

Order My Port

You can and should order your port as soon as the new Gamma service is in place using the following guidelines:

- [Geographic IPEX Port Order](#) if Gamma don't have a [porting agreement](#) in page with the Range Holder and/or Losing Communications Provider.
- [Mixed Operator Port Order](#) if there is more than one range holder associated with the main telephone number.
- [Manual Port Order](#) if
 - There are more than 9 associated numbers
 - There are more than 6 SNDDIs (Single Number Direct Dial Ins)
 - There are more than 6 DDI Ranges
 - Gamma is the Range Holder and the coming is coming back to Gamma
- All other scenarios will be placed as [Geographic Number Port \(GNP\)](#)

Please note that if you have completed a pre order validation (POV), you can raise a GNP, manual or IPEX order directly from the completed POV request - this will be one of the actions available on POV requests which are in the 'POV Completed' status. This is the quickest way to raise a port order, as most of the port details will be auto-populated from the completed POV request, saving you time and effort. Of course, if you wish, you can still raise port orders in the old way as follows.

Geographic Number Port (GNP)

Step 1

From the Gamma Portal, go to “Number Porting”, “Geographic Number Porting”, “New Geographic Port Order”.

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

Channel Partner Details

We now start to place the order. Make sure that you've got the right account selected from the drop-down menu.

This screen is where your details go (and not your end users), so put in the name of the person who is going to be managing the order for your company (this is probably going to be yourself), and the contact telephone number and email address.

Please note: When you place a port order on the portal, it will pre-populate with the contact details from your portal registration. Notifications will be sent to this email address alone. There is an option for you to add a secondary email address here.

We strongly recommend that you add another email address to the distribution list for your order notifications as this may prove to be critical to the smooth delivery of your port order.

After the first page of the GNP port has been completed you will see the option to save the port. This will allow you to save where you are up to in case you need to get any further information from your end user.

Geographic Port Order

Help

1 Channel Partner Details

2 Main Telephone Number Details

3 Communication Providers

4 Customer Installation Details

5 Additional Details

6 Summary



Looking for help?

Our records show you haven't completed the Gamma Academy Number and Porting - Beginners course. If you find yourself getting stuck, having orders rejected, want hints and tips on using the system you can check out the course [here](#). If you need to check terms or just refresh yourself on the process you can look at our reference materials by following this [link](#).

Help reduce your rejection rate: Check your installation postcode

Are you porting a number with Openreach as a range holder? If so you can check its details by clicking below.

Check my information (Optional)

Channel Partner

Partner Account: *

Please Select...

Project Details

Is this order part of a Gamma Porting Project?

No



Contact Details

First Name *

Tom

Second Name *

Edwards

Contact Number *

02030000000

Preferred Contact Email

tom.edwards@gamma.co.uk

Additional Email Contact Address

Cancel

Proceed

Main Telephone Number Details

We move on to the Main Telephone Number Porting Details.

If you are porting a number where Openreach is a range holder then you can use the 'check my information' tool at the top of the page. By entering the CLI and the postcode this will do a check against the Openreach database and populate parts of the form for you.

This tool allows you to check the telephone number and postcode held on the Openreach Installation Detail checker. Incorrect postcodes account for the largest percentage of rejections and this tool will help confirm what details Openreach hold. If we think your checked combination is correct we'll automatically populate the relevant fields in your port order.

CLI:

Post code:

Check this number

Enter your area code (such as 0161, 0207, 01772). If your area code is 4 digits, then you should put the first digit of the local number at the end of the area code (so 0161 870 xxxx would become 0161870xxxx)

You should then select if it is a [Single Line port or a Multi Line port](#).

If you instigated this order directly from a completed POV, the reference of the completed POV request will be displayed under the number. Alternatively, if you are raising this order from the menu, you will see a button to Check for POV (Optional). If this main billing number already has a completed pre order validation (POV) request, you should hit the Check button. Once found, the POV reference will be displayed. This action associates a completed POV request with the port order, helping us to proactively challenge any rejections.

If you have any associated products with the line (such as Feature Line, Call Sign, Payphones) use these tick boxes to let us know. This is so that we can get it through to the right teams over at the losing communications provider and/or range holder and ensure that the correct timescales are applied to the Port Order.

If the line has Remote Call Forward or Change Number Inception (both of these are BT products and will appear on your customer's bill) let us know using the tick box. We need the postcode of the local exchange for these products (though if this isn't available, the postcode on the most recent bill will work).

Confirm that the line is active and that you have the customers consent to port this number (a letter of authority).

