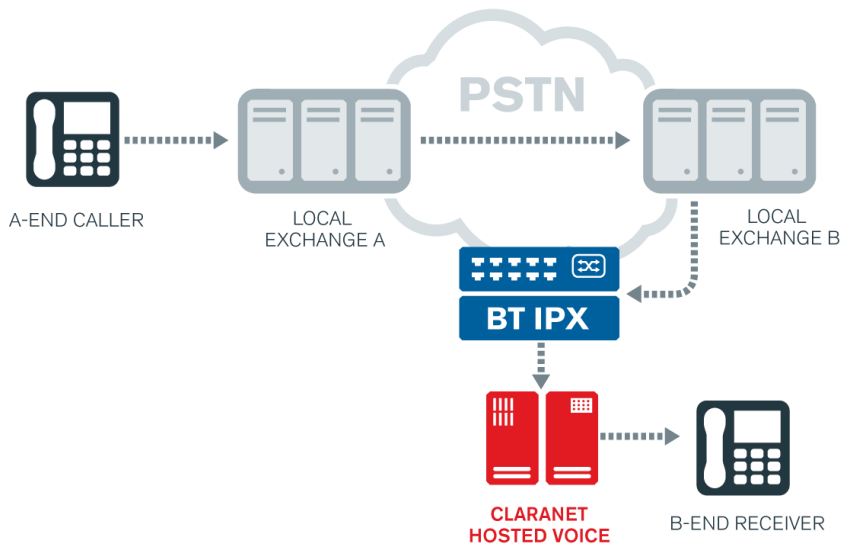
New numbers are provisioned directly on the BT IPX platform and do not route via a local exchange, but ported numbers <u>always</u> route initially via their original local exchange to pick up the prefix that directs them to the centralised platform. This does not add to the call setup time but can mean that a failure at a local exchange can impact numbers which have been ported into the Hosted Voice service.

Another implication of this move is that the number is no longer associated with a specific physical address for Emergency Services which creates responsibilities for Claranet and the customer. When we assign a number to a site in Hosted Voice, it is given the address of that site for Emergency Services purposes, whether it is in that geographic range or not. For example, an 0121 xxx number from a Birmingham range may be assigned to users at a site in London. When those users call 999, the address presented is that of the London site.

END OF DOCUMENT