futurevoice

NUMBER

Porting Guide

Correct as of March 2024

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Introduction & Summary

When you port a number, you transfer an existing phone number from one telco provider to another. The process allows you to switch providers while keeping all your same phone numbers.

Whether you want to port mobile numbers, your business landlines, international phone numbers or even freephone numbers and inbound services, number porting allows you to easily transfer an existing phone number from one provider to another in a few steps.

This document is correct as of February 2024. Porting is controlled and managed by legislation within the country concerned own domain.

This document is designed to give you an overview of the different countries requirements and local document needs such as a The SIRET number is mandatory on the LOA in France and a PIN number in the USA.

Porting Guide EMEA and South Africa

Requirements

COUNTRY	LOCAL ADDRESS REQUIREMENTS	HAND SIGNED & DOCUSIGN ACCEPTED
Austria	Match area code of porting numbers	Yes
Belgium	Match area code of porting numbers	Only hand-signed
Bulgaria	Match area code of porting numbers	Only hand-signed
Croatia	Match area code of porting numbers	Yes
Cyprus	Match area code of porting numbers	Only hand-signed
Czech Republic	Match area code of porting numbers	Yes
Denmark	Match area code of porting numbers	Yes
Estonia	Match area code of porting numbers	Yes
Finland	Match area code of porting numbers	Yes
France	Address in France	Yes
Germany	Match area code of porting numbers	Only hand-signed
Greece	Match area code of porting numbers	Yes
Hungary	Match area code of porting numbers	Yes
Ireland	Match area code of porting numbers	Yes
Israel	Match area code of porting numbers	Yes
Italy	Match area code of porting numbers	Yes

Continued...

COUNTRY	LOCAL ADDRESS REQUIREMENTS	HAND SIGNED & DOCUSIGN ACCEPTED
Latvia	Address in Latvia	Only hand-signed
Lithuania	Match area code of porting numbers	Yes
Luxembourg	Match area code of porting numbers	Yes
Netherlands	Match area code of porting numbers	Yes
Norway	Match area code of porting numbers	Yes
Poland	Address in Poland (Match area code of porting numbers)	Only hand-signed
Portugal	Match area code of porting numbers	Yes
Romania	Match area code of porting numbers	Yes
Slovakia	Match area code of porting numbers	Yes
Slovenia	Address in France	Yes
South Africa	Match area code of porting numbers	Only hand-signed
Spain	Match area code of porting numbers	Yes
Sweden	Address in Sweden (Match area code of porting numbers)	Only hand-signed
Switzerland	Match area code of porting numbers	Yes
United Kingdom	Address in UK (Match losing carrier records)	Yes

Additional requirements / documents

Austria

- Local address on the LOA must match the area code of the porting numbers.
- Proof of address and proof of ID are required.
- Valid proof of ID are as follows:

For individual end users:
- A copy of an ID card or passport.

For business end users:
- A copy of the ID card / passport of an authorized representative.
- A copy of the business registration.
- A valid proof of address is proof of telecom services at the location of the end user.

Belgium

If your local telephone numbers are currently provided by a reseller, please ask your reseller to let you know the losing carrier name in Belgium to help speed up the number transfer process.

VAT number is required for porting.

Bulgaria

DDI blocks/ranges cannot be split and must be ported as full. Please speak to your current supplier for your full allocation of physical numbers.

Mandatory requirements:
- Copy of bill
- Should be present in the LOA:
- UIC (Unified Identification Code)
- Company Stamp

Croatia

Required company documents:
- Copy of Court Registration
- Copy of legal representative's photo ID
- Required residential documents:
- Copy of end user's photo ID

Other requirements:
- OIB (VAT) number of the end user is compulsory.

Cyprus

Number portability is available only for legal entities based in Cyprus.
Please complete all fields in the LOA.

PAC code is always required. If the PAC code is not visible on the invoice from your losing supplier, please contact them to obtain this:

Official confirmation of porting is usually received from the losing supplier one to two business days before the port date.

Proof of ID:
Required company documents:
- Copy of 'Certificate of Directors and Secretary of the company'
- Copy of 'Certificate of Incorporation'
- Copy of legal representative's photo ID

Required residential documents:
- Copy of end user's photo ID

Czech Republic

DDI blocks/ranges of numbers cannot be split by the losing carrier and therefore, must be ported in full. Please contact your current phone provider for your full allocation of numbers.

Denmark

For Business customers: Please copy the LOA onto your business letter headed paper.

Estonia

LOA template must include a local address. If a company, a business number is required.

France

If your local telephone numbers are currently provided by a reseller, please ask your reseller to let you know the losing carrier name in France to help speed up the number transfer process.