Once you've selected everything that is required, click Proceed.

Geographic Port Order

Help

1 Channel Partner Details

2 Main Telephone Number Details

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6 Summary

Number Detail

STD Code (Area Code) *

02078



Local Number *

.



Is this number a...

Multi-Line



Help reduce your rejection rate: find POV on this main number

Check for a POV by filling in the information above and clicking the button below

Check for POV (Optional)

Further Details

Are there any products associated with this line? (ie Feature Line, Call Sign, Payphones, etc.)

Does this line have RCF (Remote call forward) or CNI (Change Number Interception)? If yes, tick here

Is this a Featurenet Port Order? If yes, tick here

Confirmation of Port

Is this line currently active? Tick to proceed (ie. Is there an established, active, service) *

Do you have the customer's consent to port this number and have you correctly filled in the letter of authority? Tick to proceed *

It is your responsibility to store the customer letter of authority for a minimum of 12 months, should Gamma request a copy of this you must provide this to Gamma within 24hrs. Tick to proceed *

It is your responsibility to ensure that you check with your customer whether the telephone number(s) that you're porting to Gamma have Directory Listings. Their current provider may not charge for this service but Gamma will be charged by BT and will pass the charges on to you. *

Communication Providers

Select the communications provider that your customer is currently with (they may be being billed by a different company. If it is a WLR product such as ISDN then this will always be BT Openreach). The Porting Numbers to and Range Holder information is automatically populated.

Geographic Port Order

Help

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Losing Communication Provider

Porting number(s) from *

Gaining Communication Provider

Porting number(s) to

Number(s) range holder is

[← Back](#) [Save Order](#) [→ Proceed](#)

Customer Installation Details

Enter the customer's full details on this screen. It is important that the details that are provided here are what the losing communications provider (their current provider) has, so it is worth mirroring the details that is on their latest bill, though make sure that the postcode is the installation postcode.

Use the "Is the customer in process of changing their address" drop down to answer Yes or No. Depending on what you answer will either load up one text box (No, so we just need one postcode) or two text boxes (Yes, we need the current post code for validation with the losing communications provider and the new one for our 999 database once the number is ported).

Use the tick box to indicate that the customer has changed the address.

Geographic Port Order

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1 Channel Partner Details > 2 Main Telephone Number Details > 3 Communication Providers > 4 Customer Installation Details > 5 Additional Details > 6 Summary

Customer Details

Title:	<input type="text" value="Mr"/>		
First Name or Initials: *	<input type="text" value="Tom"/>	Surname: *	<input type="text" value="Edwards"/>
Contact Number:	<input type="text" value="0754"/>	Email Address:	<input type="text" value="tom.edwards@gamma.co.uk"/>
Company Name: *	<input type="text" value="Test1"/>	Job Title:	<input type="text"/>
Provider Account Number:	<input type="text"/>		

Address Details

Please ensure this is the customers installation address as opposed to their billing address.

Is this customer in the process of changing their address?*	<input type="text" value="No"/>		
Postcode:*	<input type="text" value="m171br"/>	<input type="button" value="Find"/>	
Address:*	<input type="text" value="Carillion Utility Services Group Ltd The Malt House Elevatc"/>		
Address Line 1 (or Building Name):*	<input type="text" value="The Malt House"/>	Town/City:*	<input type="text" value="Manchester"/>
Address Line 2:*	<input type="text" value="Elevator Road"/>	County:	<input type="text" value="Greater Manchester"/>
Locality:	<input type="text"/>		
Tick to confirm the address is confirmed by the customer. *	<input checked="" type="checkbox"/>		

Additional Details

In the additional details screen you select your product and enter the numbers for porting and also the porting date.

The Porting Date will calculate the industry lead times for your port order based on the information you've supplied and to check the availability that Gamma has for your port request. You can change this to a later date.

If your port order is a multi line then you can enter your number details. Click on the "add" button

next to the corresponding number type.

If the range holder is BT, DDI Ranges must have a start number that ends with 0, an end number that ends with 9 and must be in multiples of ten. If this is not the case then BT will reject the order. Due to this, we will not allow the order to be submitted at this stage as it is not a DDI range. If you have a bill that shows different please the port order and add in supporting notes the start and end of the range and if you would like this range to port, remain or cease and the Porting Desk can add this for you.

You also have the following options available to you:

Port	Port means that you want to bring this number / range to Gamma.
In Service	In Service means that you want this number live on your chosen product. If this is not selected, your number will still port to Gamma, but it will not be live and a pre-recorded message will be played to any caller.
Remain	Select this option if you want the number to remain with the losing communications provider.
Cease	Select this option if you want the number to cease with the losing communications provider.

