

## Magrathea Number Portability Guide Version 6.8

Number Portability is available to Magrathea clients who subscribe to our standard wholesale geographic numbering package. This facility is not available to clients on our introductory package.

Magrathea have porting agreements with a number of Communication Providers to port many geographic and non-geographic ranges, and the list is continuously expanding. If we cannot port an area code you require please let us know by using the link from the main portal menu.

## Contents

Definitions	2
REST API & Client Portal	2
Submitting a Porting Request - Non – Geographic Numbers	2
Submitting a Porting Request – Magrathea Geographic Numbers	4
Submitting a Porting Request – Other CP’s Geographic Numbers	5
Termination of Line	7
Subsequent Portability	7
Mixed Range Holder requests	7
Rejection	8
Acceptance	8
Editing & Cancelling	8
Testing & Completion	8
Charges	8
Unwanted Numbers	8
Pre-Order Validation	9
BT IP Exchange	9
Appendix 1 - Sample Letter of Authorisation	10

## Definitions

LCP	Losing Communications Provider
GCP	Gaining Communications Provider
RH	Range Holder
CP	Communications Provider
SP	Service Provider
NGNP	Non Geographic Number Portability
GNP	Geographic Number Portability
DDI	Direct Dialling Inwards
PBX	Private Branch Exchange

## REST API & Client Portal

The RESTAPI and Client Portal may be used to process simple Single Line Geographic order as an alternative to our Porting Portal which is described throughout this document. The information and processes detailed here remain relevant. For access to this alternative system please contact Support.

## Submitting a Porting Request - Non-Geographic Numbers (NGNP)

All porting requests for non-geographic numbers should be submitted through the online portal.

To access the portal go to <http://portal.magrathea.net/portal/>

Login with your usual numbering API username and password.

At the main menu select 'Submit a Non-Geographic Porting Request' and then work through the screens. Here are some helpful notes to follow as you work through the screens:

**Main billing number:** The non-geographic number you wish to port.

**Is Main billing number to be ported:** Select Yes if this number is to be ported, otherwise it will be used for reference only. If you specify Yes then there is no need to mention this number again during this order.

**Range Holder:** The portal will tell you who the number range belongs to. Use the drop-down menu to confirm this is the current provider for the number you wish to port. If service is currently being provided by another network this is most likely a subsequent port.

**Customer Name and Address:** The address given must be the billing address and must be exactly as it appears on the bill. Eg John Smith t/a Smith Ltd must be entered on the porting request as exactly the same wording. Any discrepancies will result in a rejection.

**Client Letter of Authority:** Magrathea requires that you hold a Client Letter of Authority ( CLoA ) on file for all ports. If you do not have this CLoA from your client you may not proceed with the port request. An example of a suitable letter can be found at Appendix 1. Once obtained, you must hold the CLoA on file for a minimum period of one year. Please note that if we are asked to supply a copy of the CLoA by the losing CP, we must do so within 24hrs.

**Are there associated numbers:** The customer may have a number of separate numbers that may require individual porting. The main account number should cover all these numbers. Not listing them on a porting request will lead to a rejection.

**How many numbers do you wish to port:** This box should be completed with the total quantity of phone numbers you wish to port in.

**Associated Numbers:** If you have indicated that there are associated numbers you will be presented a screen into which you must enter details of all those numbers and ranges. Any associated numbers that you do not wish to port should be mentioned again in the notes field, clearly marked with cease or retain.

**Account number:** The account number can be found on the phone bill or similar document. Please note that BT account numbers are always in the format of two letters and eight numbers.

**Port Date:** The system will calculate a date that allows for the minimum 7 days lead time we have to allow. You may change the date to any later date of your choice, as long as it is a normal working day in the UK. We cannot guarantee that the port can be carried out on that day until we have approval from the LCP.

**Port Time:** Ports are triggered between 10am and 11am. LCPs can take up to one hour to actually finalise the port but service will not be affected during this time. If a port is not completed within one hour of the specified time we will begin the escalation procedure with the porting desks.

**Target Details:** Please enter the full target details, as you would normally enter them in the Numbering API. For example S:01xxxxxxxxx@ipaddress.co.uk. This information is extracted automatically from our database so please be sure to enter it correct and in full. For ports with associated numbers, please enter the full target for the main billing number, our system will duplicate the format for the rest of the numbers, changing the details before the "@" to match the number being ported.

You must also ensure that the number is set up on your server prior to the porting date as the LCP may cancel the port if it does not work.

**Maintain DQ Entry:** If your client has an entry on the BT Directory Enquiry database we may apply to take it over. If you specify No any existing entry will be deleted.

