

# Pre-Port Test Calls

## Termination Number & Wholesale Carrier

If you are porting using either termination number or wholesale carrier as your termination options, then you don't need to complete any pre port test calls. This is because the non-geographic number is translated to a geographic number.

## Gamma SIP Trunks

Gamma offer Chanel Partners the facility to complete a pre-port test call for Non-Geographic Number Ports when Gamma SIP Trunks is the termination. This is a test call that happens before the port to the new solution so you can check:

- PLEASE NOTE THE PRE PORT TEST CALL NEEDS TO BE COMPLETED THE DAY BEFORE
- THE PORT DATE.
- That your product is set up correct
- Identify any potential faults before your customer's number goes live
- Check call quality
- Check call routing

The process enables you to check that the infrastructure in place at the customer environment is capable of supporting the porting numbers as required. It also provides you with peace of mind in the days and weeks leading up to port completion and allows you to give confidence and reassurance to your customer that a smooth transition will be achieved.

You'll receive an email from Gamma as soon as your numbers are ready to test. If you do the test calls before you receive this email, then the test call will fail but will break out to the PSTN as a normal call.

In order to make full and proper use of this test facility, we recommend that you configure a test call plan for all non-geographic numbers that are on your port order.

- PLEASE NOTE THE PRE PORT TEST CALL NEEDS TO BE COMPLETED THE DAY BEFORE
- THE PORT DATE.

To use the facility, you simply just have to:

- Call 03330 146 146
- Enter the porting prefix (on the confirmation email)
- Enter the telephone number you want to test
- Press #

This will generate a call to your new Gamma solution.

## What happens if my test call fails?

Issue	Cause/Action
Poor Call Quality	Product Fault - contact the faults team of the product

Product Not Setup	Consult the relevant product provisioning or features guide before contacting the provisioning team of the product
Calls not connecting	Check product setup/configuration before contacting the provisioning team of the product
Test number doesn't work	Contact Porting Desk