

Appendix P2

Service Integrity

Loss of Service to Ported numbers OLO Fault Reporting Arrangements

SKY

- Providers should email SkyNumberPortingTeam@sky.uk with their “partial service” query (i.e. not receiving inbound calls).
 - Sky monitor this mailbox from 8am-8pm Monday- Friday and 8am-6pm on Saturday.
 - Providers can call for support on 020 7990 1901 (but email contact is preferred).
 - We aim to investigate and resolve Sky porting issues within 1 working day.
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Magrathea

- Operational Hours
 - Office Hours
 - 9am – 5.30pm Mon – Fri (excl. bank holidays)
 - Fault Reception (contact for reporting interconnect faults)
 - Tel : 0845 004 0040
 - Fax : 0845 004 0041
 - Email: support@magrathea-telecom.co.uk
 - 24/7 Critical
 - Tel: 07803 136 339
 - Fax: 0845 004 0041
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Vodafone

- Providers should email Portingescalations@vodafone.com with any loss of service queries.
 - Office Hours
 - 8am – 5.00pm Mon – Fri (excl. bank holidays)
 - Tel : 08003169999 opt2
 - OOH support – **08002947029 opt 2**
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Virgin Media

- Operational Hours 08:00 to 20:00 Monday to Saturday.

Providers should contact the porting desks with any loss of service queries. Residential single line - [0870 013 0378](tel:08700130378) Business single or multi-line [0845 045 0244](tel:08450450244)

- Out of Hours

Residential single line - Providers should contact the VNMC desks – [0800 952 0219](tel:08009520219)

Business single or multi-line - Providers should contact the Business FMC desk – [0800 052 0800](tel:08000520800)

Gamma

- Operational Hours 08:00 – 18:00 Monday to Friday (excl. bank holidays)
- Single-Line Auto-Postpone Release Monday – Saturday 08:00 – 19:45

- Operational Hours contact number 08452416002
 - During operational hours, providers should contact the service desk on 08452416002 in the first instance with any loss of service queries. Alternatively, we can receive email requests via portingescalations@gamma.co.uk
 - 24/7 OOH Support for faults should contact 08452416000
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TalkTalk

Mon-Fri 8am to 6pm:

- 0845 3306725 Option 2

Out of Hours Business/Multi Line:

- TTB Service Assurance Help Desk: 0800 5426753 (Option 1)

Out of Hours Residential/Single Line Customers:

- TalkTalk Technical Support 03451720088 (Option 1)
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COLT

- **TBA**
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KCOM

- **Refer to Bilateral Porting agreement**
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