Unify Office Number Porting Handbook

September 21st 2022
Issue 2.6

Doing Things Differently
New technologies sometimes require new considerations

On OpenScape it is possible to configure a Co-Trunk connection with a number block which the provider has made available to the customer.

example: DTAG, +49 89 7007 – 0 with a block from 10000-49999

The internal extensions are then assigned their DID's.

With Unify Office this behavior has changed somewhat. Instead of direct dialing, we speak of so-called "Digital Lines" (DL). These are created and assigned to the customers account during the number porting by RingCentral and assigned to a user as part of the implementation.

The DL's will be assigned to the internal extension.
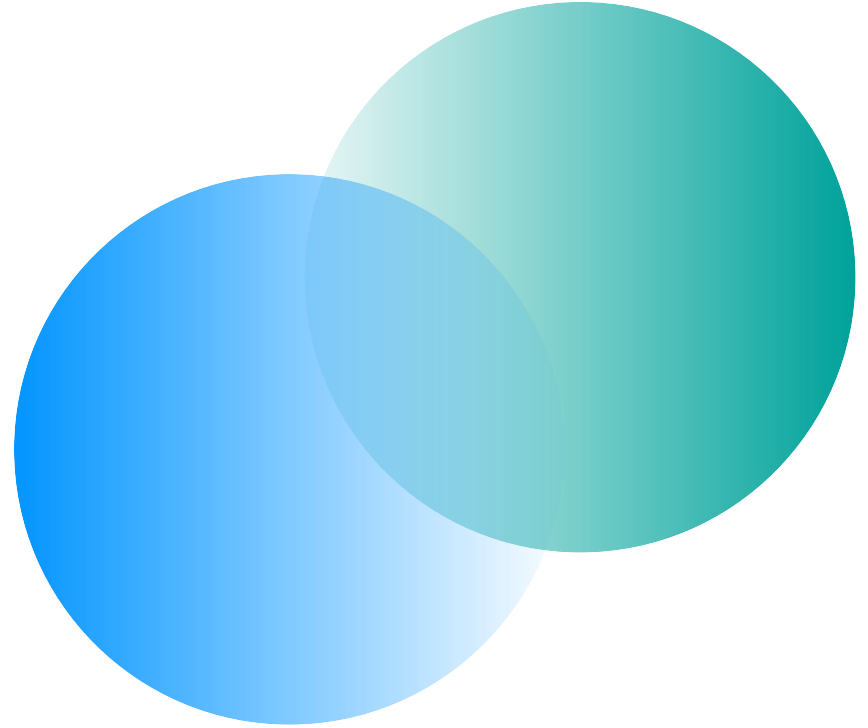
example: DL +4989700720779 → Internal extension 1010

Chapters

01. Porting Existing
Numbers / Ranges

Orientation

- **What is number porting?**

  Customer can re-use existing phone numbers by having them ported from the existing PSTN provider to RC

  Number porting is a complex carrier-to-carrier process operatored by RC

- **What is the role of Atos and our Partners?**

  Before RC can perform the porting magic, a porting plan must be agreed with the customer to determine what's required and the appropriate porting request and authorization forms be filled correctly
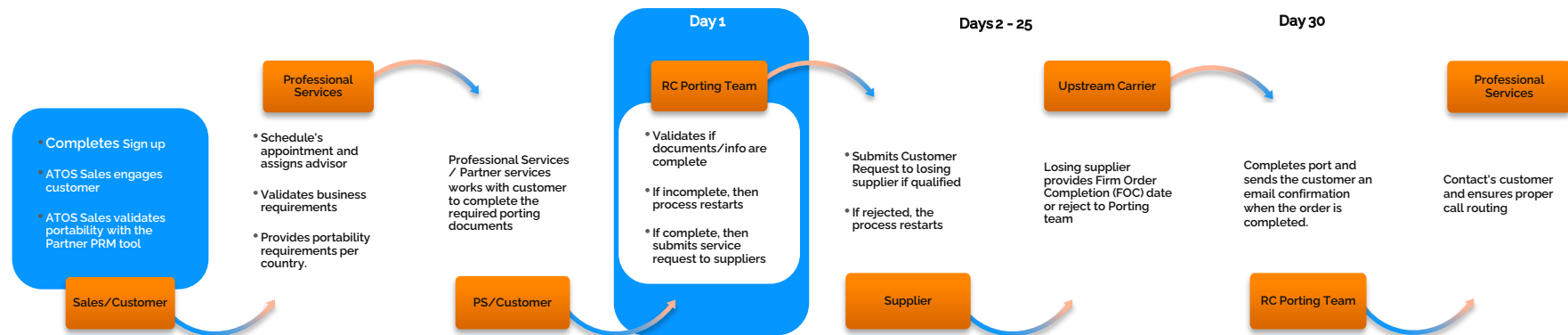
- **Large projects with implementation by Professional Service**

