

# Porting your number to TTNC

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We are able to port Non-Geographic Numbers and most Geographic Area Code Numbers from 'Operator'. The list of Geographic Area Codes we can port from 'Operator' is expanding on a month by month basis, if we cannot port an Area Code you require please let us know.

## The Porting Form

The TTNC Porting Form must be completed in full for each number you wish to port.

**Main Billing Number:** the Number that appears on the 'Operator' Phone Bill.

**Port this number?:** leave the box checked if the main billing number is the one you want to port. If you wish to port a different number then uncheck the box and enter the number in the box that appears.

**Destination Number:** this is the number you wish to forward your calls to. Please ensure that this is completed so we can set up the Routing in your Number. 'Operator' may take the number back if they see that it is not working.

**Email Address:** enter your email address. This will also be used as your username for your TTNC account. Please note: email is our primary form of communication so make sure you provide the correct email address.

**Customer Reference:** if you already have an account with TTNC please enter your customer reference number (this begins with C3 or R3) so we can add the number to your account.

**Current Operator:** this is the name of the company who is currently billing you for the use of the number. Please note: we currently only have porting arrangements with the following providers - **BT, Cable and Wireless, Colt Technology Services\*, Energis, Eurobell\*, Gamma, Global Crossing\*, Inclarity, Invoco\*, KCOM\*, Magrathea, MDNX\*, Mintaka, Simwood eSMS\*, Spitfire\*, TalkTalk, Telephony Services, Telsolve\*, Thus PLC, Verizon, Virgin Media, Vodafone, Voxbone\*, X-On\* and Your Communications\***.

\*We are unable to port Non-geographic numbers from this provider

**Account Number:** as per the 'Operator' Phone Bill - always two letters and eight numbers  
**Customer Name / Company Name:** must be exactly as the 'Operator' Phone Bill

**Installation Address / Postcode:** this is the INSTALLATION address (with postcode), note that it may be different from the billing address. Please see below if you have a BT RCF number.

**Type of Line:** select if this is a Business or Residential line.

**Extras:** check the box if you have either a BT HomeHighway or a PBX attached.

**Number of lines:** important to get correct, as the wrong type will result in a rejection by 'Operator', a rejection charge and your port will be delayed.

- ▶ Single – includes all single line numbers terminating on a socket.
- ▶ Multi – includes PBX (Private Branch Exchange) groups, single lines terminating on equipment (eg Integrated Services Digital Network) or 11 or more single lines at the same address.

**RCF Number:** check the box if you have a BT 'Remote Call Forwarding' number. Please note: as these numbers aren't physical, we require the billing address and not the installation address.

**Maintain DQ entry?:** as the Gaining Communications Provider, we have to import the DQ entry. If you wish to maintain your DQ entry, please let us know on the porting form. If you do not let us know then the DQ entry will expire in due course.

## Reasons for Refusing to Port from 'Operator'

The following circumstances **will not** prevent the export of a number:

- ▶ Change number interception
- ▶ Permanent call diversion
- ▶ Numbers taken temporarily out of service

The following circumstances **will** prevent the export of a number:

- ▶ Numbers associated with temporary service
- ▶ Services which deliver the service to outside the normal home exchange
- ▶ Customer's numbers that have a Call Forwarding facility where the installation is outside the range holders exchange area

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## Additional Information

Capacity Planning: a capacity planning questionnaire will be required for the following:

- ▶ Multi Line PBX 11 lines & over
- ▶ Combination of Multi Line PBX's 11 lines & over
- ▶ Combination of Multi Line PBX's & Single Line PBX's 11 lines & over
- ▶ Combination of Single Lines 11 lines & over

**Cancellations:** porting requests can be cancelled up to 24hrs prior to the porting date/time set by 'Operator'. Changes can also be made to the port date and time, providing it is not inside the timescale for the port. If you do need to change or cancel a port, please email the porting team at [porting@ttnc.co.uk](mailto:porting@ttnc.co.uk)

**Change of Address / Mobility:** if your customer is porting a number from 'Operator' AND moving addresses, it will have to be approved by 'Operator' with a mobility reference. Please be aware that the client's future choice of provider for their number may be limited if they port outside of 'Operator's switch area.

## Charges

TTNC Limited charges £25.00+VAT for each submission of a single number to be ported. If, having submitted a port request, that request is rejected, TTNC Limited will charge £25.00+VAT for each subsequent resubmission the customer chooses to pursue until the port request is accepted, or the customer decides not to pursue the port.

Freephone: 0800 468 1000

Telephone: 020 3151 1000

Email: [sales@ttnc.co.uk](mailto:sales@ttnc.co.uk)

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