

Horizon Number Requirements

Number Requirements

Porting & New Gamma Numbers

Customer numbering forms one of the 'soft' aspects of the delivery which is equally as important as the physical components and often overlooked until it is too late.

One of the most critical concerns for any customer preparing to make the leap from a traditional PSTN (Public Switched Telephone Network) environment to an IP (Internet Protocol) solution is how to ensure continuity of service and achieve a smooth transition for their service users.

Ask any customer, and most of them will tell you that their published numbers are absolutely paramount to the successful daily operation of their organisation and tolerances for any loss of service to these numbers will be low.

Unless you are dealing with a start-up business or completely new site with new staff, the chances are you will be asked to move your customer's existing number ranges on to their Horizon solution and in most instances these numbers will not already be on the Gamma network.

For full information on numbering please see our [Gamma Numbers and Porting guide](#) on the Academy Knowledge Base.

Number Presentation

You should consider what kind of number presentation the customer requires for their outbound Horizon calls.

Do they wish to present only a main switchboard number, or would they prefer to push out

individuals DDIs? Perhaps they want to withhold their number altogether or present an entirely different one (i.e. Non-Gamma Registered numbers).

If your customer wishes to present a non-Gamma number, the administrator can configure this in the Horizon Portal, so long as the industry rules and regulations are adhered to as follows:

1. The presented number is not an international or premium rate (09 or other revenue share) number
2. The number requested for use as a presentation number ("PN") is either allocated to the Applicant and the Applicant does not require the permission of anyone else in relation to that number or the requested PN is not allocated to the Applicant but consent from the allocated owner for its use as a PN has been obtained and has not been withdrawn;
3. The requested PN is in use;
4. The Applicant shall immediately inform its telecommunications service provider if any of the information in this statement ceases to be correct;
5. The telecommunications service provider may suspend and/or withdraw the use of its Presentation CLI Service if it is subsequently found that the information in this statement was, or has become, inaccurate or if the PN is being misused in any way;
6. The Applicant understands that the PN must not be a number that connects to a revenue-sharing number that generates excessive or unexpected call charges in which case the telecommunications service provider may suspend and/or withdraw use of the Presentation CLI Service;
7. The Applicant acknowledges that its network service provider may withdraw the service without penalty in the event that a) having made the appropriate configuration change the Applicant fails to make at least one test call within twenty (20) working days and/or b) the Applicant reverses the configuration change.