  Porting plan and paperwork is completed by PS and the customer

- **Transactional business without PS engagement**

  Porting plan and paperwork to be completed by sales and partners, assisted and verified by Unify Office Support

Customer Journey Number Porting

Unify Office by RingCentral

Day 1

Days 2 - 25

Day 30

Professional Services

RC Porting Team

Upstream Carrier

Professional Services

Completes Sign up
- ATOS Sales engages customer
- ATOS Sales validates portability with the Partner PRM tool

Sales/Customer

- Schedule's appointment and assigns advisor
- Validates business requirements
- Provides portability requirements per country.

Professional Services / Partner services works with customer to complete the required porting documents

PS/Customer

- Validates if documents/info are complete
- If incomplete, then process restarts
- If complete, then submits service request to suppliers

- Submits Customer Request to losing supplier if qualified
- If rejected, the process restarts

Supplier

Losing supplier provides Firm Order Completion (FOC) date or reject to Porting team

Completes port and sends the customer an email confirmation when the order is completed.

RC Porting Team

Contact's customer and ensures proper call routing

Porting process may go beyond specified time frame as RingCentral is dependent on information accuracy and the losing supplier's approval.
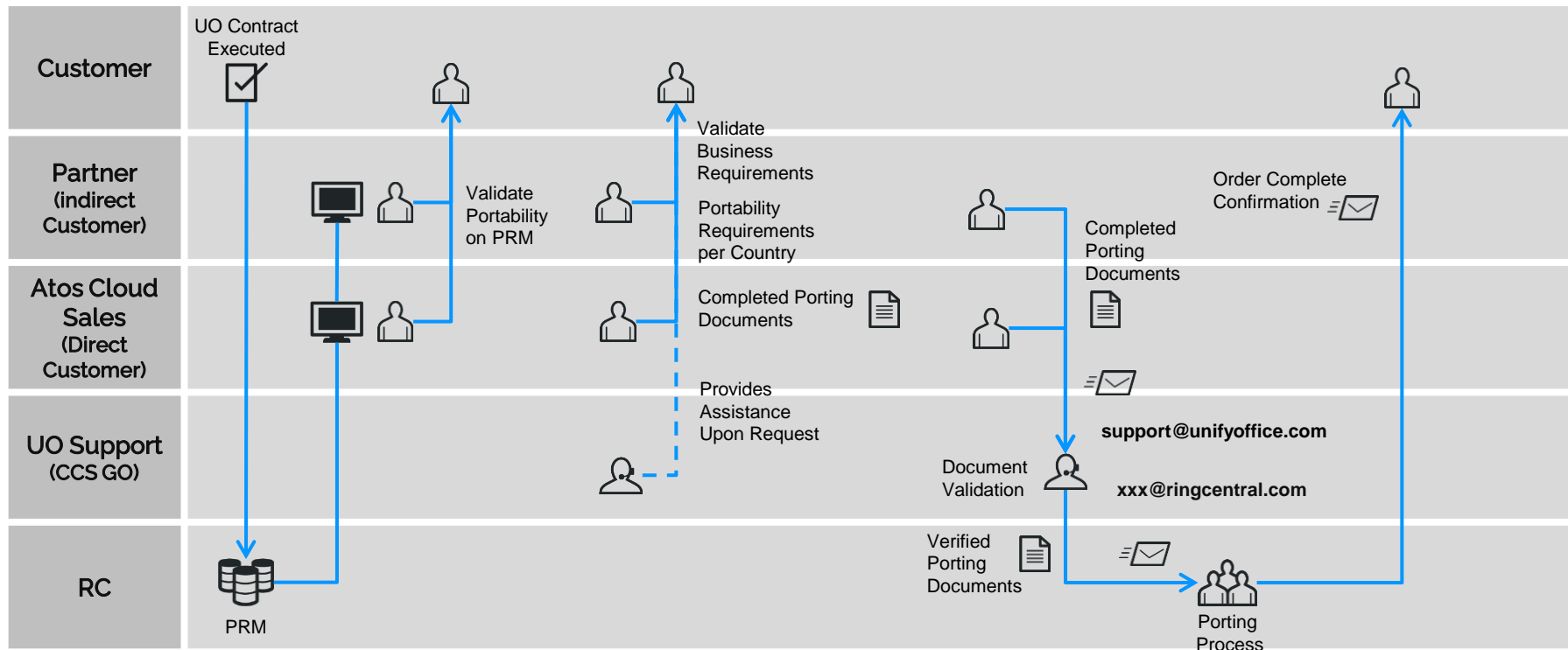
All rejected orders undergo contact stages. Customer will receive an email and/or call from our processing team to ensure status is communicated.
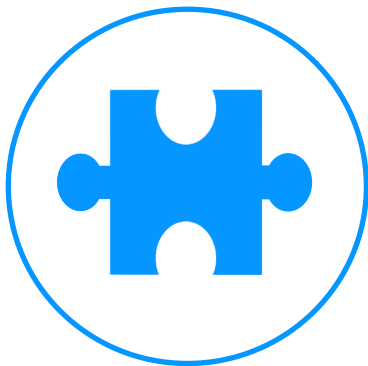
Global number porting is a best effort process and timeframes will vary per country- based regulations

