Magrathea Telecommunications Limited,
5 Commerce Park, Brunel Road, Theale,
Berkshire RG7 4AB

0345 004 0040 info@magrathea-telecom.co.uk

Magrathea Number Portability Guide Version 8

Number Portability is available to Magrathea clients who subscribe to our standard wholesale and quarterly geographic numbering packages. This facility is not available to clients on our Trial 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 contact the porting team on porting@magrathea-telecom.co.uk

Contents

Definitions....2
API & Client Portal....2
Navigation & Functions....2
Submitting a Porting Request....3
Additional Information....5
Termination of Line....5
Mixed Range Holder installations....6
Rejection....6
Resubmitting a rejected order....6
Acceptance....6
Cancelling an order....6
Changing the date of an order....6
Port History....7
Password Change....7
Testing & Completion....7
999 Address updates following Number Porting....7
Unwanted Single DDIs or Ranges....7
Account Security....8
Charges....8
Pre-Order Validation Process....8
BT IP Exchange....8
SoGEA Number Transfer....8
Appendix One....10

Definitions

LCP	Losing Communications Provider
GCP	Gaining Communications Provider
RH	Range Holder
CP	Communications Provider
SP	Service Provider
DDI	Direct Dialling Inwards
PBX	Private Branch Exchange
DTMF	Dual Tone Multiple Frequency

API & Client Portal

Our Porting Portal is ideal for teams who want a simple, easy to use interface. However, if you would prefer to use an API to integrate your own system with ours, please see the on-line documentation at https://portingportal.magrathea.net/api/documentation and the API User Guide

Navigation & Functions

All porting requests should be submitted through the MAGIC Portal, using the username and password allocated to you by our support team.

https://magic.magrathea.net/

The Main Menu can be found at the top right of the screen, here you have options to submit a porting request, view your requests and view a list of our current porting partners.



There is also a Search/Filter which can be used to find orders by order number, main billing number or any other information you may have.

Submitting a Porting Request

At the main menu, select 'New Porting Order' and work through the screens. Here are some notes to assist you:-

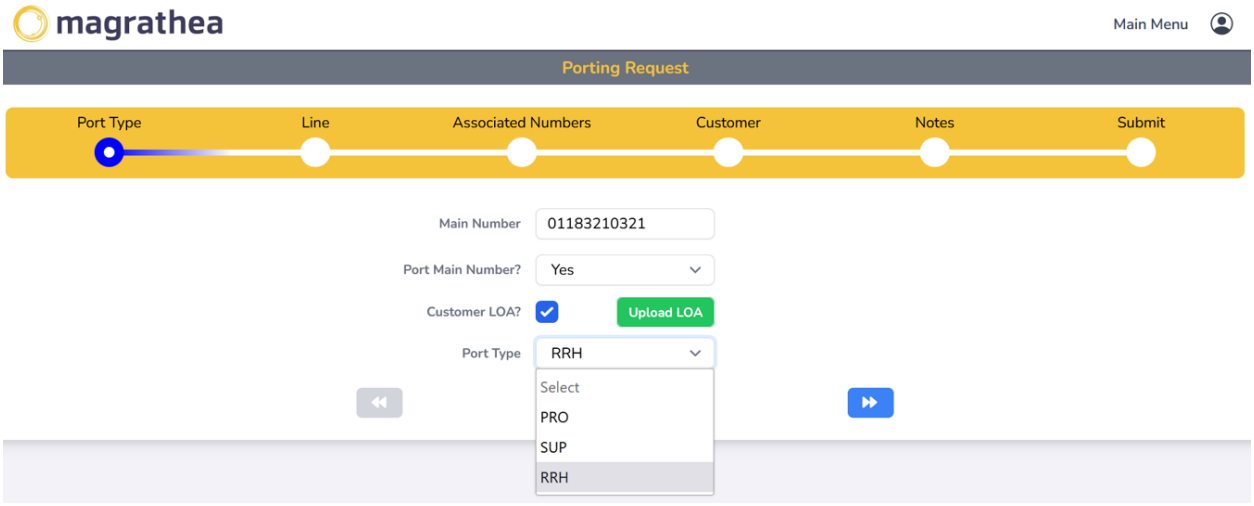
Main billing number: The number that appears on the user's phone bill. Please note that for a non-geographic port, this is the Main Number.

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.

Customer 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.

We recommend that you submit a completed CLoA with every port. Please note that the CLoA for non-geographic port is mandatory.