Notes:
- RIO code is required for all porting numbers.
- Copy of telephone bill dated within last 3 months is required.

If the end user is an individual:
- You will need to provide a copy of ID and proof of address.
- Valid ID can be:
- National ID card
- Passport

For a business end user:
- The SIRET number is mandatory on the LOA.
- An Enterprise Registration Certificate / Business Registration document, such as a Kbis or INSEE document, which must be dated within the last 3 months.
- If the relevant address is not stated on this document, you will need to provide a valid proof of address*.

***Valid proof of address can be:**
- A third-party issued monthly bank statement issued within the last six months.
- Any public utility bills such as gas or electric (showing regular use of services) that was issued in the last six months.
- A government document issued in the last year.

Germany

Porting is supported for business customers only. You must have a business registered in Germany with supporting documentation and a local address.

DDI blocks/ranges of numbers cannot be split by the losing carrier and therefore, must be ported in full. Please speak to your current phone provider for your full allocation of physical numbers.

A recent copy of your telephone bill is required (dated within the last 3 months).

Requirements for porting LOA:
- Local address on the LOA must match the area code of the porting numbers.
- LOA must be hand/wet signed. Electronic signatures are not accepted.
- Company stamp is mandatory on the LOA.
- If your numbers are currently provided by a reseller, please ask your reseller to let you know the losing carrier name in Germany as this is the supplier's name that will need to be noted on the LOA.
- Please use one LOA for single numbers and one LOA per DDI block. You cannot mix single numbers and DDI blocks on the same LOA.

Mandatory supporting documentation:
To validate a submission, we will need a copy of the following documents from you: The ID of an authorised representative of the company* (see list of Valid proofs of ID below). And one of the following:
- Handelsregisterauszug (Germany Commercial Extract)
- Bescheinigung der Gewerbeanzeige (German Trade License).
- GewA1/GewA2 forms are acceptable if the form is stamped and signed by the authority.

Additional proof of address:

- The local address on your business document must be in the same area code as the porting numbers.
- If the address does not match, we will accept a recent utility bill (gas or electric) to support your business registration documents. This additional proof of address must be dated within the last 3 months.
- Please note that we do not accept "Urkundenrolle" (notary's register form/notary deed), office rental agreements, or invoices.

***Valid proofs of ID are as follows:**

- Government issued ID from any country (Passport/National ID Card/Driving License ID Card)
- We accept residence permits.
- Age of 18 years and over.
- The ID must be of the representative named on the business registration or the ID of an authorized representative along with a document linking the authorized representative to the business must be provided.
- If the individual is not listed on one of the above documents, we would need to receive, in addition, a document that links the individual to the company such as a letter with the company letterhead confirming that he/she is the authorised rep resentative for the company and signed by their management or HR.

Greece

Proof of ownership of the porting numbers is required to port numbers in Greece along with the required documentation as detailed below.

For all customers:

• An invoice from the losing carrier that clearly lists all the porting numbers. If the invoice does not list all the numbers, please also obtain the attestation as described below.

or

• An attestation from the losing carrier stating the end user mentioned on the porting LOA owns all the numbers that the end user wishes to port.

Required company documents:

• Company Registration Certificate
• Copy of LOA signatory's photo ID/Passport

Required residential documents:

• Copy of end user's photo ID/Passport

Ireland

A local address that matches the area code of the porting numbers is required. You can enter the billing address in the top right of the LOA under Address as shown on the most recent bill from the telecommunications supplier. Please ensure the required local address, including Eircode, is added next to the porting numbers or in your email to Future Voice and Data porting team.

For multiple site/area code porting, please ensure the corresponding address is noted alongside the porting numbers. You can use an additional sheet if required.

Israel

Please complete and sign the LOA, once we receive this from you along with your supporting documentation, we will send this to our supplier to carry out a number portability check prior to submitting the port request to the losing carrier. If numbers can be ported, we will advise you of the estimated port date.

For all customers:
Please provide us with your local address ensuring the address matches the area code of the porting numbers.

Please complete sections C and E.

LOA can be hand/wet signed or electronically signed using DocuSign, or Adobe.

LOA to be dated within the last 3 months (dd/mm/yy format).

Copy of recent telephone bill is required, if possible, this should list the porting numbers.

If the telephone bill does not list the porting telephone numbers, then additional proof of ownership of the numbers is required.

Proof of ownership can be any document/correspondence with the losing carrier that lists the porting telephone numbers and proves a connection between the number and the owner of the line.

Some customers ask their current supplier for an email that lists the numbers that are to be ported and confirms that the customer owns them.

Proof of ownership must be dated within the last 3 months (dd/mm/yy format).