North America	takes 7 to 10 business days
APAC	takes 10 to 12 weeks
EMEA	takes 30 to 60 business days
UK	takes 25 to 30 business days
LATAM	takes 30 to 60 business days

Number Porting Journey
Process flow

Customer

Partner (indirect Customer)

Atos Cloud Sales (Direct Customer)

UO Support (CCS GO)

RC

UO Contract Executed

Validate Portability on PRM

Validate Business Requirements

Portability Requirements per Country

Completed Porting Documents

Provides Assistance Upon Request

Order Complete Confirmation

Completed Porting Documents

Document Validation

support@unifyoffice.com

xxx@ringcentral.com

Verified Porting Documents

Porting Process

PRM

Invoking the Porting Process

Current State:

1. Please fill out the required documents.

2. Send completed documents to support@unifyoffice.com.

3. Our support function will check and verify these documents, before forwarding on to RingCentral for further processing and execution. In cases where submitted documentation has been incorrectly completed, support will contact back you.

4. A reference number will be issued & sent so that progress can be track the progress.

Future via Service WEB :

- It is planned that this processing element be integrated in the Unify Office web service portal.

- If the web service portal is not available, we ask you to implement the above steps.

Day 1 Check
What is required?

- The 'transition-from' carrier must be mentioned in the LOA document. Resellers **must not** be listed, but they do have a duty to contact the underlying provider.

- The <u>L</u>ocal <u>A</u>rea <u>C</u>ode (LAC) must match the city/locality´.

- The company name on the LOA must match with the date on the transition-from carrier.

- In a few cases, the Federal Network Agency (BnetzA) will also require proof of the company's existence and its complete number block when porting. Typically, a copy of the extract from the commercial register or business registration and the last telephone bill are used for this.

- In order to meet these requirements, both documents must be enclosed with the submission of the porting application (LOA). Further data can possibly be requested from the Federal Network Agency.

- In case CLIP no Screening / Number Spoofing will be used, please read Chapter 3 carefully.