If you select Remain or Cease for any numbers/ranges on the order then this will change the order to a "Complex DDI" order and the lead times will change.

Set your [Port Time Type](#). If you select out of hours you will need to enter details into "Supporting Comments" confirming when during that day you would like to port. All other Port Time Types will go straight to the Losing Communications Provider for their validation unless you enter something into Supporting Comments for the team to pick up before your order is sent off. Any order with supporting comments has an additional 5 day lead time.

Geographic Port Order

Help

- 1 Channel Partner Details
- 2 Main Telephone Number Details
- 3 Communication Providers
- 4 Customer Installation Details
- 5 Additional Details
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* Denotes a mandatory field

Product Details

Product

Numbers For Porting

Use the ?
for more
information.

Main Number 01204 Inservice

Associated Numbers 01204 Inservice

DDI Ranges

01204 <input type="text"/>	to	01204 <input type="text"/>	<input type="button" value="Port"/>	<input type="button" value="Remove"/>
01204 <input type="text"/>	to	01204 <input type="text"/>	<input type="button" value="Port"/>	<input type="button" value="Remove"/>
01204 <input type="text"/>	to	01204 <input type="text"/>	<input type="button" value="Port"/>	<input type="button" value="Remove"/>
01204 <input type="text"/>	to	01204 <input type="text"/>	<input type="button" value="Port"/>	<input type="button" value="Remove"/>
01204 <input type="text"/>	to	01204 <input type="text"/>	<input type="button" value="Port"/>	<input type="button" value="Remove"/>

Single Number DDIs

Other Numbers

Total Numbers 610

Please ensure you tick the
inservice check box

Porting Date

Earliest Port Date: 09-02-2018 Click on the calendar to change the port date

This is the earliest date the port can happen against industry lead times (unless you have requested another date). Gamma will validate the order (Waiting Gamma Review status) and if accepted submit to the current Communications Provider / Range Holder of the number (Waiting for Losing Communications Provider Validation / Waiting for Range Holder Validation status). Once the port order has been accepted (Port Accepted status) you will receive an email to confirm the port date. Gamma advise you to await this confirmation prior to confirming the port date with your customer

Please click here to select your type of port

If you do not wish to have a fixed time port Gamma will trigger the port process automatically from 10am on the day of port. You can use the Gamma pre port test tool prior to 10am. Please tick the box to confirm you agree to these conditions.

I agree that if I am not ready to port by 10am on the day of port I will contact the Gamma Porting Desk to cancel or rearrange the port for another day. If I do not phone Gamma in advance of 10am, I understand that Gamma will go ahead with the port.

Supporting Comments

Step 6

If your order has a DDI range and you've set the range to port then you will be asked with numbers of the DDI Range you would like to bring In Service.

Geographic Port Order

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DDI Range Details

DDI Range 01438792200 - 01438792219

Show 10 entries

Search CLI:

Showing 1 to 10 of 20 entries

STD	CLI	InService
01438		<input checked="" type="checkbox"/>
01438		<input checked="" type="checkbox"/>
01438		<input checked="" type="checkbox"/>
01438		<input checked="" type="checkbox"/>
01438		<input checked="" type="checkbox"/>
01438		<input checked="" type="checkbox"/>
01438		<input checked="" type="checkbox"/>
01438		<input checked="" type="checkbox"/>
01438		<input checked="" type="checkbox"/>
01438		<input checked="" type="checkbox"/>

Showing 1 to 10 of 20 entries

[Select All](#) | [Deselect All](#)

[← Back](#) [Save Order](#) [→ Proceed](#)

Summary

You're now displayed with the summary of your port order. Review this page to make sure that everything you've enter is right.

Once you're ready to submit your order, click "Submit". If there are no supporting comments on your order then this will go straight to the Losing Communications Provider, otherwise your order will be sent to the Porting Desk.

You can click "Save" here, which will save your order and put into a queue for you to manage. You can [Review Your Saved Port Requests](#) at any time.