**Notes:** Please enter any details here that may help us when submitting the port to the LCP, for example if you need to clarify which numbers are to be ported and which are to remain with the LCP and which are to cease.

**Email Address:** Please enter your contact email address carefully. This address will automatically receive updates relating to the port you are submitting.

## Submitting a Porting Request - Magrathea Geographic Numbers

All porting requests for geographic numbers from other Magrathea clients should be submitted through the online portal. This also applies to any numbers from other Range Holders that have already been ported to Magrathea.

To access the portal go to <http://portal.magrathea.net/portal>

Login with your usual numbering API username and password.

At the main menu select 'Submit a Geographic Porting Request' and then work through the screens. Magrathea will contact the current Service Provider to obtain authorisation. Once authorisation is received we will agree a convenient date and time to action the port. Usual porting charges apply.

Here are some helpful notes to follow as you work through the screens:

**Customer Name and Address:** The address given must match the records the current Service Provider holds for this number.

**Client Letter of Authority:** Magrathea requires that you hold a Client Letter of Authority ( CLoA ) on file for all ports. If you do not have this CLoA from your client you may not proceed with the port request. An example of a suitable letter can be found at Appendix 1. Once obtained, you must hold the CLoA on file for a minimum period of one year. Please note that if we are asked to supply a copy of the CLoA by the losing CP, we must do so within 24hrs.

**Operator Details:** Please enter the name of the Service Provider you wish to port from.

**Numbers to be Ported:** Please enter here the details of any numbers that you wish to port and note the total quantity of numbers we are to port in the box provided.

**Port Date:** The system will calculate a date that allows for the minimum lead time we have to allow. You may change the date to any later date of your choice, as long as it is a normal working day in the UK . We cannot guarantee that the port can be carried out on that day until we have approval from the Service Provider.

The following timescales apply (guideline only):

Single Line	4 working days
Multi Line	7 working days

**Port Time:** Ports are usually triggered between 10am and 11am. It can take up to one hour to actually finalise the port but service will not be affected during this time.

**Target Details:** Please enter the full target details, as you would normally enter them in the Numbering API. For example S:01xxxxxxxx@ipaddress.co.uk. This information is extracted automatically from our database so please be sure to enter it correct and in full. For ports with associated numbers, please enter the full target for the main billing number, our system will duplicate the format for the rest of the numbers, changing the details before the “@” to match the number being ported.

**Notes:** Please enter any details here that may help us when submitting the port request.

**Email Address:** Please enter your contact email address carefully. This address will automatically receive updates relating to the port you are submitting.

On completion of the screens you will be given a Porting Order No. Please note this and quote it in any future correspondence.

## Submitting a Porting Request – Other CP Geographic Numbers

All porting requests for geographic numbers should be submitted through the online portal. Please use the portal to check if we can port your number - if we can you will be able to proceed to the second page, if not the portal will let you know.

To access the portal go to <http://portal.magrathea.net/portal/>

Login with your usual numbering API username and password.

At the main menu select 'Submit a Geographic Porting Request' and then work through the screens. Here are some helpful notes to follow as you work through the screens:

**Customer Name and Address:** The address given must be the installation address, which is not always the same as the address shown on the phone bill. We also need a contact name for all ports that have a DDI range attached. Failure to provide a name will result in a rejection.

**Client Letter of Authority:** Magrathea requires that you hold a Letter of Authority ( CLoA ) on file for all ports. If you do not have this CLoA from your client you may not proceed with the port request. An example of a suitable letter can be found at Appendix 1. Once obtained, you must hold the CLoA on file for a minimum period of one year. Please note that if we are asked to supply a copy of the CLoA by the losing CP, we must do so within 24hrs.

**Operator:** Enter the name of the CP from whom you wish to port the number.

**Main billing number:** The number that appears on the user's phone bill.

**Is Main billing number to be ported:** Select Yes if this number is to be ported, otherwise it will be used for reference only. If you specify Yes then there is no need to mention this number again during this order.

**Are there associated numbers:** The customer may have a number of separate DDI/bypass numbers that may require individual porting. The main account number should cover all these numbers. Not listing them on a porting request will lead to a rejection. It may be possible to port only part of the DDI number block/range, which is a Complex installation, although this is subject to approval from the LCP.

**How many numbers do you wish to port:** This box should be completed with the total quantity of phone numbers you wish to port in.

**How many lines are currently provided:** This box should be completed with the total quantity of lines that the customer currently has from the LCP, if applicable.

**How many channels will you provide to the Customer:** This box should be completed with the number of channels you will be providing your Customer once the numbers are ported. This information is essential to help us with capacity planning.

