

Magrathea Irish Number Portability Guide Version 1.4

Irish Number Portability is available to Magrathea clients who subscribe to our standard wholesale UK or Ireland geographic numbering packages. This facility is not available to clients on any introductory packages.

Irish porting is now processed via an integrated porting solution – this central porting database includes the majority of Irish providers. If the provider you wish to port from is not included on this central database, we will not be able to port the numbers.

Contents

Definitions	2
Submitting an Irish Porting Request	2
Customer Authorisation Form	2
Capacity Planning Form	3
Line Types	3
Charges	3
Acceptance	3
Rejection	3
Cancelling a Port	3
Testing & Completion	4
Out of hours porting	4
Number quarantine	4
Other Useful Information	4
Magrathea Numbers Porting Away	4
Internal Ports	5
Appendix One	6
Appendix Two	7

Definitions

DDI	Direct Dialling Inwards
ISDN	Integrated Services for Digital Network
LCP	Losing Communications Provider
MSN	Multiple Subscriber Number
PSTN	Public Switched Telephone Network
UAN	Universal Account Number
CAF	Customer Authorisation Form

Submitting an Irish Porting Request

All porting requests for Irish numbers should be submitted via email to porting@magrathea-telecom.co.uk.

We will require the following to process a porting request:

1. Completed Irish porting form
2. A copy of your Customer Authorisation Form
3. A Capacity Planning Form
4. A copy of your client's latest bill.

Please ensure that the form is fully completed, with your customer's account number as stated on their latest bill. Any data missing from this form could result in delays to the port. All forms can be found in the Number Porting section on our client download site.

Please enter the full target details on the form, as you would normally enter them in the Numbering API. For example S:01xxxxxxxx@ipaddress.co.uk. This information will be used to build the number prior to the agreed porting date so please be sure to enter it correctly and in full. For ports with associated numbers, please enter the full target for the first number, our system will replicate 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 side prior to the porting date.

If you have a specific date you would like the port to complete, please state this on the porting form (we do not port over the weekend), otherwise your port will be submitted with a four day lead time. Please note that complex ports may take longer to process. Ports will always be submitted for 10:00 unless otherwise requested. We do not recommend porting after 16:00.

Customer Authorisation Form

The CAF is a regulatory requirement and you must hold a completed form on file for each porting request you submit, the form must be printed on your letterhead. A recommended template is included at the end of this guide (Appendix One). Please note that the "To" field is your client's current provider and the "From: (recipient operator)" field would be your company name as their new provider. You must hold the CAF on file for a minimum of six months, in case the port is disputed.

Capacity Planning Form

We will require a completed Capacity Planning Form for all ports submitted. This information is important as we need to ensure that we have adequate capacity to carry calls on the numbers moving to our network. An example of a Capacity Planning Form is included at the end of this guide (Appendix Two).

Line Types

There are a variety of line types and an installation can have these in any combination. These include PSTN, Basic Rate ISDN, High Speed ISDN, Primary Rate ISDN, VoIP Number and Virtual Number.

Any type of ISDN installation will have at least one associated number (usually referred to as an MSN) or DDI range (usually in 10, 100, 1000 or 10000 blocks).

Information on line types should be available either from your client's bill or from their current supplier. We are not able to find this information on your behalf therefore any order that does not include this information will be rejected.

Charges

Irish porting is charged at £10.00 per number.

If you have a large volume of numbers you would like to port, please contact the porting team who may be able to offer a volume based price.

Acceptance

When Magrathea receives an acceptance via the porting database, you will receive an email confirming the order number assigned to the port, the port date and time, confirmation of the numbers being ported and the cost of the port. Please note that until you receive this confirmation, the date & time of the port is provisional.

Rejection

If any port submitted is rejected by the losing CP, you will receive an email confirming the rejection and the reason for the rejection.

Irish porting rejections are charged per number, regardless of the reason for rejection.

1st number - £10.00

2 numbers and above - £2.00 per number

Cancelling a Port

If you wish to cancel a port, please let us know as soon as possible. Please note that we need a minimum of 24hrs to process a cancellation, we will not be able to process any cancellation request inside 24hrs of the accepted port date & time.

Cancellations are charged per numbers.

1st number - £10.00

2 numbers and above – £1.00 each

Testing & Completion

Magrathea will test random numbers from the installation to ensure they have correctly ported over to our network. In the event that a port has not been actioned, we will escalate as necessary to rectify. It is your responsibility to carry out thorough testing to ensure that all numbers have ported and are functioning as required.

If the number is reaching our network but failing on the clients side you will receive an email confirming that there are errors.

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 after the port date.

A successfully completed port will be confirmed by email.