Day 1 Check
Formulas & Documents

Number Mappings Tables are used to specify how the ported numbers should be mapped to the temporary numbers and which numbers should be stored.
Note: The list need to be 48 hours prio to the porting

Documents

Checkliste

LOA

Number Mapping Template
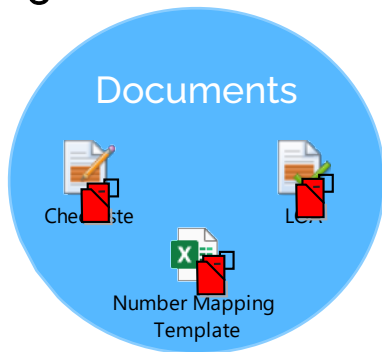
Country specific LOA Documents can be found on the partner portal, here → *documents* → *design*

Guiding principal
Germany specifics

- Porting window is between 6-8 pm local time Monday to Friday.

- The porting window is 3 hours. This depends on when the transferring carrier releases the numbers. This window can cause potential downtime.

- The date of porting can be postponed a maximum of <u>once</u> by canceling and resubmitting the porting request.

- A change and / or cancellation of the porting at the transferring carrier can be requested with a notice period of at least 5 working days.

- A digital mark on the port form is **not** accepted. There must be a physical stamp and a signature. The period between signing and submitting the porting application is longer than 3 months.

Guiding principal
Germany specifics

- The earliest porting can take place at the end of the customer's active contract with its current provider. Customers can contact their current provider to negotiate an earlier porting date. If approved, the loosing provider sends an injury / change request to RingCentral.

- Numbers are usually assigned in blocks of 10s, 100s or 1,000s (usually starting with 0 and ending with 9). In some rare cases the customer can port individual numbers.

- There is no right of withdrawal. After the numbers have been ported to the receiving carrier, they can no longer be returned to the transferring carrier. A new port must be requested.

- Partial porting of numbers from a number block is **not** supported. For example, if the customer wants to port 10 numbers, but has 50 numbers, all 50 numbers must be ported.

Number Format
Changing the dialling plan

Extended digit

The number plan works in a unique way in Germany as explained below.

When a customer ports a German number to RingCentral, the phone number may be extended or shortened to support longer or shorter dialling plan.

We **only** require the numbers the customer has with their current carrier on the LOA. This means extended numbers should not be added on the LOA.

We will however support adding extensions on our platform if within the range you are porting which you will need to configure separately on the portal.

Example:

Porting range +49 89 5555 000 - +49 89 5555 099

Used numbers +49 89 5555 010**0**, +49 89 5555 010**1**

A maximum of a 15-number string including the country code can be used when assigning extensions in Germany, but we can ONLY port the supplier provided number range.

Extended/Longer Digits

The end user has the ability to extend the length of their current phone number up to 15 digits long (including the country code). See examples below for Germany and Austria:

GERMANY		
Description	**Phone Number**	**Number of Digits** (including country code and area code)
Main Line/Root Number/Ported Number	+49 (89) 5555-5555	12
Extended Number	+49 (89) 5555-5555**x**	13
Extended Number	+49 (89) 5555-5555**xx**	14
Extended Number	+49 (89) 5555-5555**xxx**	15

In the above example, +49 (89) 5555-5555 is the original number. The *country code* is 49, the *area code/prefix* is 89 (Munich) and the *subscriber number* is 5555-5555. If needed, the end user has the option to add more digits at the end of the subscriber number and assign it to their account.

They can use any number and any combination of numbers from 0-9 as long as it would not exceed the maximum number of digits which is 15 (including the country code and area code).

E.g. +49 (89) 5555-5555**0**, +49 (89) 5555-5555**99** or +49 (89) 5555-5555**123**.

Number Format
Short digit /Reception number

- If an attendant / reception number with a seat number is used, please add this to the LOA accordingly:

- Example: If you +49 89 7007 10000-49999 port, the client +49 89 7007-0 can be used as main reception number. as long as the losing carrier routes the receptionist digit to us we will support this.

- All areas start with "0" and end with "9". Example: +49 89 7007 20000-49999

- The **reception station number** must be configured on the RingCentral platform in order to be assigned as a separate individual number. Just like recommended for extension numbers

Hints & Tips

- Public institutions often do not have a certificate of registration. For this reason, other documents are accepted as proof of existence. These include documents or confirmations of other public institutions (offices, ministries, etc.).

- During installations, so-called Proof of concept (POC) numbers are provided to the customer for the test period, depending on availability. This may mean that no continuous block of numbers available.