**Associated Numbers:** If you have indicated that there are associated numbers you will be presented a screen into which you must enter details of all those numbers and ranges. Any associated numbers that you do not wish to port should be mentioned again in the notes field, clearly marked with cease or retain.

**Line Type:** If your answers so far don't clearly determine that the line is a multi-line or a single-line then you will be presented with a screen which can help you to decide the line type. This is for guidance only and it is your responsibility to be sure that you have selected the correct line type.

- Single – includes all single line numbers terminating on a socket (usually residential).
- Multi – includes PBX groups, single lines terminating on equipment ( eg ISDN) or 11 or more single lines at the same address.

**Account number:** The account number can be found on the phone bill or similar document.

**Port Date:** The system will calculate a date that allows for the minimum lead time we have to allow. You may change the date to any later date of your choice, as long as it is a normal working day in the UK. We cannot guarantee that the port can be carried out on that day until we have approval from the LCP.

The following timescales apply (guideline only):

Single Line	4 working days
Multi Line – one number and single DDIs	7 working days
Multi Line – with a DDI range	10 working days
Multi Line – with 151 channels/lines or more	17 working days
Multi Line – Complex DDI	22 working days

For Subsequent ports, please add 3 days to these lead times.

**Port Time:** Ports are triggered between 10am and 11am. LCPs can take up to one hour to actually finalise the port but service will not be affected during this time. If a port is not completed within one hour of the specified time we will begin the escalation procedure with the porting desks.

**Target Details:** Please enter the full target details, as you would normally enter them in the Numbering API. For example S:01xxxxxxxxx@ipaddress.co.uk. This information is extracted automatically from our database so please be sure to enter it correct and in full. For ports with associated numbers, please enter the full target for the main billing number, our system will duplicate the format for the rest of the numbers, changing the details before the "@" to match the number being ported.

You must also ensure that the number is set up on your server prior to the porting date as the LCP may cancel the port if it does not work.

**Maintain DQ Entry:** If your client has an entry on the BT Directory Enquiry database we may apply to take it over. If you specify No any existing entry will be deleted.

**Notes:** Please enter any details here that may help us when submitting the port to the LCP, for example if you need to clarify which numbers are to be ported and which are to remain with the LCP and which are to cease.

**Email Address:** Please enter your contact email address carefully. This address will automatically receive updates relating to the port you are submitting.

## Additional Information

### Termination of Line

It is essential that your customer is made aware that porting a Main Billing number will result in termination of their existing service and therefore any associated services or numbers. This includes any broadband service currently on that line. All associated numbers must either be ported or ceased at the same time.

### Subsequent portability

This process enables numbers that have already been exported from the Range Holders network to be exported to another Communication Providers network. Magrathea can process Subsequent ports only between Communications Providers we currently have agreements with. Submit the port the normal way for geos, being sure to advise us of the current Communications Provider. For non geo ports, be sure to advise us of the current Communications Provider in the notes field. Please note that due to the nature of this type of port, the lead time is from 10 working days.

### Mixed Range Holder installations

Some customers may have installations with numbers from more than one Range Holder. These types of installations may have a standard port and one or more Subsequent ports that must be processed at the same time. Please note that these ports will take longer than the standard lead time and must be priced on a case by case basis.

### Rejection

Magrathea will submit your porting order to the LCP no later than the working day after you submit the port in the portal. An acceptance or rejection can be expected within 48 hours.

In accordance with Industry guidelines, port requests can only be rejected based on incorrect or missing information being presented, or if there is no live service on the number requested.

The most common reasons for a port to be rejected by the LCP are an incorrect line type, incorrect installation address, missing contact name on DDI orders and missing details of associated numbers. Please check these details carefully.

You will receive an email confirming a rejection and the reason. To edit the order log on to the portal and select 'Re-submit a rejected port' from the main menu. Make the necessary changes, including requesting a new port lead time if the original date entered does not leave enough lead time, and then re-submit. You will be given a new porting reference.

## Acceptance

When Magrathea receive an acceptance from the LCP you will receive an email confirming the port date and time. Please note that until you receive this confirmation, the date & time of the port is provisional.

## Editing or Cancelling a Port

From the main menu you can obtain a list of all outstanding ports. All 'new' ports and those that have been rejected by the Range Holder or Service Provider can be edited and resubmitted at your convenience. Please note that the porting lead times are fixed and as such you may have to adjust your requested port date if you take more than a day to resubmit your rejected orders.

Any order that has already been submitted to the Range Holder may be cancelled or changed up to 24 hours before the port date. Please email [porting@magrathea-telecom.co.uk](mailto:porting@magrathea-telecom.co.uk) quoting the porting order no and stating the action required.