Out of hours porting

Normal porting hours are between 09:00am and 05:00pm, Monday to Friday, excluding public holidays. Out of hours porting needs to be scheduled with both Magrathea and the donor operator. Magrathea will charge for an out of hours port, and it's possible that the donor operator will also charge. If you have an out of hours porting request, please let the porting team know.

Number quarantine

Any end user who ceases services with a service provider or network can request the port of the inactive number/s associated with the ceased account to another service provider for up to 13 months from the date the service was ceased.

Other Useful Information

Please note that we cannot cease numbers for your client - if there are numbers on the installation they no longer require, they must cease these prior to submitting the porting request.

We can port numbers from an installation where one number has "Bitstream" (broadband) but if more than one number has it, the additional service must be ceased first.

It is Important that an end user advises their current provider of their intent to port, failing to do so could result in a rejection.

Magrathea numbers porting away

If we receive an export request for a Magrathea number that is assigned to your account, please note that we must respond to this request within four working hours. We will send an email advising of the port away with the data that has been provided, the minimum the gaining CP is required to supply is the porting number/s and an account number. If we have not heard back from you to confirm or reject this port within four hours, we will accept the request. Please note that it is your responsibility to advise the downstream supply chain of the export.

Internal Ports

We can port Irish numbers internally between Magrathea clients if required. This includes Magrathea Irish ranges and numbers that have already been ported to our network. We will require a completed porting form, although in this situation the line type would not be applicable so does not need to be completed. A Customer Authorisation Form and Capacity Planning form will also be required.

All charges mentioned above will apply.

Customer Authorisation Form

To: (Donor Operator)
as

From: (Customer/Company name and service address

shown on most recent telecommunications

bill from

From: (Recipient Operator)

Account number:

Re: Telephone Number(s):

(Insert all numbers below – attach additional sheets if required)

Individual DDIs

1.	2.	3.	4.
5.	6.	7.	8.
9.	10.	11.	12.
13.	14.	15.	16.
17.	18.	19.	20.
21.	22.	23.	24.
25.	26.	27.	28.
29.	30.	31.	32.
33.	34.	35.	36.
37.	38.	39.	40.

Hunt Group DDIs

1.	2.	3.	4.
5.	6.	7.	8.
9.	10.	11.	12.
13.	14.	15.	16.
17.	18.	19.	20.
21.	22.	23.	24.
25.	26.	27.	28.
29.	30.	31.	32.

DDI ranges

From:	To:	From:	To:
From:	To:	From:	To:
From:	To:	From:	To:

From:	To:	From:	To:
From:	To:	From:	To:
From:	To:	From:	To:
From:	To:	From:	To:
From:	To:	From:	To:
From:	To:	From:	To:
From:	To:	From:	To:

By signature of this form, I authorise you to close my account in respect of the above telephone number/s in conjunction with the successful porting of those numbers to another operator.

I understand that this form will be relayed to you by use of electronic or other means.

I confirm that I have the authority to make this instruction on behalf of my household/company.

The information contained in this form may not be used for any purposes other than that for which is was intended.

I understand that services provided by {Recipient} may be different from services provided by {Donor}.

I accept that I or my company is responsible for the disposition of any charges in reference to the account provided by the {Donor}.

You have my authority to disclose such information regarding numbers quoted above together with any other numbers to the new operator as is necessary to allow this port to proceed.

Signed:

Date:

Print name:

Position in company (if applicable):

Contact number:

Irish Number Port - Traffic Forecast					
Please list all numbers to be ported.					
Single DDI or range					
Number of Concurrent calls		Per Hour / Day / Week / Month / Year *			
Number of minutes		Per Hour / Day / Week / Month / Year *			
Average call duration					
Single DDI or range					
Number of Concurrent calls		Per Hour / Day / Week / Month / Year *			
Number of minutes		Per Hour / Day / Week / Month / Year *			
Average call duration					
Single DDI or range					
Number of Concurrent calls		Per Hour / Day / Week / Month / Year *			
Number of minutes		Per Hour / Day / Week / Month / Year *			
Average call duration					
Single DDI or range					
Number of Concurrent calls		Per Hour / Day / Week / Month / Year *			
Number of minutes		Per Hour / Day / Week / Month / Year *			
Average call duration					
Single DDI or range					
Number of Concurrent calls		Per Hour / Day / Week / Month / Year *			
Number of minutes		Per Hour / Day / Week / Month / Year *			
Average call duration					

Single DDI or range					
Number of Concurrent calls		Per Hour / Day / Week / Month / Year *			
Number of minutes		Per Hour / Day / Week / Month / Year *			
Average call duration					

*delete as appropriate