- During the porting process, the customer can use temporary numbers. If necessary, "Clip no Screening" (CNS) can be activated. Depending on the number of temporary numbers, this can lead to additional costs. For more information, see chapter 3.

- Official identification documents such as passports, ID cards or driver's licenses are **not** accepted.

02. Ordering of Numbers & Ranges
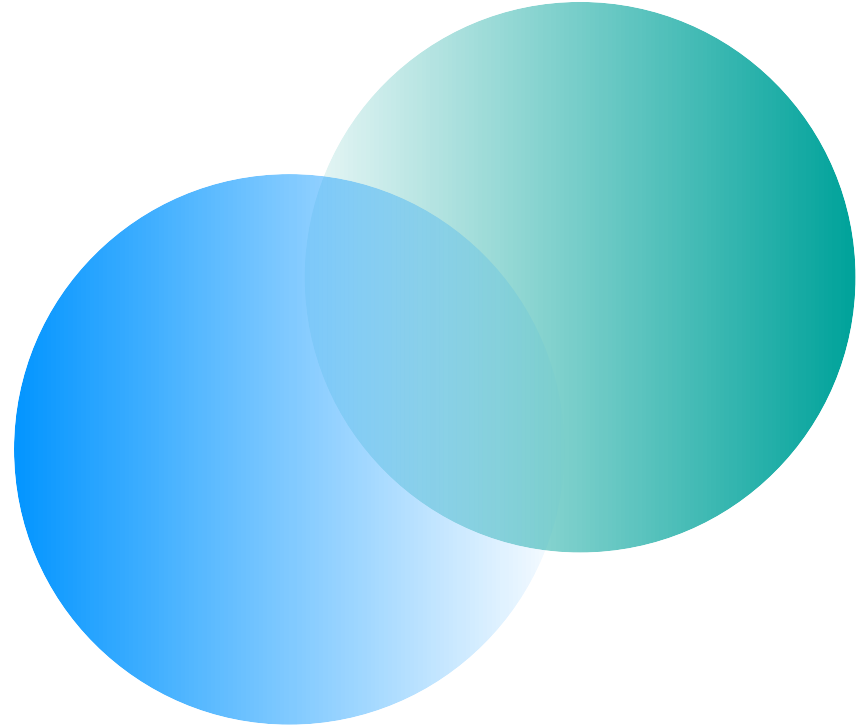
Requirements
In a Nut Shell

When ordering new numbers and number blocks, the customer <u>must</u> specify:

A copy of the extract from the commercial register or business registration from Germany
➔ The company name must be highlighted in the document.

For all sites which shall get a new phone number and are <u>not</u> listed in the documents above you have to proof the address by using a specific document as described below.

Proof of address from Germany
a. The address on the document in which the number will be used:

   * must be legible

   * must be emphasized

   * and must be consistent with the geographical location of the requested number.
   (Berliner number = Berlin address)

b. Specify which address should be used when multiple addresses are displayed in the document.

Conditions
Proof of address

- List of suitable documents for proof of address:

  a. Utility bill (e.g. gas, electricity or water bill). It must not be older than 90 days.

  b. Rental agreement (must be active)

  c. Telephone bill is not accepted as proof of address.

- If the proof of address to another company is named:

  The customer must provide an additional document stating that company A is related to company B.

- If the proof of address is designated to one person:

  The customer is obliged to submit a document that connects the authorized representative with the company. Signed authorization, company certificate that lists the authorized representative of an agency or director, or any other equivalent legal document is accepted.

  The provider or the local regulatory authority

  may request additional documents not specified above

Use-Case: 100+ phone numbers
Conditions

- For companies that need 100+ numbers per address, an additional release of BnetzA is required.

- Example: Company ABC has 100 active phone numbers in Frankfurt (area code: 69) and needed for this location more numbers.

- An allocation notification from the Federal Network Agency is required for each area code / address.

- This document is required <u>in addition</u> to a copy of the extract from the commercial register and the proof of address.