Port type: There are three options, PRO (Provide), SUP (Subsequent) and RRH (Return to Range Holder). A Provide order is for numbers that are operational on the Range Holder's network. A Subsequent order is for numbers that have already been exported from the Range Holder's network. Magrathea can only process Subsequent orders between Range Holders with whom we have porting agreements. A Return to Range Holder is for a Magrathea number that has ported away from our network and is now porting back.



Range Holder: The portal will identify the range holder of the main billing number.

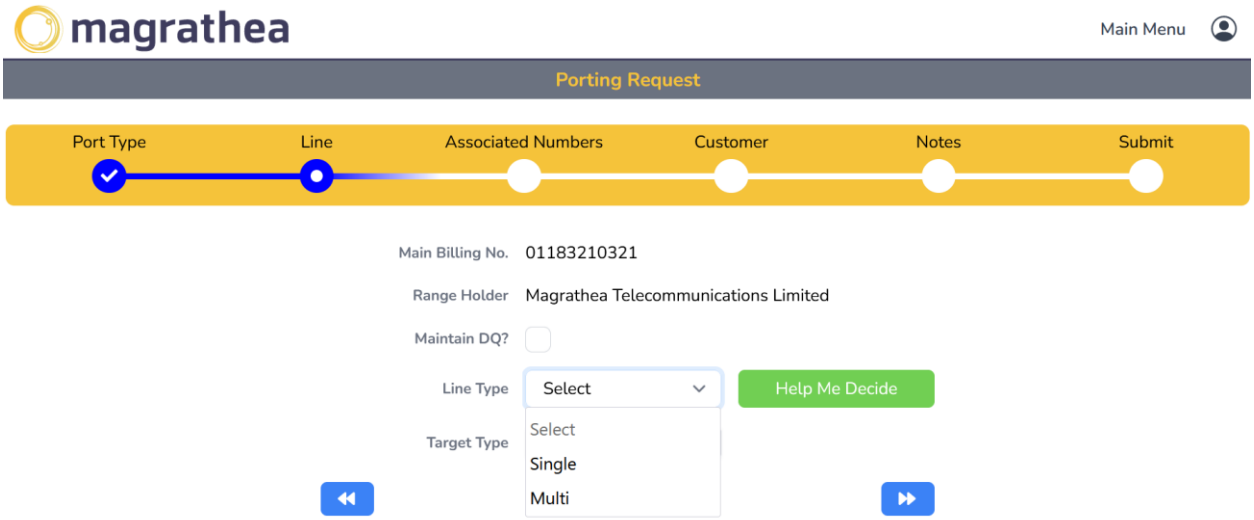
Current Provider: This is the Range Holder or network with whom the number is currently operational (this will always be different to the Range Holder of the main billing number). This question only applies to Subsequent and Return to Range Holder ports.

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.

Line type: 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 (e.g. ISDN) or 11 or more single lines at the same address (usually business).

Please not that “line type” is not applicable for a non-geographic port.



Please use the “Help me decide” button for additional guidance.

Target type: There are four options – IAX, SIP, PSTN or Other. Please enter the details according to your choice. For ports with associated numbers, please enter the full target for the main billing number, our system will replicate the format for the rest of the numbers, changing the details before the “@” to match the number being ported. Note that for SIP, there is an additional option depending on your DTMF requirement.

Associated Numbers: If you have selected “Multi” as the line type – or your Main Number is non-geographic - you will be asked to submit details of any associated number and/or ranges, along with the “port or cease” option. Please note that not all multi-line installations have associated numbers. All associated numbers and/or ranges must be entered on the port request, not listing them 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.

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. Account numbers are mandatory for all ports.

Customer Name and Address: For geographic ports, the address given must be the installation address, which is not always the same as the address shown on the phone bill. We will need a customer name for all ports that have associated numbers.

For non-geographic ports, the address given must be the billing address and must be exactly as it appears on the bill, e.g. 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.

Email Address: This is the address that we will automatically send up-dates to so please enter your contact email address carefully.

Port Action Date: The system will calculate a date that allows for the industry agreed lead times 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 for geographic ports (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

Non-geographic ports have a lead time of 7 working days.

For Subsequent geographic ports, this will be the standard lead times plus 3 working days. For Subsequent non-geographic ports, this will be 10 working days.

Port Time: Ports are triggered between 10am and 11am. LCPs can take up to one hour to actually finalise the port for single lines and up to two hours for multi lines, but service should not be affected during this time. If a port is not completed within these times, we will begin the escalation procedure with the porting desks. We can complete ports outside of these times, if you have a specific request, please email the porting team.

Notes: Please enter any details here that may help us when submitting the port to the LCP including:

> **30-day retention rule:** A number must be available for porting up to 30 days after a service has ceased. To avoid any incorrect rejections, if you are placing an order for a number that meets this rule, please makes us aware by adding a comment, to this effect in the notes section, when you are submitting an order.