Geographic Port Order

Help

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Channel Partner

Partner Account: XXXX - Gamma Test 1
First Name: Tom
Surname: Edwards
Contact Number: 02030000000
Preferred Contact Email Address: tom.edwards@gamma.co.uk
Additional Email Contact Address:

Main Telephone Number Details

Number Detail: 01438
Line Type: Multi
Products Associated?: No
Line has Remote Call Forwarding or Call Line Interception?: No
Featurenet Order?: No

Customer Installation Details

Name: Mr Tom Edwards
Contact Number: 075
Email Address: tom.edwards@gamma.co.uk
Company Name: year
Job Title:
Provider Account Number:
Customer changing address?: No
Postcode: M17 1BR
Address: The Malt House
Elevator Road
Manchester

Communication Providers

Porting Numbers From: BT Openreach
Numbers Range Holder: BT Openreach

Additional Details

Product: Horizon
Product Details:
Proposed Port Date:
Additional Comments:
DDI Count: 20

Showing 1 to 1 of 1 entries

Number/Range	Type	Option
	DDI Range	port

Showing 1 to 1 of 1 entries

[We] the Partner hereby agree that, in consideration of Gamma making the port, it will indemnify and keep Gamma indemnified against all [in respect of any] costs charges, liabilities, claims, expenses or losses arising out of the porting of the above CLI(s). We also have read and agree to the [terms and conditions](#)

← Back Save Order → Proceed

Manual Port Order

Manual Port Orders follow the same journey as a port placed on the Gamma Portal, though you will view the orders using the “IPEX and Manual Search” page instead of the Geographic Number Search option.

Whenever you reach certain milestones with your manual port order, we'll email you to let you know. These milestones are:

- Once we have received your order and validated this
 - If this fails validation, we will let you know why

- If this passes validation, we will confirm that we've sent this on to the Losing Communications Provider for acceptance.

- Once we have the Losing Communications Provider validation back
 - If the order is accepted, we will confirm this and let you know when you can start your Pre Port Test Calls

 - If the order is rejected, we will send the rejection details back to you.

- We will send you confirmation that the port has completed.

- You can view the status of these orders in the Gamma Portal.

- If you have completed a pre order validation on a number, you can raise a manual port order directly from the completed POV. This is the quickest way, as the details from the completed POV request will auto-populate your new manual order, leaving you with only a handful of fields to complete, thereby saving you time and effort. Of course, if you wish, you can still raise a manual port order as follows.

Step 1

From the Gamma Portal, go to "Help & Support" and "Numbering Navigator".

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

Select "I know which form I need, show me the list"

Numbering Navigator

Welcome to our numbering navigator for number management. We have a few processes and forms that relate to requesting new numbers and moving them between products or accounts. If you know which form you need you can jump straight to the list by clicking [here](#), otherwise you can answer a few questions below which will direct you to the relevant Portal screen, form or process.

Navigator

First of all, we need to know if you're looking to do something with a number you or your customer already has, or if you need a new number from Gamma.

1. [I have a telephone number already](#)
2. [I need a new Gamma telephone number](#)
3. [I know which form I need, show me the list](#)

Step 3

Select "Manual Geographic Port Form"

Numbering Navigator

Welcome to our numbering navigator for number management. We have a few processes and forms that relate to requesting new numbers and moving them between products or accounts. If you know which form you need you can jump straight to the list by clicking [here](#), otherwise you can answer a few questions below which will direct you to the relevant Portal screen, form or process.

Navigator

Select the form you require

1. [SIP Geographic number form](#)
2. [Horizon Geographic number form](#)
3. [Communicator Geographic number form](#)
4. [Non-geographic number form](#)
5. [Audio conference request form](#)
6. [Product transfer form](#)
7. [Channel partner transfer form](#)
8. [IPEX Geographic Port form](#)
9. [Manual Geographic Port form](#)
10. [Mixed Operator Geographic Port form](#)
11. [Non-Geographic Number IPEX Port form](#)

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Step 4

Now you start completing your order

Channel Partner Account Details

This section is where your details go (and not your end users), so put in the name of the person who is going to be managing the order for your company (this is probably going to be yourself), and the contact telephone number and email address.

Please note: When you place a port order on the portal, it will pre-populate with the contact details from your portal registration. Notifications will be sent to this email address alone.

Customer Details

Enter your customer details in here. This is what will be sent to the Losing Communications Provider. If the port request is for a new address, record current (old) address in this section and new address including postcode in "Partner Notes" (section 15).

Number Details

Select whether it is a [single or a multi line order](#).

Enter the main telephone number and then all numbers that are under the main telephone number. You must specify if you want the numbers to port, cease or remain with the losing communications provider (the end user's current communications provider).

Any numbers that are not attached to the main telephone number that you are wanting to port should be listed here as well.

