



Quick Guide to Number Porting



What is Number Porting?

Number Porting is a regulated obligation which enables users of Publicly Available Telephone Services (including mobile services) to change their service or communications provider whilst keeping their existing telephone number.

Onus is on the losing provider

To allow services to be moved from one provider to another, it is the responsibility of the current communications provider to supply the correct information to the customer. The current provider cannot legally withhold this information and can only reject the port request if the information on the order is incorrect. This is as per Ofcom guidelines.

What can customers do?

To aid in the smooth transition of services the customer can play a big role in obtaining the correct information for the Letter of Authority. Most of this information can be found on the invoice from your current provider but it's always helpful to give them a call to check the following information:

- **Installation postcode:** This can sometimes have incorrect digits).
- **Installation address:** The address on your invoice might be your billing address but not the registered address for the numbers you wish to port.
- **All numbers associated to the numbers you wish to port:** Occasionally DDI ranges can have other numbers associated that you may wish to port and we need all of those included on the Letter of Authority.

How long will the porting take?

On acceptance of the above Letter of Authority, porting numbers have the following timelines:

Single Number Port	10 working days
Multiple Number Port (DDI Range)	22 working days