

# UK Geographic Number Porting Form Handbook for Resellers

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## Introduction

The purpose of this document is to give our resellers a detailed overview of our UK geographic number porting request form. The document presumes you are using the porting form to submit a porting request on behalf of your customer. It also provides an explanation for each question in the form and gives you an example answer to help you complete yours.

## Requirements

Packnet reseller or channel account.

Relevant customer account created in Metis.

Relevant service charges added to the customer account:

- Number Porting Single Line
- Number Porting Multi Line Single Number
- Number Porting Multi Line Multi Number
- Number Porting Cancellation
- Number Porting Date Change

## The Porting Form

Packnet's Reseller UK geographic number porting request form can be found here:

<https://voip.mymetis.co.uk/porting>

## The Handbook

Packnet's UK Geographic Number Porting Form Handbook for Resellers can be found here:

<https://voip.mymetis.co.uk/documents.php>

[Packnet Website](#)

## Porting pricing structure

Our porting pricing structure is entirely transparent and visible in the Services section of your Metis account.

Unless you are 100% sure of your porting request, it can be difficult to determine how much it will cost from the beginning of the process.

This brief summary should give you the general idea. To view the actual prices, please check the Services section of your Metis account.

### Number Porting Single Line

One main billing number that is a single line number (e.g. PSTN landline)

**Number Porting Multi Line Single Number**

One main billing number that is a multi line number (e.g. ISDN) but without any attached numbers or number ranges.

**Number Porting Multi Line Multi Number**

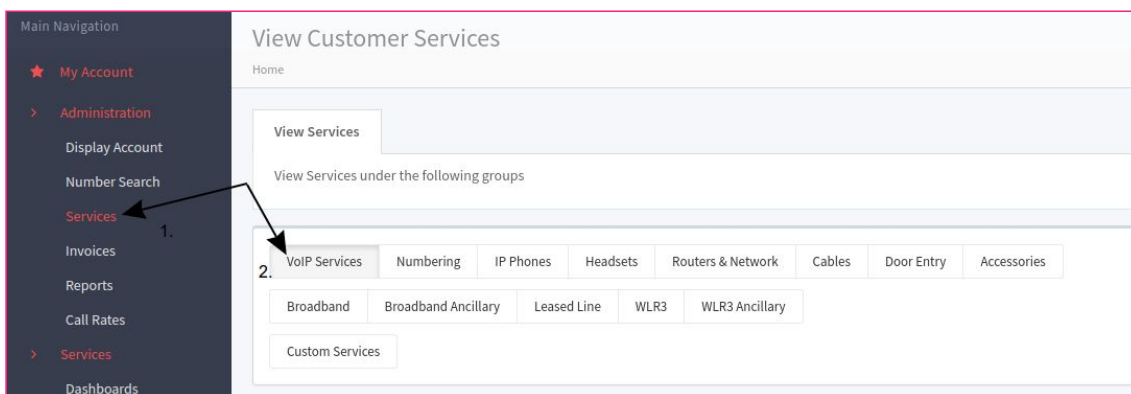
One main billing number that is a multi line number but with attached numbers and/or number ranges.

## Preparing your customer's account

Before submitting your porting request to Packnet, you must ensure that the relevant customer account is created and has the correct porting services enabled.

### Enabling the porting services

Porting services can be found underneath the “VoIP Services” service group in “Services”.



Scroll down to view One Off Services.