If you instigated this order directly from a completed POV, the reference of the completed POV request will be displayed under the main telephone number. Alternatively, if you are raising this order from the numbering navigator, you will see a button to Check for POV (Optional). If this main telephone number already has a completed pre order validation (POV) request, you should hit the Check button. Once found, the POV reference will be displayed. This action associates a completed POV request with the port order, helping us to proactively challenge any rejections.

Port Date

Enter the port date that you wish for your port to happen, keeping in mind that the [porting timescales](#) that telecommunications providers must adhere for port orders

Product Details

Select the product that you are wanting to port onto. The product must be set up and live before placing the port order.

Supporting Comments

This field is for any supporting information you believe may help with the port (more information is better than not enough information), and for where prompted earlier on in this guide.

When you click "Submit" you will be given a reference number for your order. This can then be managed using the IPEX and Manual Search facility in the Gamma Portal.

Manual Geographic Port Order

Help

Help reduce your rejection rate: Check your installation postcode

Are you porting a number with Openreach as a range holder? If so you can check its details by clicking below.

[Check my information \(Optional\)](#)

Channel Partner and Account Details

Account*	XXXX - Gamma Test 1 - 44000169	✓	Contact telephone number*	07848123456	✓
Contact name*	Jane Bennet		Channel Partner Reference		
Contact email*	jane.bennet@gamma.co.uk				

Project Details

Is this order part of a Gamma Porting Project? No ?

Customer details

Company Name*	Freddery Bloggsery	✓	Contact telephone number:	07848123456	✓
Postcode*	M17 1BR	✓			
Address*	The Malt House Elevator Road Trafford Park...	✓			
Premises*	The Malt House	✓			
Street*	Elevator Road	✓			
Town*	Manchester	✓			

Number details

Line type*	Mult-Line	✓	Losing communications provider*	Openreach	✓
Range Holder*	Openreach	✓			
Is Remote Call Forward or Change Number Interception live with your telephone number(s)?	<input type="checkbox"/> No				
Main number*	01234567890	✓	Is this Line currently active?	<input checked="" type="checkbox"/>	
Port/Remain/Cease:	Port				

Help reduce your rejection rate: find POV on this main number

Check for a POV by filling in the main number above and clicking the button below

[Check for POV \(Optional\)](#)

Additional Numbers

? Please ensure all the additional numbers to be ported are displayed in the table before submitting your order.

[+ Add Number](#) [+ Add Range](#)

Start Number	End Number	Port/Remain/Cease	In service	Range	Action
01234567891	01234567899	port	true	9	Remove

Port Date

? The earliest port date is 29/01/2021. [Click here](#) to check the lead times for porting in order to choose your porting date.

Earliest Port Date:	02/02/2021	✓	Preferred Port Time:	14:28	✓
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Product

Product Details*	SIP Trunking	✓
SIP Trunking End Point*	Please select...	

Supporting comments

Directory Listings

It is your responsibility to ensure that you check with your customer whether the telephone number(s) that you're porting to Gamma have Directory Listings. Their current provider may not charge for this service but Gamma will be charged by BT and will pass the charges on to you.

[← Back](#) [Submit](#)

Mixed Operator Port Order

A [Mixed Operator Port](#) is when there are two or more range holders attached to a main number, either within a DDI Range, SNDDI range or associated numbers. A main number is the number that appears on the end user's bill, so the losing operator will always be the same. Using the [Mixed Operator Port](#) page, you can view examples and follow the process on how to submit one of these requests.

Please note: When you place a port order on the portal, it will pre-populate with the contact details from your portal registration. Notifications will be sent to this email address alone. There is an option for you to add a secondary email address here. We strongly recommend that you add another email address to the distribution list for your order notifications as this may prove to be critical to the smooth delivery of your project in the final stages.

Please note Mixed orders will always fall into the SUP category and will depend on the amount of numbers being ported - please see "Porting Timescales" section of this document for further information.

Step 1

From the Gamma Portal, go to "Help & Support" and "Numbering Navigator".

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

Select "I know which form I need, show me the list"

Numbering Navigator

Welcome to our numbering navigator for number management. We have a few processes and forms that relate to requesting new numbers and moving them between products or accounts. If you know which form you need you can jump straight to the list by clicking [here](#), otherwise you can answer a few questions below which will direct you to the relevant Portal screen, form or process.

Navigator

First of all, we need to know if you're looking to do something with a number you or your customer already has, or if you need a new number from Gamma.

