



## Number Porting

Easily keep you existing phone numbers by moving them to HTL Support.

### Geographic Number Porting Charges

Set Administration Fee Charges	Charge ex VAT
Single Line	£15.00
Multi-Line	£25.00
Multi-Line with DDI block of up to 10	£55.00
Multi-Line with DDI block of 11 or more	£110.00

### Who we can port from

We can currently port non-geographic numbers over from the following companies:

- BT (G)\*
- Cable & Wireless (Ex-Energis)
- Your Communications
- Virgin Media (NTL) (G)\*
- Virgin Media (Telewest) (G)\*
- Cable and Wireless (G)\*
- Thus (Your Comms) (G)\*
- Inclarity (G)\* Only
- Telephony Services (Gradwell) (G)\*
- Viatel (UK) Ltd (G)\* Only
- Magrathea (G)\*
- Global Crossing (G)\*
- KComms/Affinity
- Colt Telecom (G)\*
- Spitfire (G)\* Only
- Verizon (G)\*
- Voxbone (G)\* Only
- Storacall (X-On) (G)\* Only

\*(G) We can port Geographic numbers from these companies.

### Number Porting Lead Times

Installation type - Minimum Order Lead-time	Lead-time in working days
Single Line	7
Single Lines with greater than 10 Lines porting at same installation / time	17
PBX 10 lines or less	10
PBX 11 lines or greater (or a Centrex site)	20
Simple DDI	20
Complex DDI (or a multisite full/partial VPN)	25
ISDN 10 lines or less	10
ISDN 11 lines or greater	20

Note: The Lead Time for number Porting will vary according to the line type. The Lead time is dictated by industry process and therefore cannot be bypassed. It allows the Losing Communication Provider (LCP) and Gaining Communications Provider (GCP) time to validate and prepare for the port. A confirmed port date will be provided by HTL Support on receipt of a successful and validated request. Subsequent, complex or mixed operator ports will further extend the lead time beyond those estimations below which relate to standard (non subsequent) ports.

The Lead Times specified below are minimum Lead Times and are dependent on HTL Support receiving the full and correct information to initiate the port with the Losing Communications Provider (LCP).

## Penalty Charges

Error Code	Description	Examples	Change ex VAT
1	Order rejected by B.T	Missing or incorrect information. Remote call forwarding. Information repeatedly provided.	£15
2	Porting Date Changed	Customer site not ready	£15
3	Cancellation of porting	Cancelling port after confirmed by B.T	£15
4	Order times out	Order rejected and customer asked to provide accurate information but fails to do in correct time frame.	£15

For a free consultation or to discuss your requirements, please contact us at 02070936000