One Off Services			
Voice Recording Files	One Off	Voice Recording Files	Recording
Irish Number Porting (Timed) First Number	One Off	Irish Number Porting (Timed) First Number	Porting
Irish Number Porting (Timed) Numbers 2-100	One Off	Irish Number Porting (Timed) Numbers 2-100	Porting
Number Porting Cancellation	One Off	Number Porting Cancellation	Porting
Number Porting Date Change	One Off	Number Porting Date Change	Porting
Number Porting Multi Line Multi Number	One Off	Number Porting Multi Line Multi Number	Porting
Number Porting Multi Line Single Number	One Off	Number Porting Multi Line Single Number	Porting
Number Porting Rejection Charge	One Off	Number Porting Rejection Charge	Porting
Number Porting Single Line	One Off	Single Line (BT)	Porting

If the services are not there it means they are currently disabled. To enable them, please follow these steps:

1. Navigate to the relevant customer account
2. Click Services in the navigation menu
3. Click Update Customer Services tab
4. From here you can do one of the following:
  - a. Apply an overall markup to all service groups
  - b. Apply a section markup to just VoIP Services group
  - c. Apply manually updated prices to just porting services
5. Once done, click Save Changes

# The Porting Form

## Section 1

### Splash page and email address collection

In this section

- Splash page
- Email address collection

#### Splash page

The first page of the porting form provides a summary of the form's purpose and some additional information.

The only required field in this page is "Email address". A copy of the filled out form will be sent to the email address provided here.

## Reseller UK Geographic Number Porting Form

The Geographic Number Porting form must be completed to port any UK geographic number(s) onto the Packnet network. Packnet will not accept any porting requests unless they originate from this form.

This form is for Packnet resellers to complete, usually on behalf of their customer. By submitting this form, you confirm that you have the full authorisation of the customer to action a port on their behalf.

All of the information required for completing the Geographic Number Porting form is available from the number provider.

We can only accept one main billing number per completed form.

A copy of the filled out form will be sent to the email address entered below.

Form prerequisites:

- Customer account created in Metis
- Relevant porting service charges added to customer account

**\*Required**

Email address \*

porting@pack-net.co.uk

**NEXT**

Page 1 of 6

Never submit passwords through Google Forms.

## Section 2

### Account and Main Billing Number Information

In this section


- Company details
  - Name
  - Address
  - Account holder
- Billing provider
- Communications provider
- Main billing number
- Main billing number type

**Important: the information supplied in this section must relate to the number owner. Any incorrect information given in this section could lead to a porting rejection charge!**

Please enter the company name.

Use this field to enter the company name as it is registered with the number provider.

**Please enter the company name. \***

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Please enter the main billing number.

Use this field to tell us the main billing number. We can only accept one main billing number per porting request. If you are not sure what the main billing number is then please contact the number provider.

**Please enter the main billing number. \***

Please enter the main billing number you wish to port. We can only accept one main billing number per submitted form.

01616602350



### Please enter the main billing number's registered address.

Packnet require the address that the number is registered against. For PSTN/Fixed Lines this is usually be the "installation address" (i.e. the address where your telephone line is physically located). For VoIP numbers, this is usually the address registered against the number upon purchase. Please check with the number provider if you are not sure.

#### Please enter the main billing number's registered address. \*

Packnet require the address that your numbers are registered against. For PSTN/Fixed Lines, the installation address is required.

Duplex 2, Ducie House, 37 Ducie Street, Manchester

### Please enter the main billing number's registered postcode.

Use this field to enter the main billing number's registered postcode. This information is requested in a separate field because carriers often reject ports based on the postcode supplied in the porting request. For that reason, you must ensure the postcode supplied is correct. Please check with the number provider if you are not sure.

#### Please enter the main billing number's registered postcode. \*

Please ensure this information is correct, most rejected ports are rejected based on the postcode.

M1 2JW

### Please enter the account holder.

Use this field to enter the account holder as it appears on any relevant telecoms bills, or as it appears on record with the number provider.

#### Please enter the account holder. \*

This is usually the name appearing on any relevant telecom bills.

Mr. Callum Douglas-Byrnes

## Please select the billing provider.

Use this field to select your billing provider from a list of popular providers. If your billing provider is not in the list then select "Other..." and enter your billing provider's company name in the text field.

### Please select the billing provider. \*

If the billing provider is not listed below, please select "Other..." and enter the billing provider in the text field.

