

Porting: Using Your Existing Telephone Number

BRIEFING

You are probably not just starting out in your business, and that means you already have a telephone number that people call with their orders and other inquiries. Zang Office lets you keep your current number, incorporating it into your new telephone system.

The process of bringing your old number with you when you move to Zang Office is called **Porting**.

Porting your current number into Zang Office requires removing the number from the pool owned by your current service provider and putting into the care of Zang Inc. And we need your permission to do it. Send the following documents to Avaya Cloud and we will submit a port request on your behalf.

THE RIGHT STUFF

While your current provider is required to respond to the request within 10 business days, it can take up to 20 days to port the number. Chances are they aren't too happy to lose you as a customer, so carriers can be sticklers for detail when it comes to the request, rejecting it for even the smallest mistake.

Don't give them any excuse to turn you down! You can always reapply, but that gets tiresome and, possibly expensive since they can charge you even for a rejected request. They have final authority to determine whether to accept a port request based on their interpretation of the applicable standards.

Remember, spelling counts! Make sure the name attached to the account matches the signatures on the forms. DO sign and date ALL of the forms.

I know it may sound trivial, but it is a surest way to avoid headaches. Dot the I's and cross the T's. Give them the Right Stuff and it will help the whole process go smoothly.

THE FORMS

You need to provide the necessary information and fill out the forms your carrier needs to begin the porting process.

Your current number will continue to work until the provider processes the request. Since there is no way to predict when that will occur, Avaya Cloud provides you with a temporary number (see your welcome emails) for you to use until then. This keeps you connected until the port is complete.

This temporary number is automatically attached to your company and will work with all telephones and softphones connected to Zang Office.

Once your existing number has been ported, it will be added to your account and the temporary number will be removed.

What you will need

- A copy of your most recent **telephone bill** that includes all of your numbers. This supplies the account details and contact information. It also proves that there is an active account attached to the number.
- Fill out, sign and date a **Local Number Portability (LNP) Letter of Authorization** form (available here: https://store.zang.io/downloads/LNP_Authorization_Form.pdf).
- (For toll-free numbers only) Complete the **Responsible Organization Designation and Agreement of Agency (RODAA)** form (available here: https://store.zang.io/downloads/RODAA_Form.pdf).
- Include your account PIN (if one has been configured).

Please email all submissions to: **zosupport@zang.io**.

You must remember this

- Make sure the account is paid up, with no amount outstanding.
- There must not be any pending work orders on the account. These include service and feature additions or changes.
- Before you submit a Port request, ensure that the move does not violate the terms of any existing contracts, or you might find yourself hit with fees and other penalties without prior notification.
- All numbers for a single port must be on the same bill, under the same account number, from the same carrier, and through the same rate center. Please contact customer support if you need assistance in checking these details.
- Check “number portability” before submitting the port request to ensure that the carriers service the area you are porting numbers from.

Moving only some numbers

You may have many numbers on your account, but you may only want some of them moved into Zang Office. When submitting a port request, make sure that ALL of the numbers to be moved appear on the bill. If only some of the numbers are being ported, you **MUST** indicate that the port is **Partial** when submitting the request.

When requesting a partial port, your provider may not let you move the primary/billing telephone number without first splitting the account.

LAUNCH

Once the carrier has reviewed and approved your port request, they will provide you with a **Firm Order Commit** (FOC) date, which is the day the work will be done. Before you get there, remember:

- No date for the move can be guaranteed. Of course, you can always ASK for everything to be expedited, but this can cost you more, and there are no guarantees that it will happen any sooner even so.
- Only landline numbers can be ported. Virtual and forwarding numbers cannot.
- Toll-free and local numbers are ported separately, so it is unlikely that they will be moved at the same time.
- Typically, you cannot cancel the move within 24 hours of the FOC date. Cancellations before this deadline may incur additional fees.
- Bulk porting of numbers is possible, but you must make the request in advance in order to receive any discounts. Simple ports are always charged per-number.

CHECK AND CHECK AGAIN

Experience tells us that existing carriers are particularly fussy about port requests. They are losing you as a customer, so they may drag out the process as long as they can. One tactic is to demand exact adherence to the process. Any deviation can lead to a rejected request.

Get ahead of the curve. Don't give them any opportunity to say no. Make sure you provide all of the required information as outlined above.

- Sign and date everything.
- Print everything clearly. See that every reference to a number or account is consistent with how it appears on the bill.
- Make sure the person signing is authorized to sign.
- Verify that the account is up to date and there is no work pending.
- Check your services contract to see if there are any penalties for changing your carrier.