



Guide to Successful Local Number Portability (LNP)

Wholesale / Resale

Porting of numbers is the most critical part of setting up a new account. There are several scenarios and exceptions that should be followed to ensure highest success when porting numbers.

Local Number Portability Check

The first and most important process is to ensure that the numbers to be ported are actually portable. While porting is available in over 8,500 ratecenters across Canada & the United States through IXICA, there are ratecenters that are not portable. An email to support@ixica.com or to your account manager can provide a confirmation whether numbers can be ported. A sample number is preferred to check portability. This is only required for local numbers, as all Toll Free numbers are always portable.

Toll Free Number Porting

The simpler scenario is porting a Toll Free Number (TFN). Usually TFN's are not associated with any other number. However the following steps are required in order to complete a TFN port successfully:

- 1) A signed Letter of Authorization (LOA) is required to port a TFN. The signed LOA must include the correct Business Name, Contact Name, as well as address as the current carrier would have on file. An account number is also preferred.
- 2) Contact Name must be correct – as this would be the authorized person to sign the LOA. If the incorrect person's name is on the LOA, TFN porting requests will be rejected by the losing carrier.
- 3) Porting of TFN's can take longer than local numbers in some cases. Therefore coordinating porting date to fall on the same date as local numbers could be a challenge and should not be promised to end user / customer.

IMPORTANT: In most cases Toll Free numbers are just forwarded by carriers to the customer's main number. Over time customer may move from location to location, and never change/update the address with the current carrier for their Toll Free number. Please be sure the address on the LOA is the one the current carrier has on file. Customer may call current carrier to verify this information



Local Number Porting

Local numbers follow a numbering plan called NPA-NXX-XXXX. NPA is the area code of the number. NXX is typically the rate center. As an example 438-648-XXXX and 438-688-XXXX both have the same area code 438. However they belong to two different ratecenters, 438-648 (Lachine) and 438-688 (Montréal). This is however not always the case. Some area codes such as 416 belong to one ratecenter (Toronto) and all NXX's of that area code belong to Toronto. Therefore as indicated above, it is important to ensure the ratecenter is portable by sending a sample number to IXICA.

If porting from a PRI circuit or a Mobile Number, please see below for special requirements in addition to steps 1-13.

Here are some terminologies to be familiar with when setting up porting.

Billing Telephone Number (BTN)

This is the main number of the account (and in most cases also customer's main phone number). A BTN is usually the head (main) number of a group of numbers, if there are rollover numbers. In the United States, BTN may be referred to as ATN.

Stand Alone Number

A single independent line without any other lines or numbers associated with it – usually a fax line, alarm line or any other single line. A Stand Alone Number would not have any other lines (rollover) associated with it. If the entire account has only one line, then the Stand Alone Number can also be the BTN.

Rollover Numbers

Rollover numbers are always associated with a BTN. Rollover numbers are all numbers that the Main Number (BTN) rolls over to.

Step 1: Requesting a Bill

A copy of a phone bill from the customer can be extremely helpful. Please make sure the bill is the latest one available. Bills older than 30 days cannot be used for contesting a rejected port.

Some bills may show all the numbers on the account as well as list the associated services. Other bills may show nothing at all. This differs from carrier to carrier.

Even if numbers are not listed – or just partially listed, a bill may become necessary if there is a rejection due to name or address mismatch. A bill will facilitate IXICA to contest the rejection.



An alternative to a bill copy is a document called Customer Service Record (CSR), which will usually contain all information required. This document has to be obtained by the customer from the losing carrier.

Step 2: Confirm Service Address

The address on the bill may or may not be the service address. To port numbers, the actual service address is required. Sometimes a company may have a different address on the bill (billing address) and the services may be delivered at a different address.

In addition, numbers listed on a single bill may belong to multiple sites. A customer who has 10 different stores across the country may just receive one bill. In this case service address for each and every number or numbers to be ported will be required. This type of information can only be obtained by asking the customer whether "All lines are physically installed at the same location or different locations". Incorrect service address is an absolute reason for rejection.

Step 4: Confirm Authorized Contact

When porting US numbers, we require the name of the person the losing carrier has on file. This information must be provided correctly when submitting the port request.

Step 5: Account Number

When porting US numbers, the account number is required and must be provided when submitting the port request.

Step 6: Confirm Term

Numbers that are on a term agreement with the losing carrier will still get ported. This is not generally a hindrance to the porting process itself – unless the losing carrier uses other means to reject the port. However when numbers are ported and if term agreements are breached, customer may be charged termination fees. These fees have nothing to do with IXICA nor are they IXICA's responsibility. Losing carriers will never advise IXICA of any term agreements – this is completely between customer and losing carrier.