☒ British Telecom (BT)

☐ 8x8

☐ Chess Telecom

☐ Daisy Communications

☐ Gamma

☐ Gradwell

☐ Simwood

☐ Sky

☐ TalkTalk

☐ Virgin Media

☐ Vodafone

☐ Other: \_\_\_\_\_

## Please select the communications provider.

Use this field to select your communications provider from a list of popular providers.

We are not attempting to confuse you by asking this question. Based on the input we should get a good idea of if a port is "Subsequent" (has been ported away from original owner) or "Standard".

An example where the billing provider and the communications provider are different would be: You pay your bills to Company A (billing provider), but Company A resell BT (communications provider). Please check with the number provider if you are not sure.

### Please select the communications provider. \*

An example where the billing provider and the communications provider are different would be: You pay your bills to Company A (billing provider), but Company A resell BT (communications provider).

- ☒ Same as billing provider
- ☐ British Telecom (BT)
- ☐ 8x8
- ☐ Chess Telecom
- ☐ Daisy Communications
- ☐ Gamma
- ☐ Gradwell
- ☐ Simwood
- ☐ Sky
- ☐ TalkTalk
- ☐ Virgin Media
- ☐ Vodafone
- ☐ Other: \_\_\_\_\_

## Please select the main billing number line type.

Use this field to let us know if your number is either “Single Line” or “Multi Line”.

A multi line number can handle multiple simultaneous calls, whereas single lines can only handle one call at any time.

Features that suggest a number is multi line include (not limited to): ISDN, feature line, PBX/VoIP. Please check with the number provider if you are not sure.

### Please select the main billing number line type. \*

A multi line number can handle multiple simultaneous calls, whereas single lines can only handle one call at any time. Features that suggest a number is multi line include (not limited to): ISDN, feature line, PBX/VoIP. If you are unsure, please contact the number provider.

☐ Single line

☒ Multi line

## Section 3

### Follow up Question - Multi Line Number Port

In this section

- Attached numbers or number ranges

Section 3 of the UK Geographic Number Porting form is only available if “Multi Line” was selected for “Please select the main billing number line type.” If you land on this section in error, simply press the back button to be taken back to the previous question.

The UK porting process requires that all attached number(s) and/or number range(s) must be included in any porting request. You may terminate any unused numbers after the number port completes.

#### Please enter any attached numbers or number ranges.

Use this field to tell us your main billing number’s attached numbers or number ranges.

To avoid any formatting errors in our data collection, please separate any numbers or number ranges by a line break where possible. Alternatively, use spaces and commas, or spaces and dashes, for an inclusive number range.

For example, if you have a 25 number DDI range and five non-sequential numbers attached, you enter:

01616602351 - 01616602376,  
01616602380,  
01616602385,  
01616602390,  
01616602395,  
01616602400.

**NB: Line breaks are supported in this form by pressing the enter key.**

**Please enter any attached numbers or number ranges. \***

01616602351 - 01616602376,  
01616602380,  
01616602385,  
01616602390,  
01616602395,  
01616602400.

## Section 4

### Number Information

In this section

- Features on the line
- Broadband on the line
- Preferred porting date

Please detail any numbers that have any of the following associated to them: an open order, line features, BT Red Care.

Use this field to tell us if any numbers have an open order, line features or BT Red Care on the line.

This question is only relevant for fixed line/PSTN numbers so you can leave this question blank if you are porting a VoIP number.

We ask this question because:

- It is not possible to port a number if there is an open order on the line.
- A number port can be delayed if a number has features or BT Red Care present on the line
- Porting a number with any of the aforementioned services will cease them.

**Please detail any numbers that have any of the following associated to them: an open order, line features, BT Red Care.**

Specify the number and the relevant information (e.g. 01616602351 - Caller ID, 01616602352 - BT Red Care). Examples of line features include caller ID and call barring. Leave blank if not applicable.

