Fuse 2 Communications UK Number Porting Q&A's

What do I need to provide to proceed with porting a Geographic number to Fuse2 Communications?

- A recent bill from the customers current provider (within the first 3 months)

- The customer will need to complete the LOA form for us to submit the number port.

- To ensure that the number port is accepted with no rejections/problems we need to submit the following details as accurate as possible –

  - Network Provider – if this is not a main network provider you will need to check with the loosing comms provider who they are a reseller for.

  - Address/Postcode – this needs to be the address/postcode that the loosing comms provider has on their records, we would suggest checking this with them before we submit the port.

  - Single Number ports – Is the number we are porting a single line number or multi line number. Again, we would suggest that this is checked with the loosing comms provider.

  - Ranges – please provide the main billing number along with the start number and end number for the range. Please also check if there are any associated numbers linked to the main billing number.

What do I need to provide to proceed with porting a non-Geographic number to Fuse2 Communications?

- A recent bill from the customers current provider (within the first 3 months)

- The customer will need to complete the LOA form for us to submit the number port.

- To ensure that the number port is accepted with no rejections/problems we need to submit the following details as accurate as possible –

  - Network Provider – if this is not a main network provider you will need to check with the loosing comms provider who they are a reseller for.

  - Address/Postcode – this needs to be the address/postcode that the loosing comms provider has on their records. We would suggest checking this with them before we submit the port.

  - The customer's account number with their current network provider.

What is the timescale for porting a number over to Fuse2 Communications?

- Single numbers – we need approx. 7- 10 working days from the day the port is submitted. This is out of our hands as it is down to the loosing comms provider to accept the port and set a port date.

- Ranges – we need approx. 14 working days from the day the port is submitted. This is out of our hands as it is down to the loosing comms provider to accept the port and set the port date.

Can I request a specific port date and time?

- We have the option to request a specific date for the port, although this is not guaranteed as again it is down to the loosing comms provider to acknowledge this request and accept it.

- We can request a specific time frame for the port to happen, all ports will move over to Fuse2 Communications between 10am – 1pm. However, if your customer (for example) would like the port to take place after 3pm we can request this, but it is not always guaranteed.

What is a POV and how does it work?

- A POV is a Proof of Validation

- This is a process that is charged at £20.00. We submit the LOA to the Range Holder/Loosing Comms Provider for the number/numbers in question and they will provide us with the following information –

  - Main billing number

  - Any single numbers/Ranges that are associated with the main billing number.

  - Postcode the numbers are registered against

  - The range holder for the number/s

  - The loosing comms provider for the number/s

- A POV can take up to 10 working days depending on the range holder/loosing comms providers response time.

- When we have received the POV details we then submit the number port, and this is pushed through as priority.

What are port rejections?

· If any of the information that we submit from the LOA form is incorrect we will receive a rejection notification with a rejection reason. We will notify you so that you are able to speak to your customer to investigate and get the correct information then we can re submit the port.

· All rejections are charged at £15.00; this will be passed onto yourselves.

What is the process if the port is accepted?

· We will receive a notification from our porting partner to advise that the port has been accepted and a date that the number/numbers will move over to Fuse 2 Communications.

· We will send you an email notification to advise the date that the port will take place.

· A task will be set in the Project Management system for the Technical Team to build/set up the system ready for the number/numbers to move over.

What is a Single Line?

· A single line is a telephone line with one telephone number that can only receive one call at one time. If the line is busy, you will hear an engaged tone or this will go to a voicemail.

What is a Multi-Line?

· A multiline is a group of telephone lines with one telephone number. Having an auxiliary line added to an existing PSTN (analogue) line means that if a call comes through to an engaged line, the call will simply be passed to the next available line and it is the same on outgoing calls.

For any other number porting enquiries please contact our project management team on +44330 088 0333

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