

Cloud VoIP Number Porting Guide

Porting Process Overview

For the porting process to be as seamless as possible we recommend that before you start working with the Fuse project manager you contact your current service provider and acquire your latest bill copy or customer service record CSR, as well as your customer number, account number, and the authorized person on your account.

Your Fuse project coordinator will then work with you to ensure that you have signed and provided your Letter of Authorization (LOA) and set a target port date for those numbers to be switched from your current service provider to the CloudVoIP service and identify any numbers that should not be. It is critical that you schedule your port date within the timelines outlined below. Porting numbers requires multiple service providers to simultaneously update their number routing databases and attempting to expedite this process can result in port issues.

Once the target date is set and you have provided the required porting details, your Fuse project manager will submit the port request to our carrier group. The carrier group will then interact with the necessary service providers to coordinate the port for your set target port date. It is important to note that the target date is not a guaranteed port date. If the target date is within the outlined timelines, there is a high probability that the port will occur on that date. However, the port may be rejected for numerous reasons (see Port Rejections and Delays) which will cause the port date to be postponed.

Assuming the port has not been postponed, one to two days before the target port date, the provisioning group will provide a Firm Order Confirmation (FOC) that confirms that the numbers will port on the target date and time. Note that if you decide to cancel your port within three days of the target port date, you will be charged cancellation penalties as outlined in your agreement.

The remainder of this guide outlines specific challenges and considerations to consider and prepare for during the porting process. Please review these carefully.

Porting SLAs

If the port list has more than 50 numbers, the port will require 25-30 business days to complete. If the port has less than 50 numbers, the port should be complete in 10-15 business days. These port timelines are dependent on highly accurate information provided by the customer to Fuse. Ports occur only Monday – Friday.

For detailed porting SLAs please request the Fuse Porting SLAs from your Fuse project coordinator.

Rejections and Delays

While there are numerous steps that can be taken to avoid port rejections and delays, it is critical that your team is prepared for a delay in the port. Part of that preparation should include setting a target port date that is earlier than any hard deadlines or pending events such as a moving to a new office or the first day of a school year.

The most common reasons for port rejections and delays are listed below. When a port is rejected, the port time line will be reset, so please review these recommendations in detail to help ensure your port is not rejected or delayed.

Pending Orders

If there are any pending orders on the accounts that you are porting numbers from, the port will be rejected and therefore delayed. Pending orders include porting any fax numbers on the account, a cancellation request, a remote call forward order, a LNP freeze, disconnecting a T1, etc.

Inaccurate Order Details

Service providers/carriers require exact customer and number information to execute port orders. The company name, service address, and all other collected details need to exactly match what your current service provider has in their database (this includes accounting for minor details such as whether there is a "." in Inc. or LLC.).

Billing vs Service Address

A common error Fuse experiences when porting numbers is that the customer provides us with their billing address, not their service address. It is critical that you provide your Mitel project coordinator with the service address and numbers that are associated with that address.

Inaccurate Numbers

If a number is left off a port and it needs to be added later, the port must be resubmitted and the timeline for porting restarted. A similar issue can occur if a number is accidentally added to the port that you do not own.

Cancellations and Snapbacks

If a port needs to be cancelled in the final days before the target port date or if it needs to be reversed after the port occurs (snap backed), additional charges apply.

Changing the Port Date

If you decide to change your target port date after the initial request was submitted, the original port order must be cancelled and a new order will be started and submitted. Thus, Fuse will have to treat the port as an entirely new port and reset porting timelines.

Remote Call Forwarding

If your service needs to be operational before the recommended porting timelines, the Mitel project coordinator can work with your team to implement Remote Call Forwarding (RCF). To implement this functionality the project coordinator will purchase temporary numbers, program those temporary numbers as required, and forward your current numbers to those temporary numbers. There are several items to consider when executing a RCF. First, requesting an RCF is considered an order on the account and therefore the actual port cannot be requested until the RCF is complete. Second, depending on the carrier, each number that has an RCF implemented on it may have one call path. Therefore, if the number was a main number and accepted many simultaneous calls, some calls may be dropped or the caller may hear a busy signal. Finally, when implementing RCF, your current provider may charge an amount per DID and/or call path.

Port Expedites

If you choose to execute a port faster than then recommended timelines, there are several factors to consider. First, if the expedite is to meet a pending event, then the team should account for a port rejection and therefore missing the target date. Second, any expedite date is not guaranteed. In addition, you could receive short or same day notice for when the port will occur.