

# Date Changes

## Geographic Number Port (GNP) Date Change

Once a port order is accepted you can place a request to change this date using the Gamma Portal in the majority of cases. Scenarios where you will need to contact the porting desk for a date change are:

- All out of hour port requests
- If you are wanting to change your [port time type](#).
- If your port is:
  - 24 hours to go before a single line port order's port date
  - 48 hours to go before a multi line port order's port date

In the above scenarios you should contact the porting desk with your requirements and they will be able to help.

In all other scenarios you can use the Gamma Portal.

### **Step 1**

From the Gamma Portal, go to "Number Porting", "Geographic Number Porting", "Geographic Port Order Search".

**If you don't have this option, contact your Portal Administrator (Help and Support and Portal Administrators) or contact your Internal Account Manager.**

## Step 2

Search for your port order and then using the Actions dropdown click "View Request"

## Step 3

Click the "Change porting date" link

**Geographic Number Ports - View & Amend Request**  
[Back to search results](#)  
 Details of your order are displayed below. If you have any questions on how to manage your request or what each status means you can refer to our [knowledge base](#).

<div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <b>Port Order</b>  <span style="background-color: #ccc; display: inline-block; width: 50px; height: 10px; margin: 0 auto;"></span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4a4a8a; color: white;"> <th colspan="2">Port Order Details</th> </tr> </thead> <tbody> <tr><td>Main Telephone Number</td><td>01234 567890</td></tr> <tr><td>Main Telephone Number Will</td><td>Be ported - In Service</td></tr> <tr><td>Requested Port Date</td><td>04-07-2016 10:00</td></tr> <tr><td>Porting Date</td><td>04-07-2016 10:00 <a href="#">Change porting date</a></td></tr> <tr><td>Product</td><td>SIP Trunking</td></tr> <tr><td>Product Details</td><td>01234567890123456789</td></tr> <tr><td>Port Type</td><td>Multi Line Standard</td></tr> <tr><td>Losing Communications Provider</td><td>BT Openreach</td></tr> <tr><td>Range Holder</td><td>BT Openreach</td></tr> <tr><td>Porting Prefix</td><td>525020</td></tr> <tr><td>Associated Numbers</td><td>None</td></tr> <tr><td>DDI Ranges</td><td>None</td></tr> <tr><td>Single DDIs</td><td>None</td></tr> <tr><td>Other Numbers</td><td>None</td></tr> <tr><td>Comments</td><td>Order Auto-approved by Gamma Portal</td></tr> </tbody> </table> </div>	Port Order Details		Main Telephone Number	01234 567890	Main Telephone Number Will	Be ported - In Service	Requested Port Date	04-07-2016 10:00	Porting Date	04-07-2016 10:00 <a href="#">Change porting date</a>	Product	SIP Trunking	Product Details	01234567890123456789	Port Type	Multi Line Standard	Losing Communications Provider	BT Openreach	Range Holder	BT Openreach	Porting Prefix	525020	Associated Numbers	None	DDI Ranges	None	Single DDIs	None	Other Numbers	None	Comments	Order Auto-approved by Gamma Portal	<div style="border: 1px solid #ccc; 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## Step 4

From here you can select a new preferred porting date. The calendar works out the earliest port date you can select based on your port and line type and Gamma availability.

Click Submit and this will send an order to the Losing Communications Provider to confirm a new date. This will then re-enter the process at [Losing Communications Provider / Range Holder Validation](#).

If a date change is rejected, then the order will stay at the current confirmed port date.

## Geographic Number Ports - Date Change

If you would like any help with changing your port date, please see our [Knowledge Base](#).

Order # **123456789**

Port Order Details		End User Details	
Main Telephone Number	0203 1234567	Name	John Bloggs
Porting Date	04-07-2016	Job Title	
Preferred Porting Date	<input type="text"/>	Customer's Organisation	BT BT Group BT Group BT Group BT Group
Reason for Change	Customer requested	Email	
Porting Line Type	Multi Line	Telephone Number	
Porting Time Type	Multi Line Standard		
Losing Communications Provider	BT Openreach		
Range Holder	BT Openreach		
Associated Numbers			
DDI Ranges			
Single DDIs			
Other Numbers			

This date change request needs to go to the Losing Communications Provider to check it can be accommodated; they will take up to 48 hours to respond so please do not communicate this proposed date with your customer until it is confirmed.

✕ Cancel ✓ Submit

## Manual Port Order Date Change

To request a date change for a Manual Port Order you can do this once an order is 'Accepted to Port' by using the Gamma Portal.

You should simply go to Number Porting and select “IPEX and Manual Port Search”. Search for your port order and open the port order up. Once you have the order click the “Add Note” button and type in the new date you wish. This will go to the owner of your port order who will pick up your request.

If your port is due to happen within the next 48 hours please call the Porting Desk once you’ve made this request to ensure that we can call the Range Holder as well.

**Port Order # 730209**

Order ID	730209	Status	Accepted to Port
Main Telephone No	0114340000	Losing Communications Provider	-
Raised By	Emma Hughes	Range Holder	-
Date Order Placed	2016-06-04 18:16:08.267	Organisation	Gamma Ltd

**Notes**

[Download](#)

Date/Time	Note By	Summary	Notes	Attachment
10/06/2016 13:17	Emma Hughes	Acceptance / 22/06/16	Dear [REDACTED], We've had confirmation from BT IPEX that your order Reference [REDACTED] has been accepted for Porting Date of 22/06/16. Main Number: [REDACTED]. Updates for this order will now be managed from the Gamma portal, you can also add notes to the order if you need to provide us with any...	None
09/06/2016 12:37	Emma Hughes	Customer update - Order placed to IPEX	Dear [REDACTED], Thank you for your request to move [REDACTED] to the Gamma network. Your order reference number is [REDACTED]. Your order has been accepted by Gamma (this means we have confirmed the Range Holder and we have checked that the LCP is a Network Operator). We've now placed the order with...	None
04/06/2016 19:16	ITSMAUTO	[REDACTED]	Channel Partner Name: [REDACTED] Channel Partner Account Number: [REDACTED] Channel Partner Contact: [REDACTED] Channel Partner Email: [REDACTED] Channel Partner telephone number: [REDACTED] Customer Company Name: [REDACTED] Customer Name: [REDACTED]	None

✕ Cancel
+ Add Note

## Mixed Operator Port Order Date Change

For a mixed operator port, due to the complexities involved, we’d strongly recommend against changing the date of an accepted port order.

## Geographic IPEX Port Order Date Change

To request a date change for a Manual Port Order you can do this once an order is ‘Accepted to Port’

by using the Gamma Portal.

You should simply go to Number Porting and select “IPEX and Manual Port Search”. Search for your port order and open the port order up. Once you have the order click the “Add Note” button and type in the new date you wish. This will go to the owner of your port order who will pick up your request.

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[Cancel](#) [Add Note](#)