

## Day of Port

Issue	Cause/Action		
Single	Fixed	The port is triggered automatically by the Range Holder.	The Porting Desk will start post-port checks 20 minutes after each fixed time slot (so 08:20, 09:20, 10:20, 11:20 and 12:20).
Single	Standard	The port is triggered by the porting desk calling the range holder at 10am	The Porting Desk will start post-port checks from 12noon.
Single	Out of hours	The port is triggered at the time of the port by the porting desk calling the range holder when you are ready.	The Porting Desk start post port checks 20 minutes after the port activation.
Multi	Standard	The port is triggered by the porting desk emailing the range holder the port details at 10am in a batch file	The Porting Desk will start post-port checks from 12noon.
Multi	Non-Standard	The port is triggered by the porting desk calling the range holder during the three hour window once you have contacted the Porting Desk to confirm activation.	The Porting Desk will start post-port checks 2 hours after the port activation.
Multi	Out of hours	The port is triggered at the time of the port by the porting desk calling the range holder when you are ready.	The Porting Desk start post port checks 20 minutes after the port activation.

## Port Completion & Downtime

The customer should be prepared for a short period of downtime whilst the numbers are ported from their previous operator across to the Gamma service. Downtime should be minimal (minutes in most cases) and is an unavoidable part of the porting process.

## Post Port Checks & Completion confirmation

The Porting Desk complete “post port checks” at various points throughout the day depending on your port time type. This is a one ring telephone call to the numbers on your port order and we

check our network to see if the calls are routing and if they have the correct porting prefix. We will raise an escalation to the Range Holder if a port has not completed within 20 minutes for single line fixed time ports and out of hour ports and 2 hours for all other port types.

As soon as Gamma see the numbers hitting our network, we will mark a port as completed.

The first person who is likely to see if a port has completed is your engineers / customer at site as the calls will start hitting the new Gamma product.

## Troubleshooting issues & faults

If all stages within this guide have been appropriately followed, it is unlikely that the customer will experience loss of service post-port (other than the minimal downtime associated with the port itself).

If the customer does not have full service as expected following confirmation of port completion, please refer to the Porting Desk in the first instance for assistance.

The Porting Desk will firstly double-check that the port has completed in full and in line with the requested port order and will take responsibility to rectify any issues which are uncovered as part of this process.

If the port completion verification check is completed and fails to uncover any issues yet the customer still does not have service, it is most likely that there is a fault elsewhere within the customer solution/environment. This may or may not be associated with a Gamma product. At this stage, the Porting Desk will be unable to assist further with fault diagnosis and the Channel Partner will need to instigate their own fault management processes in order to achieve resolution for the customer.

## Day of Port Trigger

A new 'Day of Port' or DOP trigger button has been added to the Gamma Portal porting process which can be accessed after submitting your port order.

To find the trigger button, go to the Gamma Portal then navigate to 'Number Porting' > Geographical Number Porting > Geographic Port Order Search and add in your Partner details.

This feature is only available for geographic orders with one of the following statuses:

- Order accepted by Losing Communications Provider
- Order accepted by Range Holder; and
- Customer delay

## Which ports have access to the day of port trigger?

Single lines do not need a trigger function unless they have been moved to customer delay.

Multi-line non-standard (out of hours) ports would have the trigger function but would not need the customer delay button.

Multi-line standards have both customer delay and the day of port trigger button available.

### **There are a few things to bear in mind with the DOP trigger button:**

Multi-line non-standard orders all have a 3-hour window where a port can be triggered, and the DOP trigger button will only work within these three hours.

However, the 12-3pm slot is cut short by 30mins to 2:30pm. The reason being is that 3pm is the cut-off to trigger multi-line ports. If your port order trigger is pressed after 2:30pm for multi-line ports, please call the Gamma porting desk using the Customer service plan for the contact details.

If the button is triggered outside of this window, you will receive a message asking to call us to discuss your options.

For those orders that are in 'customer delay', the trigger will be available until 2:30pm for multi-lines and 4pm for single lines.