1. [I have a telephone number already](#)
2. [I need a new Gamma telephone number](#)
3. [I know which form I need, show me the list](#)

Step 3

Select "Mixed Operator Geographic Port Form"

Numbering Navigator

Welcome to our numbering navigator for number management. We have a few processes and forms that relate to requesting new numbers and moving them between products or accounts. If you know which form you need you can jump straight to the list by clicking [here](#), otherwise you can answer a few questions below which will direct you to the relevant Portal screen, form or process.

Navigator

Select the form you require

1. [SIP Geographic number form](#)
2. [Horizon Geographic number form](#)
3. [Communicator Geographic number form](#)
4. [Non-geographic number form](#)
5. [Audio conference request form](#)
6. [Product transfer form](#)
7. [Channel partner transfer form](#)
8. [IPEX Geographic Port form](#)
9. [Manual Geographic Port form](#)
10. [Mixed Operator Geographic Port form](#)
11. [Non-Geographic Number IPEX Port form](#)

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Step 4

Now you start completing your order

Channel Partner Account Details

This section is where your details go (and not your end users), so put in the name of the person who

is going to be managing the order for your company (this is probably going to be yourself), and the contact telephone number and email address.

Please note: When you place a port order on the portal, it will pre-populate with the contact details from your portal registration. Notifications will be sent to this email address alone.

Customer Details

Enter your customer details in here. This is what will be sent to the Losing Communications Provider. If the port request is for a new address, record current (old) address in this section and new address including postcode in "Partner Notes" (section 15).

Number Details

Select whether it is a [single or a multi line order](#).

Enter the main telephone number and then all numbers that are under the main telephone number. You must specify if you want the numbers to port, cease or remain with the losing communications provider (the end user's current communications provider). For each number you add to this order you will need to select the range holder. If the range holder is the same on them all you need to either place a [Manual Port Order](#) or a [Geographic Number Port \(GNP\) Order](#).

Any numbers that are not attached to the main telephone number that you are wanting to port should be listed here as well.

Port Date

Enter the port date that you wish for your port to happen, keeping in mind that the [porting timescales](#) that telecommunications providers must adhere for port orders

Product Details

Select the product that you want to port onto. The product must be set up and live before placing the port order.

Supporting Comments

This field is for any supporting information you believe may help with the port (more information is better than not enough information), and for where prompted earlier on in this guide.

When you click "Submit" you will be given a reference number for your order. This can then be managed using the IPEX and Manual Search facility in the Gamma Portal.

Mixed Operator Port Order

Channel Partner and Account Details

Account:* ✓

Contact name:* ✓

Contact telephone number:* ✓

Contact email:*

Customer details

Contact name:* ✓

Postcode:* ✓

Address:* ✓

Premises* ✓

Street* ✓

Town:* ✓

Contact telephone number: ✓

Number details

Losing communications provider:*

Is Remote Call Forward or Change Number Interception live with your telephone number(s)?

Main number:* ✓

In service:

Port/Remain/Cease:

Range Holder:*

Additional Numbers

✓ Number added!

Please ensure all the additional numbers to be ported are displayed in the table before submitting your order.

Start Number	End Number	Port/Remain/Cease	In service	Range	Range Holder	Action
03332403354	03332403354	port	false	10	Virgin Media (Telewest)	<input type="button" value="Remove"/>

Port Date

Click [here](#) to check the lead times for porting in order to choose your porting date.

Port date and time: ✓

Product

Product Details:*

SIP Trunking End Point:* ✓

Supporting comments

Geographic IPEX Port Order

If we do not have a Porting Agreement in place with a provider, it may still be possible to port numbers to Gamma using IPEX. IPEX is a BT interconnect, and BT port the numbers onto the interconnect and send the traffic through to Gamma so that you can use a Gamma product as your customers telephony solution.

To check that you're placing the order to port from a Communications Provider and not a Reseller then please see the Ofcom CUPID (Communications Provider Identity) document which is available on the [Ofcom Numbering Site](#). If the Communications Provider is listed here then the IPEX order will be accepted, otherwise it is a reseller and you will need to contact them to ask who the communications provider is.

If you have completed a pre order validation on a number, you can raise an IPEX port order directly from the completed POV. This is the quickest way, as the details from the completed POV request will auto-populate your new IPEX order, leaving you with only a handful of fields to complete, thereby saving you time and effort. Of course, if you wish, you can still raise an IPEX port order as follows.

Step 1

From the Gamma Portal, go to "Help & Support" and "Numbering Navigator".