If you own a DDI block of numbers with the losing carrier but do not wish to port in the entire block, you can ask your current supplier to split the block for you. Once this has been completed, you can submit your number porting request to Phone number porting team.

If the end user is an individual:
Proof of ID is required for individual end users only. Suitable forms of proof can be a passport, National ID card or driving license.

Italy

Note: Port requests cannot be altered (cancelled/changed) once accepted.

The LOA must be signed and stamped in both places, without this the LOA cannot be accepted for porting.

One LOA per area code of numbers.

DDI blocks / ranges cannot be split and must be ported in full. Ranges can only be in blocks of 10, 100 or 1000 numbers. If in doubt, please clarify your number allocation with your current supplier.

The migration code from the losing supplier is required on all ports and must be noted on the LOA.

The secret code should be at least 13 characters.

Address and ID requirement

If the end user is an individual:
- Name and address
- Birth location and date
- Nationality
- Tax code
- Copy of Passport (proof of the end user identity)

For a business end user:
- Name and address of the company
- VAT number

In addition, the following details of an authorized representative are required:
- Name and address
- Birth location and date
- Nationality
- Tax code
- Copy of Passport (proof of the authorized representative identity)

Latvia

The address on the LOA must be within Latvia.

Numbers will be ported as configured by the losing supplier.

Proof of address is required.

Mandatory documents:
- LOA with address in Latvia
- Copy of latest invoice from losing supplier
- Proof of address within Latvia

Valid proof of address issued in the last 6 months (one of the following):
- Utility bill
- Any government issued document.
- Valid building lease agreement

Lithuania

VAT number and local address are required on the LOA. You may be asked to provide proof of identification.

Required documents:
- Business Registration Certificate
- The address on the LOA must be within Lithuania.
- Completed and signed LOA.
- Copy of recent telephone bill

Luxembourg

The account number is mandatory.

The LOA should note your main billing telephone number only, please contact your current supplier to find out what this is.

If you wish to provision extensions of this main billing number onto your Phone account, please let us know the extensions at the time of submitting your porting request to us. You can do this by listing the numbers in your email or by attaching them on an Excel document.

Norway

Porting is not supported for mobile numbers. Porting is only supported for business customers.

Required documents:

- Company Registration Certificate
- The address on the LOA must match the area code of the porting numbers.
- Completed and signed LOA.
- Copy of recent telephone bill

Poland

- Latest Invoice

Portugal

Once we receive your number porting request, we will send you an additional document that will need to be completed and signed.

Required documents:

- Completed and signed LOA.
- Copy of recent telephone bill
- Copy of Certidão de Registo Comercial (commercial registry certificate)
- Copy of legal representative's photo ID
- Identity document type and the number is mandatory (Passport, ID, NIF, Residence card).

Other requirements:

The signature (or signatures) must be from the person or persons that are legally empowered to sign on behalf of the Company to which the phone numbers were assigned by the Operator.

Romania

The contract number is required.

Required documents:

- Completed and signed LOA.
- Recent telephone bill
- Copy of the LOA signatory's photo ID (Passport)

South Africa

- Number portability checks will be carried out prior to submitting the port to your current carrier.
- The person signing the LOA and requesting the port must be authorised to make changes to the account with your current provider.
- There may be times when the providers advise some numbers as non-portable.
- Porting usually takes an average of 45 days from the day of LOA submission to the losing carrier.

Spain

If your local telephone numbers are currently provided by a reseller, please ask your reseller to let you know the losing carrier name in Spain to help speed up the number transfer process.

United Kingdom

All UK Local numbers are registered to a UK address, if you do not know the address associated with your numbers, please speak to your current service provider for assistance.

Required documents for Local numbers:

- LOA is required.
- Please sign each page of the LOA
- Copy of recent telephone bill is required (dated within the last 3 months)

Required documents for 03 UK-wide numbers:

- We can port 03 numbers with the following prefixes only: 0330, 0333, 0300, 0303.
- LOA is required.
- Please sign each page of the LOA
- Copy of recent telephone bill is required (dated within the last 3 months)
- Please use the appropriate LOA for each number type (one LOA for Local numbers, one LOA for 03 UK-wide numbers, and one LOA for Freephone numbers).

We can accept hand/wet signed or electronically signed using DocuSign, or Adobe.

Lead times

Lead times for all EMEA ports are dependent on the regulatory requirements in the country of port and the responsiveness of the suppliers in the chain. The process is also dependent on the accuracy of the information provided. We will always keep you advised of progress.

Note: On the day of transfer, you will experience some loss of service to incoming calls during the port activation window while the numbers are being ported from the losing supplier. Porting can take place sooner or later than the lead times quoted.

United Kingdom

Porting in the UK takes an average of 30 business days, we can port sooner or later than this.

