

Number Requirements

Porting and New Gamma Numbers

Customer numbering forms one of the 'soft' aspects of the delivery which is equally as important as the physical components and often overlooked until it is too late.

One of the most critical concerns for any customer preparing to make the leap from a traditional PSTN (Public Switched Telephone Network) environment to an IP (Internet Protocol) solution is how to ensure continuity of service and achieve a smooth transition for their service users.

Ask any customer, and most of them will tell you that their published numbers are absolutely paramount to the successful daily operation of their organisation and tolerances for any loss of service to these numbers will be low.

Unless you are dealing with a start-up business or completely new site with new staff, the chances are you will be asked to move your customer's existing number ranges on to their SIP Trunk solution and in most instances these numbers will not already be on the Gamma network.

For full information on numbering please see our Gamma Numbers and Porting guide on the Gamma Academy.

Considerations

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| New DDIs (Direct Dial Ins) | Are new numbers required? How many? STD Code(s) |
| Existing DDIs | Do customer's existing numbers need to be moved to Horizon? |
| Current Technology | What product hosts the numbers currently (e.g. PSTN (Public Switched Telephone Network) / ISDN (Integrated Services for Digital Network)/ other supplier virtual number). The lead time will depend on the product you are porting from. |
| Gamma Numbers | If the customer already has their numbers hosted by Gamma (via inbound or Horizon) the migration process should be followed rather than the porting process. |
| Current / Losing Communications Provider | Who is hosting the numbers currently (e.g. Gamma, BT, Virgin etc.?) Is there a porting arrangement with Gamma in place? |
| Range Holder | Who owns the number range (e.g. Gamma, BT, Virgin etc.?) Is there a porting arrangement with Gamma in place? |
| Downtime | There is likely to be a short period of downtime when the port completes - what can the customer tolerate? When are their quiet periods? |

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| Port Date | The porting of the numbers will drive the customer's 'go live' date with SIP Trunks - what date is the customer aiming for and have you considered the porting lead time? |
| Number Presentation | How does the customer want their outbound number presented? E.g. Main number only, DDIs, or an alternative number. |

Number Presentation

You should consider what kind of number presentation the customer requires for their outbound SIP Trunking calls.

Do they wish to present only a main switchboard number, or would they prefer to push out individual's DDIs? Perhaps they want to withhold their number altogether or present an entirely different one (a non-Gamma non-geographic number for example).