

## Service Integrity

### Loss of Service to Ported numbers

### OLO Fault Reporting Arrangements

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#### SKY

- Providers should email [SkyNumberPortingTeam@sky.uk](mailto:SkyNumberPortingTeam@sky.uk) with their “partial service” query (i.e. not receiving inbound calls).
  - Sky monitors this mailbox from 8am-8pm Monday- Friday and 8am-4pm 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](mailto:support@magrathea-telecom.co.uk)
  - 24/7 Critical
    - Tel: 07803 136 339
    - Fax: 0845 004 0041
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#### Vodafone

- Providers should email [gnporting@vodafone.com](mailto:gnporting@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** Business single or multi-line **0845 045 0244**

- Out of Hours

Residential single line - Providers should contact the VNMC desks – **0800 952 0219**

Business single or multi-line - Providers should contact the Business FMC desk – **0800 052 0800**

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## **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](mailto: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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## **KCOM**

- Refer to Bilateral Porting agreement
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