

Day of Port and Cancelled Orders

Cancelled Orders

An order can be cancelled for one of two reasons. These are:

- Customer no longer wants the port to happen
- The order has been in a rejected state and timed out (automatically cancelled) after 24 hours.

If you want to cancel a port order, please contact our Porting Desk who will process the cancellation for you.

Day of Port

All non-geographic ports (unless specified otherwise) take place between 00:00 and 04:00 on the agreed day of port. We will check that the port has been successful at 08:00 when the Porting Desk opens for business. Once we're happy that the port has completed, we'll send you an email confirming that your non-geographic number is now on the Gamma Network.

If we determine that the port has failed, we will let you know first of all before we get in contact with the range holder. The range holder can help us identify the cause of the port failure and how to get this resolved as quickly and efficiently as possible. We'll keep you up to date throughout the investigations with the range holder.