At the end of the submission process, you will see a summary of your order. If the details are correct, press the “submit” button. You will see confirmation, along with the port order number assigned to your request.

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.

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

Where possible, Magrathea will submit your porting order to the LCP no later than the end of the working day on which you submitted 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.

Resubmitting a rejected order

A rejected port can be resubmitted via the portal using the resubmit button. This will allow you to change line type and/or installation postcode only. A new order will be created with the corrected information.

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 and time of the port is provisional.

Cancelling an order

If you would like to cancel an accepted order, please email porting@magrathea-telecom.co.uk quoting the order number you wish to cancel. Please note that a cancellation or change can only be requested up to 24 hours before the port date and time.

A cancellation can ONLY be requested by the end user, when they no longer want to continue with the port.

Changing the date of an order

An accepted port can be date changed via the portal by using the change button. Please note that only ports that have been accepted (status RH Accepted) can be date changed and the original lead time for the port cannot be undercut.

Port History

Your porting order will include a history of actions that have been taken, to assist you in understanding where in the process your request is.

Password Change

You have the facility to change your password via the portal if required.

Testing & Completion

A successfully completed port will be confirmed by email, however it is your responsibility to thoroughly test all numbers. Please let the porting team know if you have any issues with any of the numbers you have ported.

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.

999 Address updates following Number Porting

When a number is ported onto our network, the BT Emergency Handling Authority (EHA) database must be updated to reflect the change of provider.

Once the port completes, we automatically submit a record adoption request to the BT EHA. This initial submission contains only the **name and postcode** from your port order as placeholder data, rather than the full address.

Due to batched submission and manual processing at the BT EHA, record adoption can take up to 24 hours.

It is your responsibility to submit the full and accurate 999 address information via the API or the MAGIC Portal Numbering app. Please wait until the placeholder data has been accepted before submitting your full address details.

As a general rule, waiting 24 hours after port completion should allow sufficient time for the adoption process. Submitting your full address information on the same day as the port completes risks our placeholder data being processed later and overwriting your full address record.

If a port order is cancelled or rejected before completion, no adoption request is submitted to the BT EHA, and the number and its associated 999 data record remain with the losing provider.

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 email 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.

Account Security

Each portal log-in is individual, if you require more please let us know.

A password can only be entered incorrectly three times, after which the account will lock. If this happens, please contact support@magrathea-telecom.co.uk

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/communications 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, please contact the porting team at porting@magrathea-telecom.co.uk

SoGEA Number Transfer

A SoGEA order with integral number transfer is for clients who are moving a WLR line over to the new BT product, and would like to use Magrathea to handle the voice element of the transfer.

Please note that this order is for your existing customers only, transferring a number from a BT range.

At the main menu, select 'New SoGEA Transfer' and work through the screens. Here are some notes to assist you:-

Number to transfer: the number associated with the WLR line you are moving to SoGEA. This can only be a number from a BT range, our portal will reject any other range holder.

Prefix: this is the switch prefix you will need to submit your SoGEA order, so the calls will route to the Magrathea network.

Customer Name and Address: full name, company name, address and postcode of your customer.

Email Address: This is the address that we will automatically send confirmation to so please enter your contact email address carefully.

Target type: There are four options – IAX, SIP, PSTN or Other. Please enter the details according to your choice. Note that for SIP, there is an additional option depending on your DTMF requirement.

You will then see a summary of your order, showing the switch prefix and CUPID, both of which you will require to submit your SoGEA order. If the details are correct, press the “submit” button. You will see confirmation, along with the order number assigned to your request.

When you have submitted your SoGEA order, you will need to up-date your order on the portal with the transfer date.

You will receive a confirmation e-mail once the number has been added to our network and can receive calls, this will generally be the day before the transfer date. It is your responsibility to thoroughly test all numbers. Please let the porting team know if you have any issue with the transferred number.

Please note that as with a ported number, you will be responsible for up-dating the 999 data on a transferred number.

Transfers are charged at £10.00 per number.

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 (Geo & non-Geo)
(Use Continuation sheets for additional numbers and/or sites)		
Building Name / Number		
Street Name		
Town/City		
County		
Post Code		
MBN-Main Billing number-If known (Geo only)		

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

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	
Validity	This CLoA is valid for 6 months from the above date		
Page Number	Example: 1	OF	Example: 6

Additional Sites and/or Numbers to be Ported

(continuation sheet)

Customer Company Name	

Site Address(es)	Numbers to be Ported (Geo & non-Geo)

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