



How to complete the Keep My Number porting form

This document is designed to help you understand the porting process and provide us with the right information. We will try to submit the most accurate porting request to your current service provider but please be aware that we are not legally permitted to ask them for information about the installation and we are relying on the information that you supply here.

Any fields incomplete or inaccurate may delay the porting and in some circumstances may incur a resubmission fee of £20 excluding VAT (e.g. incorrect address information, date changes, cancellation) which will show up as an additional invoice. Please phone 01225 800 870 or email porting@gradwell.com if you have queries about the process. It can often be useful to spend a little time clarifying the details at the outset rather than run the risk of rejections and additional charges.

When you have completed the form please either fax it to 01225 800 801 or scan and email it to porting@gradwell.com, along with a bill from your current service provider. Occasionally we may need to ask customers for an additional signature depending on the requirements of the service provider. We will forward the relevant forms if necessary.

Once we have submitted your request we will send you a confirmatory email. If you do not receive this within a day or so then please contact us to make sure we have received the request. We will also inform you as soon as the port is accepted by your current provider to confirm the date of porting and arrange the service to be set up on the ported number. If the port is rejected for any reason we will contact you to let you know why and to ask for any additional information we may need. We will also inform you when the port is completed.

Customer information

Contact name – Registered customer name as on your current provider's system.

Company name - Registered company name as on your current provider's system, if applicable

Gradwell account email address – If you are an existing Gradwell customer please give the email address associated with your account. New customers can set up an account by choosing one of our business phone services at www.gradwell.com/phoneservices.

Contact email address - The porting procedure can sometimes take a little while and we like to keep customers informed of progress. Please give an email address where we can correspond with you (if different from your account address).

Contact telephone number – It is sometimes useful for us to discuss ports directly with customers by phone. Please supply a landline or mobile number if possible (this may be the same or different from the number to be ported).

Installation address

Some BT customers have a number that is forwarded from an exchange in another area – this is known as Call Forwarding. This is different from Call Diversion which is activated on the line as opposed to the number. If you have such a line then please give us the name of the exchange as we will need to submit the exchange postcode to BT.

Otherwise, please give the address where the number to be ported is currently in use, as this is the address we will need to submit to your current provider. If you are moving the number to a different address details can be given at the end of the form. Please ensure in particular that you supply the correct postcode since this is used by some providers as a reference and they cannot process the request without it.

Please note also that in some circumstances the address of the installation may be different from the one on the bill. If it doubt please check with your current provider.

About your current installation

It is important to complete this section correctly as these are the details we will submit to your current provider and we cannot normally check with them.

Name of Service Provider - We can normally port numbers that originate with BT, even if BT is not your current provider. We recently reached an agreement to port Virgin Media numbers (geographic only) and we can also port numbers from other VoIP providers. At present we cannot port numbers that originate with other providers but we are gradually increasing our range.

Account number – This is the account number relating to the number you wish to port. For BT customers it should normally look like: LN 1234 5678. If you are being billed by another provider (although originally a service with BT) we may need to know the BT Wholesale account number. This should be provided by the provider.

Type of line – Please complete this section carefully as multiline installations are processed differently from single lines. If you have a PBX system, ISDN line, DDI range or Feature Line you should specify it here.

Number of lines – If your installation is not a single line we will need to know the number of lines currently in use. If there are more than 10 lines you must complete a separate Capacity Planning Form which can be found on the website.

Numbers to be ported

Please give details of the main billing number and any other associated numbers you wish to port. Normally the main billing number must be ported and we will need a copy of a bill from your current provider confirming your ownership of the number. You can specify DDI ranges here (e.g. 020 1234 5000-5099). If you need more space please use the 'Additional Information' section at the end of the document.

Numbers to be ceased

Please give details of any numbers associated with the installation that you do not wish to port. You will normally be required to cease all such numbers - for example you cannot port over some numbers from a DDI range and keep the rest with your current provider. If in doubt, please check with your current provider. If you do not provide details of all associated numbers it may delay the port request.

If you decide to port over the whole DDI range and only require to activate specific numbers from the range, you can do so. We will leave the numbers you don't require dormant and only charge for the numbers you require to be kept live with Gradwell. You could decide to reserve particular numbers for £0.50 monthly line rental (excluding VAT) to activate at a later date.

Porting date required

Below are details on processing times for different types of numbers to be ported. Please note that these times may vary dependent on how many port requests are being processed at the time. We cannot port on weekends.

- 1 single line request = 10 working days
- Up to 10 single lines = 20 working days
- PBX 10 lines or less = 14 working days

- PBX 11 or more (or a Centrex site) = 22 working days
- Simple DDI = 22 working days
- Complex DDI = 27 working days
- ISDN 10 lines or less = 14 working days
- ISDN 11 lines or more = 27 working days

If you don't have a specific date simply state 'ASAP'. If you specify a specific date this will have to be negotiated with your current provider and they will state the nearest possible date. If they provide a specific date you are not happy with Gradwell can request a new date. Once your port request is accepted we will provide you with a date for port completion. Ports are normally completed between 10am and 1pm on the day of porting.

Customer authorisation

For all ports a signed Letter of Authority from the customer is required. Normally a signature on this form will be sufficient. Occasionally we may require customers to complete a separate Letter of Authority form which we will send to you if necessary.

Directory enquiries

If you wish to maintain your existing Directory Enquiries entry, please let us know here.

Additional information

Please also use this section for any other information or if you are moving to a different address from your existing installation and want us to know your new address.