South Africa

Porting usually takes an average of 45 days from the day of LOA submission to the losing carrier.

EMEA

Average lead time is 30 to 60 business days. This may also depend on any contractual obligations with your losing provider. We can port sooner or later than this.

With all porting, it is advisable to plan and minimise change requests to your port dates to reduce the risk of numbers porting when you are not ready since some countries/ carriers cannot accept date change requests.

Porting Guide APAC

Additional requirements

Singapore

- Only Fixed Line Numbers (+656xx) are portable as per a general rule.
- Signed and stamped LOA must be correctly filled (matching donor's records) and dated within the last 35 working days including the date you submit the porting request.
- If a company stamp is unavailable, provide a company letter with company letter head explaining why the company stamp is not available.
- File a copy of ARCA Business Registration Certificate is required and must be included when requesting a number port.

Note: Unique Entity Number (UEN) or Business Registration Number (BRN) is a 9- or 10-digit identification number that the government issues in Singapore to all entities that operate within the country and must be included when filling out the LOA.

- Partial porting (not porting all your numbers) may be supported but this depends on the agreement between your service provider and yourself, which needs to be arranged before the porting is requested. Because of the local regulations and the way numbers are allocated, porting is rarely supported.
- A target port date when submitting your port request and must be between 20-25 business days from the day you submitted the order.

Note: Your provider will inform you about the port-out activity and will require your approval to proceed.

- We can easily cancel or re-schedule your port request up until the time when the port date has been scheduled. Once a port date has been scheduled cancellation or re-scheduling of port becomes more complex and riskier because the service providers involved may have already begun configuring your phone number. The further we are in the process when you decide to cancel or re-schedule, the less likely it is that we will be able to cancel successfully or re-schedule or re-schedule the port.
- Please let us know at least (5) five working days prior to the scheduled day if you wish to cancel or re-schedule an already accepted port order. Note: This will be a best effort basis only.

Australia

Numbers can be ported in blocks or split up. If your current provider informs us that numbers are in blocks and need to port as such, but you do not want to keep them or add additional licenses for them, let us know five working days before or after the port completes which numbers you would like to keep. The remaining numbers will be returned to the provider and can no longer be retrieved once executed.

Hong Kong

File copy of Hong Kong Business Registration Certificate is required and must be included when requesting a number port.

Notes:

Business Registration Number must be included when filling the LOA.

Signature in the LOA should not be more than 30 days old.

- Partial porting (not porting all your numbers) is not supported.
- We can easily cancel or re-schedule your port request up until the time when the port date has been scheduled. Once a port date has been scheduled, cancellation or re-scheduling of the port becomes more complex and riskier because the service providers involved may have already begun configuring your phone number. The further we are in the process when you decide to cancel or re-schedule, the less likely it is that we will be able to cancel successfully or re-schedule the port.
- Please let us know at least four (4) working days prior to the scheduled day if you wish to cancel or reschedule an already accepted port order. **Note:** This will be on a best-effort basis only.

Time frame

Time frames for all APAC ports are dependent on the regulatory requirements in the country of port and the responsiveness of the suppliers in the chain. The process is also reliant on the accuracy of the information provided. We will always keep you advised as the order progresses.

Note: On the day of transfer, you may experience some loss of service to incoming calls during the port activation window while the numbers are being ported from the old carrier. Porting can take place sooner or later than the lead times quoted.

Singapore

- Porting time frame may take up to 20 business days.
- Porting activation starts at a fixed time window Monday to Friday 2–4pm SGT (porting window is 0–2 hours but can be extended depending on

Australia

- Porting time frame may take up to 10 weeks (dependent on order quantity and complexity).
- Porting activation starts at a fixed time window Monday to Friday (porting window is 1 hour but can be extended depending on complexity).
- Simple Port (CAT-A) - 10:00-11:00am Sydney
- Complex Port (CAT-C) - Timeslots provided upon port confirmation.

New Zealand

- Porting time frame may take up to 15 business days (dependent on order quantity and complexity).
- Porting activation starts at a fixed time window Monday to Friday 10:00-11:00am Local Time (porting window is 1 hour but can be extended depending on complexity).

Hong Kong

- Porting time frame may take up to 30 business days (dependent on order quantity and complexity).
- Porting activation time will be provided upon port confirmation and will follow Local time only from Monday to Friday (porting window is 2 hours but can be extended depending on complexity).

Porting Guide USA, Canada, Puerto Rico

- Account owner or admin permissions
- Completed the phone setup.
- You will need to provide the following information:
- Your account number from your current carrier (if applicable)
- If it is a wireless number, your 4-digit PIN number (required for all wireless ports)