

SIP Trunking

Port a number

Company name

Contact name

Email address

Contact number

SIP endpoint reference (optional)

SIP endpoint site location

Instructions:

This CRF (customer request form) is submitted to unifyorderfulfilment@o2.com

All customer request forms are available at www.o2.co.uk/business/sip-trunking

This CRF is for porting an existing customer number or number range to an active SIP Trunking endpoint

The following information will be required to complete this CRF.

1. Terminating SIP endpoint reference, if available
2. Digitally Signed letter of authority [LOA](#)
3. Main billing number of the DDI range (indicated on your current bill)
4. Confirmation of your current supplier (LCP) losing communication provider
5. Confirmation of no associated products e.g Redcare
6. Port requested date and timeslot
7. 999 details for the DDI range,
 - Address location for the DDI range (indicated on your current bill)
 - Contact details (please include a 24*7 contact where possible. for example building security).
8. Porting numbers from an existing ISDN30/2 service, please include all ranges that will remain on the ISDN30. Please note ranges can only remain active on ISDN30/2 if the main billing number is not ported.
9. All porting charges can be viewed from the following [location](#)

Notes:

- Porting timescales can be viewed in the [product handbook](#).
- When the default CLI is enabled the first number in the range will be used as the CLI presentation for all outbound calls. Outbound calls with an incorrect CLI format will use the default CLI specified.
- Only one default CLI can be defined to the SIP Endpoint environment.

SIP Trunking

Port a number

Porting range 1

Port start number

Port end number

Losing communication provider (LCP)

Default CLI (please see front page notes) (LCP) is your current provider for voice services.

Signed letter of authority Please complete
009_Letter of Authority.

Number type

Line type

Main billing number

Do you wish to port the main billing number?

Do you have any associated products?

Current DDI termination

For ISDN30/2 terminations please list the DDI ranges remaining after the number port.

BT lines use the main billing number as the outgoing CLI (caller line identity).

Associated products e.g Redcare, Featureline, Call sign, Payphone, Remote call forwarding and change number interception

Port date and time

Port request date

Time slot

Out of hours time slot

Single line timeslots: 8am, 9am, 10am, 11am and 12 noon
Multi line timeslots: 09:00 -12:00, 10:00 -13:00, 11:00 -14:00 and 12:00 -15:00

Please note: Out of hours (OOH) ports are available as special request only and are subject to the availability of resources within O₂. O₂ must first check on availability prior to accepting OOH port requests, if no OOH resources are available an in-hour port date will be suggested. In addition, customers should be aware that OOH ports introduce a higher risk to the port order an additional porting costs apply.
Weekday: Monday-Friday 1600-2200
Weekend: Saturday 0800-1600

999 records

The 999 contact details should be a 24x7 contact for example the security team.

Contact name

Company name

Street/thoroughfare

Postcode

Tel number

Premises

Town/locality

Country code

SIP Trunking

Port a number

Porting range 2

Port start number Port end number

Losing communication provider (LCP)

Default CLI (please see front page notes) (LCP) is your current provider for voice services.

Signed letter of authority Please complete
009_Letter of Authority.

Number type

Line type

Main billing number

Do you wish to port the main billing number?

Do you have any associated products?

Current DDI termination

For ISDN30/2 terminations please list the DDI ranges remaining after the number port.

BT lines use the main billing number as the outgoing CLI (caller line identity).

Associated products e.g Redcare, Featureline, Call sign, Payphone, Remote call forwarding and change number interception

Port date and time

Port request date

Time slot

Out of hours time slot

Single line timeslots: 8am, 9am, 10am, 11am and 12 noon
Multi line timeslots: 09:00 -12:00, 10:00 -13:00, 11:00 -14:00 and 12:00 -15:00

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Weekday: Monday-Friday 1600-2200
Weekend: Saturday 0800-1600

999 records

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Contact name Tel number

Company name Premises

Street/thoroughfare Town/locality

Postcode Country code

SIP Trunking

Port a number

Porting range 3

Port start number

Port end number

Losing communication provider (LCP)

Default CLI (please see front page notes) (LCP) is your current provider for voice services.

Signed letter of authority Please complete 009_Letter of Authority.

Number type

Line type

Main billing number

Do you wish to port the main billing number?

Do you have any associated products?

Current DDI termination

For ISDN30/2 terminations please list the DDI ranges remaining after the number port.

BT lines use the main billing number as the outgoing CLI (caller line identity).

Associated products e.g Redcare, Featureline, Call sign, Payphone, Remote call forwarding and change number interception

Port date and time

Port request date

Time slot

Out of hours time slot

Single line timeslots: 8am, 9am, 10am, 11am and 12 noon

Multi line timeslots: 09:00 -12:00, 10:00 -13:00, 11:00 -14:00 and 12:00 -15:00

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999 records

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Contact name

Company name

Street/thoroughfare

Postcode

Tel number

Premises

Town/locality

Country code

SIP Trunking

Port a number

Porting range 4

Port start number Port end number

Losing communication provider (LCP)

Default CLI (please see front page notes) (LCP) is your current provider for voice services.

Signed letter of authority Please complete
009_Letter of Authority.

Number type

Line type

Main billing number

Do you wish to port the main billing number?

Do you have any associated products?

Current DDI termination

For ISDN30/2 terminations please list the DDI ranges remaining after the number port.

BT lines use the main billing number as the outgoing CLI (caller line identity).

