|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | | | | | |  |  | |
|  | **Non-Geographic Number Portability - Porting Failure Form** | | | | | | **PF** |  | |
|  | **URGENT** | | | | | | | |  |
|  |  |  | | | | | |  | |
|  |  | | **Failure to Port Number:** | |  | | |  | |
|  |  | Name of Communications Provider: | | |  | | |  | |
|  |  | Number Portability Prefix Code: | | |  | | |  | |
|  |  | Name of Contact: | | |  | | |  | |
|  |  | Contact Telephone Number: | | |  | | |  | |
|  |  | Contact E-mail Address / Facsimile Number: | | |  | | |  | |
|  |  |  | | |  | | |  | |
|  | **P****art A - Porting Failure Notification** | | | | | | |  | |
|  | Please check the network translation has been prefixed correctly, and amend if necessary.  Please retain the Customer Call Routing Plan for the number given above, pending investigation of Porting Failure. | | | | | | |  | |
|  |  | Name: | | |  | | |  | |
|  |  | Date/Time: | | |  | | |  | |
|  | **Customer without service! Response required within one hour.** | | | | | | |  | |
|  | **Range Holder Response -** The Porting Failure Notification detailed in Part A of this form is accepted by the Range Holder, and the porting translation has been checked and confirmed as indicated. | | | | | | |  | |
|  |  | Translation is correct: | | Translation has been corrected: | |  | |  | |
|  |  | Name: | | |  | | |  | |
|  |  | Date/Time: | | |  | | |  | |
|  |  | Comment | | | | | |  | |
|  |  | | | | | | |  | |
|  | **Part B – Emergency Restoration Request** | | | | | | |  | |
|  | Please revert to the original Customer Call Routing Plan for the number given above. A Change or Cancel order will follow within five working days, to agree a new porting date or to cancel the order. | | | | | | |  | |
|  |  | Name: | | |  | | |  | |
|  |  | Date/Time: | | |  | | |  | |
|  | **Customer without service! Response required within one hour.** | | | | | | |  | |
|  | **Range Holder Response** - The Emergency Restoration Request detailed in Part B above is accepted by the Range Holder, and the original Customer Call Routing Plan has been restored. | | | | | | |  | |
|  |  | Name: | | |  | | |  | |
|  |  | Date/Time Restoration was completed: | | |  | | |  | |
|  |  | Reason for failure: | | |  | | |  | |
|  | **Losing Communications Providers Response (Subsequent porting only)** – The LCP has noted the Emergency Restoration Request detailed in Part B above, and has restored the original Customer Call Routing Plan. | | | | | | |  | |
|  |  | Name: | | |  | | |  | |
|  |  | Date/Time Restoration was completed: | | |  | | |  | |
|  |  |  | | |  | | |  | |