

Singleton and Wholesale bulk transfers

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Singleton transfers scope



- This is an exceptions process as it is not a regulated number port.
- It is expected that the volumes will be low.
- The industry agreed lead times may not apply.
- The number port process may be used for singleton transfers if:
 - No change of Retailer
 - Same End User
 - Product or technology change initiated by the end customer
- The End Customer/Retailer need to be mindful of any contractual implications.
- The Retailer must ensure that any Directory and Emergency Service Database details are correct.

Single Number Transfer Scenarios



Category 1: Existing Solution Not Right for the End User

- Solution doesn't work (interrupted or poor-quality voice) for End User. Retailer is unable to resolve with Network Operator A. Network Operator B's VoIP offering works slightly different and works better over the specific customer environment.
- End User or CP upgrades CPE and the solution provided by Network Operator A doesn't work, but solution tested from Network Operator B does work.
- End User requires different solution or features that Network Operator A doesn't support, but Network Operator B does support. (IVR, Call Queuing, voice mail for example).
- End User was sold a service that didn't work as expected and the only option is to move to Network Operator B.
- CP wants to move the number as they are unhappy with Service or SLA with Network Operator A.
- Product with Network Operator A is at end of life and therefore needs to be moved.

Single Number Transfer Scenarios



Category 2: Commercial Reasons

- Network Operator A is no longer the most cost effective and the End User is out of contract and wants a better deal or will move retailer.
- Often, in these scenarios the End User has had a quote from another Retailer selling the same solution that Network Operator B can provide. Retailers only option is to move the number/service.
- Retailer wants to make a costs saving and wants to move the number from Network Operator A to Network Operator B to increase profit, or make up for lost profit elsewhere (i.e., free calls).
- Retailer wants to move the service because of an unresolvable commercial dispute.

Wholesale bulk transfers



- This is an exceptions process as this is not end user initiated and therefore not a regulated number port.
- This process is for a Retailer who is with Wholesaler A and wants to move their service to Wholesaler B.
- **This has to be agreed bilaterally with the service provider i.e. the person doing the porting. Things to agree include a forecast (to avoid impact on BAU porting), commercials, process, lead times (standard lead times may not apply), etc.**
- Transfers are preferably via an agreed back office process which may require a template to be completed. The number port process may be considered with prior agreement for lower volumes transfers.
- The Retailer needs to be mindful of any contractual implications.
- The Retailer must ensure that any Directory and Emergency Service Database details are correct.

END