Associated products e.g Redcare, Featureline, Call sign, Payphone, Remote call forwarding and change number interception

Port date and time

Port request date

Time slot

Out of hours time slot

Single line timeslots: 8am, 9am, 10am, 11am and 12 noon

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999 records

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Contact name Tel number

Company name Premises

Street/thoroughfare Town/locality

Postcode Country code

SIP Trunking

Port a number

Porting range 5

Port start number

Port end number

Losing communication provider (LCP)

Default CLI (please see front page notes) (LCP) is your current provider for voice services.

Signed letter of authority Please complete 009_Letter of Authority.

Number type

Line type

Main billing number

Do you wish to port the main billing number?

Do you have any associated products?

Current DDI termination

For ISDN30/2 terminations please list the DDI ranges remaining after the number port.

BT lines use the main billing number as the outgoing CLI (caller line identity).

Associated products e.g Redcare, Featureline, Call sign, Payphone, Remote call forwarding and change number interception

Port date and time

Port request date

Time slot

Out of hours time slot

Please note: Out of hours (OOH) ports are available as special request only and are subject to the availability of resources within O₂. O₂ must first check on availability prior to accepting OOH port requests, if no OOH resources are available an in-hour port date will be suggested. In addition, customers should be aware that OOH ports introduce a higher risk to the port order an additional porting costs apply.
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999 records

The 999 contact details should be a 24x7 contact for example the security team.

Contact name

Company name

Street/thoroughfare

Postcode

Tel number

Premises

Town/locality

Country code

SIP Trunking

Port a number

Porting range 6

Port start number

Port end number

Losing communication provider (LCP)

Default CLI (please see front page notes) (LCP) is your current provider for voice services.

Signed letter of authority Please complete
009_Letter of Authority.

Number type

Line type

Main billing number

Do you wish to port the main billing number?

Do you have any associated products?

Current DDI termination

For ISDN30/2 terminations please list the DDI ranges remaining after the number port.

BT lines use the main billing number as the outgoing CLI (caller line identity).

Associated products e.g Redcare, Featureline, Call sign, Payphone, Remote call forwarding and change number interception

Port date and time

Port request date

Time slot

Out of hours time slot

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Weekend: Saturday 0800-1600

999 records

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Contact name

Company name

Street/thoroughfare

Postcode

Tel number

Premises

Town/locality

Country code

SIP Trunking

Port a number

Porting range 7

Port start number Port end number

Losing communication provider (LCP)

Default CLI (please see front page notes) (LCP) is your current provider for voice services.

Signed letter of authority Please complete
009_Letter of Authority.

Number type

Line type

Main billing number

Do you wish to port the main billing number?

Do you have any associated products?

Current DDI termination

For ISDN30/2 terminations please list the DDI ranges remaining after the number port.

BT lines use the main billing number as the outgoing CLI (caller line identity).

Associated products e.g Redcare, Featureline, Call sign, Payphone, Remote call forwarding and change number interception

Port date and time

Port request date

Time slot

Out of hours time slot

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Weekday: Monday-Friday 1600-2200
Weekend: Saturday 0800-1600

999 records

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Contact name Tel number

Company name Premises

Street/thoroughfare Town/locality

Postcode Country code

SIP Trunking

Port a number

Porting range 8

Port start number

Port end number

Losing communication provider (LCP)

Default CLI (please see front page notes)

(LCP) is your current provider for voice services.

Signed letter of authority

Please complete
009_Letter of Authority.

Number type

Line type

Main billing number

BT lines use the main billing number as the outgoing CLI (caller line identity).

Do you wish to port the main billing number?

Do you have any associated products?

Associated products e.g Redcare, Featureline, Call sign, Payphone, Remote call forwarding and change number interception

Current DDI termination

For ISDN30/2 terminations please list the DDI ranges remaining after the number port.

Port date and time

Port request date

Time slot

Out of hours time slot

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999 records

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Contact name

Tel number

Company name

Premises

Street/thoroughfare

Town/locality

Postcode

Country code

GB

SIP Trunking

Port a number

Porting range 9

Port start number Port end number

Losing communication provider (LCP)

Default CLI (please see front page notes) (LCP) is your current provider for voice services.

Signed letter of authority Please complete
009_Letter of Authority.

Number type

Line type

Main billing number

Do you wish to port the main billing number?

Do you have any associated products?

Current DDI termination

For ISDN30/2 terminations please list the DDI ranges remaining after the number port.

BT lines use the main billing number as the outgoing CLI (caller line identity).

Associated products e.g Redcare, Featureline, Call sign, Payphone, Remote call forwarding and change number interception

Port date and time

Port request date

Time slot

Out of hours time slot

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999 records

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Contact name Tel number

Company name Premises

Street/thoroughfare Town/locality

Postcode Country code

SIP Trunking

Port a number

Porting range 10

Port start number

Port end number

Losing communication provider (LCP)

Default CLI (please see front page notes) (LCP) is your current provider for voice services.

Signed letter of authority Please complete 009_Letter of Authority.

Number type

Line type

Main billing number

Do you wish to port the main billing number?

Do you have any associated products?

Current DDI termination

For ISDN30/2 terminations please list the DDI ranges remaining after the number port.

BT lines use the main billing number as the outgoing CLI (caller line identity).

Associated products e.g Redcare, Featureline, Call sign, Payphone, Remote call forwarding and change number interception

Port date and time

Port request date

Time slot

Out of hours time slot

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999 records

The 999 contact details should be a 24x7 contact for example the security team.

Contact name

Company name

Street/thoroughfare

Postcode

Tel number

Premises

Town/locality

Country code