

## Porting Information

Number porting is the process of moving a telephone number from one provider to another. It is possible to fully convert to VoIP whilst retaining your current landline telephone number.

### What numbers can I port?

We can currently port most geographic numbers (i.e: 01 and 02) from BT and a limited number of other VoIP providers. We cannot port numbers from NTL/Telewest or Virgin Media at present.

### How do I request a number port?

Start by contacting your current telecom's provider and advising them of what you intend to do. You must raise a support ticket on your VoiceHost account with full details of the number to be ported. We must also see a copy of the most recent bill for the number, and you must sign a porting authority form which we will provide.

There is currently a **£25 + VAT** fee for porting a single line number, a multi-line port is charged at **£50 + VAT**. We reserve the right to pass on to you any other fees or costs we incur during the process. These fees are non-refundable, even if the porting process is unsuccessful.

We will begin the porting process when we have received a copy of your bill, the porting fee, and the signed porting authority form.

It is your responsibility to ensure that your old provider stops billing you.

### Porting time-scale:

The process can vary depending on how quickly we receive all the correct documentation and agreement from your current telecom's provider. Between 7 and 14 days is usual, but exceptional circumstances may delay the process.

There will be a short period of downtime when the actual port occurs. We are unable to guarantee when this will be. Also, calling the number from different networks during the port may give unpredictable results, with some calls being routed to the old provider and some calls coming through to our systems.

### Other services on a BT line may be affected:

If you have other services on a BT line, such as (but not limited to) ADSL or RedCare, porting the number away may cease those services, and you may need to pay additional charges to get them reconnected.

You will also lose access to any services provided by your old telecom's provider, such as voicemail. However, following the completion of the port, the full range of VoiceHost services will be available to you.

### Fax and data services:

Fax machines will usually work on a VoIP line as long as your ISP provides a good quality connection, but they tend to negotiate down to lower speeds than on a conventional analogue line. We don't generally recommend porting numbers for use with fax machines or modems.

### Porting a number back out:

If you are not happy with our service after porting a number in, you can port back out. This requires full cooperation of the original telecom's provider to accept the number back onto their systems. If you are in doubt, check with them before porting the number into us.

## GNP Letter of Authority

Geographic Number Portability \*Direct Dialling In (DDI) or \*VPN / Centrex  
Letter of Authorisation

<b>To:</b> Losing Communications Provider	<b>From:</b> Gaining Communications Provider
	VoiceHost Ltd St Francis House Queens Road Norwich NR1 3PN

### Customer Details:

<b>Company Name &amp; Registered Address:</b> (as shown on the most recent telecommunications bill from the current Communications Provider)	
<b>Company's Registered Number:</b> (not applicable in the case of a Sole Trader)	

### Requester's Details:

<b>Name:</b>	
<b>Job Title:</b>	
<b>Contact Details:</b> (please include a contact telephone number or other relevant details)	

### Individual Numbers

<b>Site address:</b>		<b>Telephone Numbers to be ported:</b> (must be in service)	
Use continuation sheet if more than 1 site is involved.			

### DDI Range

<b>Start of Range:</b>			
<b>End of Range:</b>			

<b>Main Billing No:</b>		<b>Associated Numbers:</b>	

<b>Notes (including any services or ISDN features currently on the lines)</b>

This is to notify you that I (representing the customer shown above) have decided to port the above \* Direct Dialling In (DDI) or \*VPN/Centrex geographic number(s) from you to the GCP (also shown above).

The GCP is authorised to act on my behalf in this matter.

I recognise that it is my responsibility to arrange cessation of, or changes to, any other services currently provided by you if required.

You have my authority to disclose to the GCP such information regarding the \*Direct Dialling In (DDI) or \*VPN/Centrex site(s) and numbers quoted, together with any other numbers as are necessary to allow this port to proceed.

There are [     ] continuation sheets attached (Complete as applicable).

I confirm that I have the authority of my company to make this instruction.

**Signed:** \_\_\_\_\_

**Dated:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

- **DELETE WHERE APPLICABLE**

Continuation sheet to GNP Letter of Authority

<b>Customer Name:</b>			
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<b>Site address:</b>		<b>Telephone Numbers to be ported:</b> (must be in service)	
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## Line Type

Please specify for each number you wish to port:

Customer (Installation Address)	
Contact Name	
Company Name	
Address Line 1	
Address Line 2	
Town	
Postcode	
BT Account Number	
Contact Telephone Number	

Single Line that terminates on a Socket	
Telephone Number to be Ported	

BT Products	
Telephone Number(s) to be Ported (please provide bypass numbers associated):	
Feature Line, BT Highway, Payphones:	

Remote Call Forwarding	
Is this number Remote Call forwarded:	
If yes, provide postcode of BT exchange:	

Single Line(s) that terminates on a PBX	
Telephone Number to be Ported:	
PBX 10 lines or Less:	
PBX 11 Lines or greater or a Centrex Site:	

ISDN Lines	
Telephone Number to be Ported:	
ISDN 10 lines or Less:	
ISDN 11 Lines or greater :	

DDI Range	
Main Number:	
DDI Start Range:	
DDI End Range:	
DDI Start Range:	
DDI End Range:	
DDI Start Range:	
DDI End Range:	
Other Associated Nos.:	