Step 7: Internet & Alarm Services

Some customers may have their DSL or alarm system on a line that is to be ported. When porting completes, it will usually disrupt these services as the physical analog line will no longer work. It is the responsibility of the customer to ensure alternate arrangements are made if such conditions exist.

Step 8: Customer & Losing Carrier

Above steps may require the customer to contact the current carrier and get required information, such as service address, authorized person, list of numbers etc.

However once the port request is submitted to IXICA please ensure that the customer does not contact the losing carrier to make ANY changes. Any change, even as simple as a forwarding request can cause a rejection to the port request. Any changes requested by



customer have precedence over our port request. Even if the changes requested by customer are not related, many carriers cannot process two requests at the same time on an account. Hence they end up sending a rejection to IXICA.

Step 9: Due Date

It is important to try and be more certain of a due date for porting. Porting takes a minimum of 5 business days, but remember porting can be scheduled 30 days in advance. The earlier a port request is submitted the more time we have to deal with rejections and complications and still meet the due date.

As an example, if a customer needs to port numbers on December 1st, we can accept the port request as early as November 1st, and have a confirmation from the losing carrier by November 8th. All good here. But if we happen to receive a rejection, we have plenty of time to correct errors and re-submit and still meet the December 1st deadline.

Also being certain of the Due Date is important. While IXICA is able to change the due date if needed, last minute changes can cause major complications and in some cases even loss of service.

Coordinated hot-cutover ports are possible where available. In certain circumstances special charges may apply to have a coordinated port. Unless a coordinated port is requested at the time of submitting the port request, porting will take place any time on the date provided.

Step 10: Follow Ticket Closely

Once the port request has been submitted please follow our tickets closely. This is important as from time to time we may request additional information or need to re-submit the request.

Step 11: Technical Arrangements before Port Date

Please ensure the PBX, trunk and all configurations are in place and working for the customer before the port date. If this is done properly porting should take place and customer should have no downtime at all, which is the goal.

Step 12: Test Numbers

It is the responsibility of the customer and you to test ALL numbers being ported and ensure that they work properly. If something is not right, let us know right away.

Step 13: Customer contacts Losing Carrier

Now it is time to ask the customer to contact the losing carrier and make sure all unnecessary services have been disconnected and billing has stopped. In some cases carriers have internal coordination issues and customers may continue to be billed. A simple phone call can save a lot of trouble years later.

Example: Customer moves from one site to another site and when doing so also ports all the numbers from analog to SIP. Losing carrier never disconnects the lines or stops billing. But because the losing carrier does not have the new address of customer, billing continues,



customer does not receive invoices and years later finds out they have a large balance and possibly legal action, collections, etc. At that time it becomes much more complicated to find records and correct mistakes.

Special requirements when porting from a PRI

Porting from a PRI circuit is a bit more complicated. These additional steps and requirements must be met:

- Porting from a PRI can take 10 business days or more to complete. Please do not provide customer with a due date until porting is confirmed.
- PRI Account Number is required
- PRI Circuit Number is required
- ALL numbers part of the PRI are required
- If we are not porting all numbers on the PRI but porting the BTN, a new BTN must be assigned. Carriers do not allow us to change the BTN on a PRI. Customer must contact losing carrier and change the BTN to a number not being ported.
- Best practice to port a PRI is to obtain a Customer Service Record (CSR) from the losing carrier.

Special requirements when porting a mobile / cellular number

Mobile to SIP porting has a few additional requirements which must be met:

- Whether it is a Canadian number or a US number, an account number is mandatory.
- In many cases there may be a PIN number on the account preventing malicious port-outs. This PIN number is mandatory.

Finally some general notes:

- Always keep copies of communications with customer, especially their authorization to you to port numbers, list of numbers etc. If a port request is one day contested by customer (“I never asked for my numbers to be ported”), we will come right back to you. Therefore please keep all records. If customer disputes a port we have completed and a snap-back occurs, we face a fine of \$300 or more, which would be passed on to you as the reseller.



- Give porting sufficient time. Try not to do this in the last minute with the minimum 5 business days.
- Never promise the customer that porting will happen on the due date with absolute certainty. A confirmation of port for a certain date is also not always 100%. Last minute changes to the account, including but not limited to customer making changes on the account, can result in a “More Recent Authorization Required” rejection at the time of porting.
- Most importantly before engaging into a sales contract, be sure to check with IXICA to see whether numbers are portable in that ratecenter.

Lastly, we are here to provide you with the best support possible. Reach out to your account manager or email our support team at support@ixica.com