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

Select "I know which form I need, show me the list"

Numbering Navigator

Welcome to our numbering navigator for number management. We have a few processes and forms that relate to requesting new numbers and moving them between products or accounts. If you know which form you need you can jump straight to the list by clicking [here](#), otherwise you can answer a few questions below which will direct you to the relevant Portal screen, form or process.

Navigator

First of all, we need to know if you're looking to do something with a number you or your customer already has, or if you need a new number from Gamma.

1. [I have a telephone number already](#)
2. [I need a new Gamma telephone number](#)
3. [I know which form I need, show me the list](#)

Step 3

Select "IPEX Geographic Port Form"

Numbering Navigator

Welcome to our numbering navigator for number management. We have a few processes and forms that relate to requesting new numbers and moving them between products or accounts. If you know which form you need you can jump straight to the list by clicking [here](#), otherwise you can answer a few questions below which will direct you to the relevant Portal screen, form or process.

Navigator

Select the form you require

1. [SIP Geographic number form](#)
2. [Horizon Geographic number form](#)
3. [Communicator Geographic number form](#)
4. [Non-geographic number form](#)
5. [Audio conference request form](#)
6. [Product transfer form](#)
7. [Channel partner transfer form](#)
8. [IPEX Geographic Port form](#)
9. [Manual Geographic Port form](#)
10. [Mixed Operator Geographic Port form](#)
11. [Non-Geographic Number IPEX Port form](#)

[← Back](#)

Step 4

Now you start completing your order

Channel Partner Account Details

This section is where your details go (and not your end users), so put in the name of the person who

is going to be managing the order for your company (this is probably going to be yourself), and the contact telephone number and email address.

Please note: When you place a port order on the portal, it will pre-populate with the contact details from your portal registration. Notifications will be sent to this email address alone.

Customer Details

Enter your customer details in here. This is what will be sent to the Losing Communications Provider. If the port request is for a new address, record current (old) address in this section and new address including postcode in "Partner Notes" (section 15).

Number Details

Select whether it is a [single or a multi line order](#).

Enter the main telephone number and then all numbers that are under the main telephone number. You must specify if you want the numbers to port, cease or remain with the losing communications provider (the end user's current communications provider).

Any numbers that are not attached to the main telephone number that you are wanting to port should be listed here as well.

If you instigated this order directly from a completed POV, the reference of the completed POV request will be displayed under the main telephone number. Alternatively, if you are raising this order from the numbering navigator, you will see a button to Check for POV (Optional). If this main telephone number already has a completed pre order validation (POV) request, you should hit the Check button. Once found, the POV reference will be displayed. This action associates a completed POV with the port order, helping us to proactively challenge any rejections.

Port Date

Enter the port date that you wish for your port to happen, keeping in mind that the [porting timescales](#) that telecommunications providers must adhere to for port orders. Please be advised that

port dates for IPEX cannot be guaranteed and are completed on a best endeavours basis. Also please note that IPEX ports are not usually able to be completed during evenings or over a weekend as standard (please contact portingjeopardy@gamma.co.uk if you require details on IPEX out of hours service).

Product Details

Select the product that you are wanting to port onto. The product must be set up and live before placing the port order.

Supporting Comments

This field is for any supporting information you believe may help with the port (more information is better than not enough information), and for where prompted earlier on in this guide.

When you click "Submit" you will be given a reference number for your order. This can then be managed using the IPEX and Manual Search facility in the Gamma Portal.

Losing Communications Provider / Range Holder Validation

We will always send your port order off to the Losing Communications Provider first for validation. We should have an order either accepted or rejected within the following timescales:

- Single Line - 24 hours (Monday - Saturday)

- Multi Line - 48 hours (Monday - Friday)

If your order is a subsequent port and its accepted we then forward this on to the Range Holder for their validation checks. We should have the order accepted or rejected once we've sent to them

within the following timescales:

- Single Line - 24 hours (Monday - Saturday)
- Multi Line - 48 hours (Monday - Friday)

If we have not received an answer to your order within these timescales we call this an "Unacknowledged Order". We send a daily report chasing orders that are outside of SLA to Communication Providers we have outstanding orders with. We proactively chase these orders daily.

Accepted Orders

If your order is a Provide order, then you will only get one acceptance for an order. If the order is Subsequent then we need to get it accepted from the Losing Communications Provider AND the Range Holder. Once a port order is fully accepted you have your confirmed port date. You can change this date if you want using our [Date Change](#) process.

You will receive an email when your order is in an accepted state advising when you can complete [pre port test calls](#). For all product except Horizon this will be soon after the order is accepted. For Horizon, this will be from 12noon the day before port.