01616602350 - Caller ID

01616602358 - BT Red Care

01616602359 - 1471

01616602360 - Open order for Call Barring

## Please specify any numbers with broadband active on the line.

Use this field to tell us if any numbers have an active broadband service on the line.

Remember that if you port a number any and all active services on that line will be ceased, including broadband.

### Please specify any numbers with broadband active on the line.

Any broadband services will be terminated when the port completes. Leave blank if not applicable.

01616602359

## Please select your preferred porting date.

Use this date field to select a preferred porting date using the inbuilt calendar.

We accept dates in DD/MM/YYYY format, you can also use the drop down arrow to utilise the calendar function and select a date from there.

Note that due to porting lead times we may not always be able to action the port on your preferred date. Lead times for porting requests start at five business days for a standard one number single line port. Multi line and multi number ports can take longer.

### Please select your preferred porting date.

Lead times for a porting request start at five business days. Your preferred porting date may not be available but we will do whatever we can to secure a date as close to it as possible.

Date

01/01/2018



## Section 5

### Invoicing Requirements

In this section

- Specify if Packnet should invoice your customer
- Confirmation that customer account is created
- Confirmation that relevant services are enabled

**Please select if Packnet should invoice the customer on your behalf.**

Use this field to tell us if Packnet should invoice your account only, or your customer too. If you have instructed us to invoice your customer, then you should ensure the questions that follow are answered.

**Please select if Packnet should invoice the customer on your behalf. \***

- ☐ Please invoice my reseller account only.
- ☒ Please invoice my customer on my behalf.

**Please enter the customer account name as it appears in Metis.**

Use this field to tell us your customer's account name as it appears in Metis. This field makes our job easier.

**Please enter the customer account name as it appears in Metis.**

\*

We require that the customer account is created in Metis prior to any port submission.

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**Please confirm all relevant service charges are enabled.**

The services must be enabled if you want Packnet to invoice your customer when the port completes.



**Please confirm all relevant service charges are enabled for the customer's account.**

Please tick all service charges that are present on the customer's account. They are required for invoicing once the port completes. Skip this question if you selected "Please invoice my reseller account only."

- ☒ Number Porting Single Line
- ☒ Number Porting Multi Line Multi Number
- ☒ Number Porting Multi Line Single Number
- ☒ Number Porting Date Change
- ☒ Number Porting Cancellation
- ☒ Number Porting Rejection Charge

## Section 6

### Dial Plans and Additional Information

In this section

- Request dial plan assistance
- Correspondence email address

Please confirm if you would like Packnet to contact you and assist in any dial plan creation.

Use this field to tell us if you wish to be contacted in relation to your customer's inbound and outbound routing requirements. A member of our helpful staff will contact you via email or phone to discuss.

Please confirm if you would like Packnet to contact you and assist in any dial plan creation.

- ☒ I would like help creating my customer's dial plans.
- ☐ I don't require any help, thank you!

Please enter an email address for any correspondence relating to this porting request.

Use this field to specify an email address we use for any email correspondence relating to your porting request (porting confirmations, clarifications etc.) A copy of the filled out form will still be sent to the email address entered at the beginning of the form.

Please enter an email address for any correspondence relating to this porting request. \*

porting@pack-net.co.uk

Form submission.

Tick the box to confirm all information entered on the form is correct to the best of your knowledge.

### Form submission. \*

- ☒ By checking this box you confirm that all submitted information is correct to the best of your knowledge.

## Confirmation page

Finally, you will be presented with this page. Check your inbox for a copy of the filled out form.

# Reseller UK Geographic Number Porting Form

Thank you for filling out Packnet Geographic Number Porting Form.

A copy of the completed form has been sent to the email address supplied by you.

A member of the porting team will be in touch shortly to discuss your porting request.

You can contact the porting team on 0161 660 2350 (opt. 1) or by email at [porting@packnet.co.uk](mailto:porting@packnet.co.uk).

[Edit your response](#)

[Submit another response](#)