Please note that ONLY the end user may request a cancellation.

## Testing & Completion

Magrathea will test all ported numbers to ensure they have correctly ported over to our network. In the event that a port hasn't been actioned we will escalate as necessary to rectify.

If the number is reaching our network but failing on the client side you will receive an email confirming that there are errors. Please rectify this urgently as failure to do so can result in the LCP restoring service and in most cases this can cause significant disruption for the end user.

In some cases we are able to request an emergency restore to the LCP, but this must be done by close of business the following day.

A successfully completed port will be confirmed by email.

## Unwanted Single DDIs or Ranges

Any single DDIs or DDI ranges that are ported to our network and are unwanted by the end user they were ported in for must not be assigned to other end users. A single DDI must be returned to the Range Holder, please e-mail us to let us know and we will send it back. Any ported numbers deactivated for three months or more will be ceased back to the range holder.

Numbers ported to us as a range must not be split up, as a range must usually be ported back to the Range Holder or on to another provider as it was ported in.

## Charges

For geographic ports, Magrathea charges £10.00 per telephone number attached to the line to be ported, up to a maximum of £50.00 for multi-line ports.

Rejections, Changes and Cancellations will be charged at £10 per action.  
Changes and cancellations for Subsequent ports will be charged at £20.00 per action.



Please contact us for a price for any non-geographic port that has more than 5 single numbers and/or ranges of over three contiguous numbers and also any mixed Range Holder ports as these will have to be priced per installation.

## **Pre-Order Validation Process**

The pre-order validation process can help with obtaining the correct details of your customer's installation, and so prevent rejections for incorrect information. Magrathea can process your Pre-Order Validation requirements for £10.00 per request. Alternatively, you can add your details to the industry Consolidated Contacts Register and process any requests directly.

## **BT IP Exchange**

BT IP Exchange is a separate product team to both BT Wholesale and BT Retail and operates independently of both. BT numbers that are operating on the BT IP Exchange platform are portable via our agreement with BT Wholesale, although these orders have to be processed via Openreach who act as an intermediary, passing any porting order to BT IP Exchange for validation and passing any responses back.

Some networks/communication providers have their own Ofcom assigned number ranges and host them on BT IP Exchange, these numbers are portable under a process called Scenario 7, where the order has to be submitted direct to the range holder to process via the BT Wholesale portal. Magrathea can accept porting orders for BT IP Exchange hosted numbers on a case by case basis. Non geographic numbers hosted on BT IP Exchange are not currently portable.

## Appendix One

### Client Letter of Authorisation

Current Retailer		New Retailer	
Name		Name	
Address:		Address:	
Contact Email		Contact Email	

Site address to register against numbers		Numbers to be Ported <i>(Geo &amp; non-Geo)</i>
<i>(Use Continuation sheets for additional numbers and/or sites)</i>		
Building Name / Number		<i>Example: 020 7123 4567</i> <i>Example: 0333 041 4450</i>
Street Name		
Town/City		
County		
Post Code		
MBN-Main Billing number-If known (Geo only)		

Customer's Company Details <i>(as shown on most recent bill from current provider)</i>	
Company Name	
Billing Address	
Town/City	
County	
Post Code	
Company Registration No.	
Billing Account No. <i>(Non-Geo only)</i>	

**Fao my current provider;** - this CLoA is to notify you that I (representing the customer shown below) have taken the decision to move my Telephony services to a new Provider and require the numbers associated with those services to be ported across to my chosen new Provider (stated above).

My new Provider is authorised to act on my behalf in this matter & you have my authority to disclose to my new Provider (at their request) any other service or site-specific details they might need to allow this port to proceed (e.g. Site/Billing address post code, DDI number range, Main Billing Number (**MBN**), etc.).

I recognise that it is my responsibility to arrange the cessation of, or changes to, any other services provided by my current Provider.

Requester's Details			
Signed			
Print Name		Job title	
Date (DD/MM/YYYY)		Email	
<b>Validity</b>	This CLoA is valid for 6 months from the above date		
<b>Page Number</b>	Example: 1	<b>OF</b>	Example: 6

<b>Customer Company Name</b>	
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Additional Sites and/or Numbers to be Ported <i>(continuation sheet)</i>	
Site Address(es)	Numbers to be Ported <i>(Geo &amp; non-Geo)</i>

Requester's Details			
Signed			
Print Name		Job title	
Date (DD/MM/YYYY)		Email	
<b>Validity</b>	This CLoA is valid for 6 months from the above date		
<b>Page Number</b>	Example: 1	<b>OF</b>	Example: 6