Rejected orders and Representing the orders

A rejection can come from the Losing Communications Provider or Range Holder only for reasons on the actual order (and not to "save" a customer or because of debt reasons). If a port is rejected you can edit and resubmit your order ("Represent" order). If you do this there are some tight timescales associated in getting the order back to the Losing Communications Provider and/or Range Holder. These are:

- 24 hours (Monday - Saturday) from losing communications provider rejection for Single Line Orders

- 48 hours (Monday - Friday) from losing communications provider rejection for Multi Line Orders

If you do not resubmit the order within these timescales, then the order will cancel down and you will need to restart the order.

Resubmit an order - GNP

If you need to edit and resubmit an order you should follow these steps:

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 "Edit Request"

Geographic Number Ports

Your open port requests are displayed below, sorted by Status.

If you would like to have more information on what the statuses mean, please refer to our [knowledge base](#)

Basic Port Search

Partner Account:

Status View:

Order ID:

Main Number:

Associated Number:

Company:

Date Order Placed:

Port Start Date:

Port End Date:

Last Event Start Date:

Last Event End Date:

Include Last Events Exceeding 6 Months:

Records Per Page:

[Show Advanced Search](#)

Action Key

- Action Required by Channel Partner
- Escalated within Gamma
- Action by Gamma
- No Action Required
- Port Cancelled - Cannot modify

Advanced Search

Losing Provider:

Range Holder:

Line Type:

Port Event:

Port Type:

Product:

Project Reference:

Project Status:

Project Handling:

[\[Accepted for porting\]](#)

Results Returned : 147

Page 1 of 1

Order ID	Project Ref	Main Telephone	Channel Partner	End User Company	Status	Port Order Event	Last Update	Date Order Placed	Confirmed Port Date	Proposed Port Date	Range Holder	Losing Communications Provider	Product	Port Type	Line Type	Project Wrap	Project Status	History	Options
12345	-	0123456789	BT Wholesale	BT Wholesale	Delayed - Action by Channel Partner	Order (Rejected by LCP)	06/06/2016 22:57	06/06/2016	-	28/06/2016 08:00	BT Openreach	BT Openreach	SIP Trunking	PRO	Single Line	-	-		View Request Edit Request
12346	-	0123456789	BT Wholesale	BT Wholesale	Delayed - Action by Channel Partner	Order (Rejected by LCP)	06/06/2016 22:57	06/06/2016	-	28/06/2016 08:00	BT Openreach	BT Openreach	SIP Trunking	PRO	Single Line	-	-		

Step 3

You are now presented with the [Order My Geographic Number Port](#) screens again. Edit the relevant details as documented on the email and then submit the order again.

IPEX Orders

Once you've placed an IPEX order on our Numbering Navigator our Porting Desk completes to checks to make sure that the Losing Communications Provider is a communications providers and not a reseller and that the Range Holder is correct. If this is correct, we place the order with BT Wholesale to port onto our IPEX Interconnect.

An IPEX port order should be treated the same as any other geographic port order.

Update 13/02/2018 - We have now added in two new features for NGN IPEX orders these are as follows.

We now have the option for SIP as the termination point for the NGN IPEX port order.

When adding numbers on the NGN IPEX order form you could only do these one at a time. We have now added a bulk option to allow you to add up to 100 numbers.

IPEX Scenarios

When we're porting numbers onto our BT IPEX (short for IP Exchange) account we get information back regarding "scenarios". These scenarios are order types that are deemed by BT IPEX. Below is a table which details these scenarios and what can/can't be done.

Scenario Reference	Description	Next Steps
1	This is a BT telephone number (where BT is the Range Holder) is to be ported from the BT Public Switched Telephone Network (PSTN) or VoIP (Voice over Internet Protocol) to IP Exchange.	Number can be ported
2	This is where a BT telephone number (so BT are the Range Holder) has been exported to another communications provider (a LCP) and is to be ported to IPEX	Number can be ported
3	This is where the range holder is not BT and the RH is also the losing communications provider and the number is to be ported to IPEX.	Number can be ported
4	This is where the range holder is not BT but the number is already on BT's PSTN and the number is to be ported to IPEX.	Number can be ported
5	This is where the range holder and losing communications provider are different and not BT, but the number is due to port to IPEX.	Number can be ported
6	This is where numbers in a block (DDI range) have more than one range holder (Mixed Operator) and the numbers are to be ported to IPEX.	Number can be ported
7	The number is already hosted on BT IPEX with another service provider.	Number cannot be ported