Use-Case: 100+ phone numbers
## Procedure

The following process applies:

1.   The customer must download and fill out the empty form <u>here</u> at the Federal Network Agency.

2.   The customer sends the completed document to:

       Post: *Bundesnetzagentur*   <u>or</u>   Fax: *+496131/18-5637*
                         Rufnummernverwaltung
                         Postfach 8001
                         55003 Mainz

3.   An allocation notice is sent to the customer, which forwards the customer to RingCentral.

4.   RingCentral will keep the document and make a copy available to the carrier so that they can activate the new phone numbers for the customer.

Hints

- Public institutions often do not have an extract from the commercial register. For this reason, other documents are also accepted as proof of existence. This includes specific documents or confirmations from other public institutions (offices, ministries, etc.).

- In test positions, so-called Proof of Concepts (PoC), phone numbers are made available to the customer for the test period depending on availability. This can have the effect that no continuous block of numbers is available.

- Official identification documents such as passports, ID cards or driver's licenses are **<u>not</u>** accepted.

03. CLIP No Screening
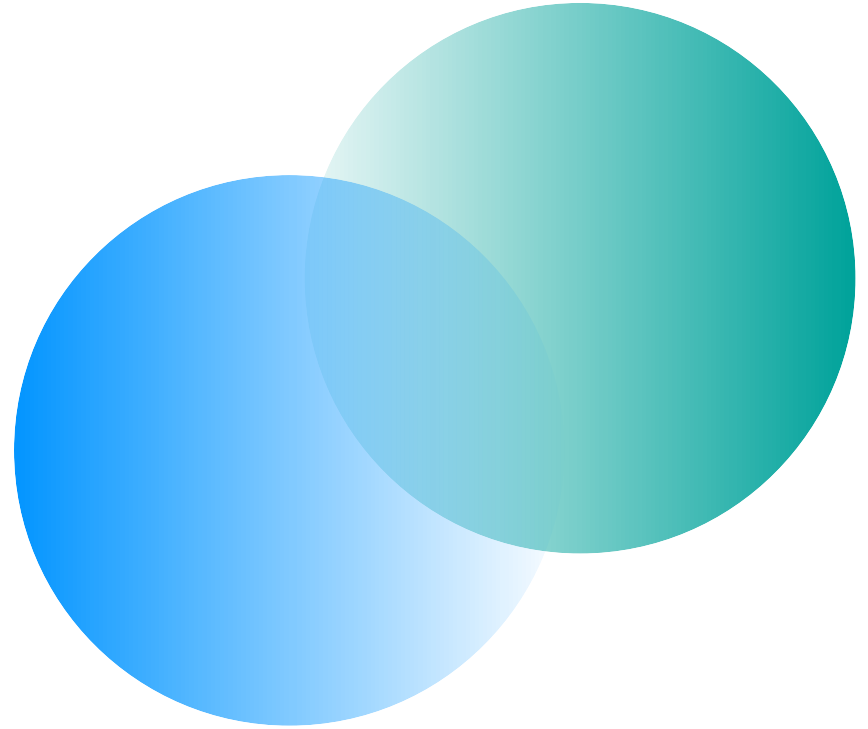
Many terms, one meaning
Clip no Screening / Number spoofing / Caller ID substitution

In Germany we usually speak of clip no screening. CLIP can be activated by the carrier per Co trunk (PRI or BRI).

Please send the following documents so that CLIP can be activated by RingCentral to support@unifyoffice.com. If you want to know the processing status please call or write an email.

- Number assignment (Excel: username, temporary number, number to be displayed)
- Current phone bill (proof of phone number)
- Signed Substitution Agreement

If CLIP has been set up in advance with a temporary number provided by RingCentral, IMPORTANT:
In case you might have activated Caller ID Spoofing (Clip no screening), please delete this call forwarding the evening before porting will take place!

This does help avoiding possible problems in porting to occur.

Documents

Number Assignment

Substi...
Agreement
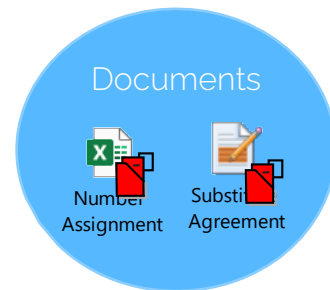
04. Abbreviations
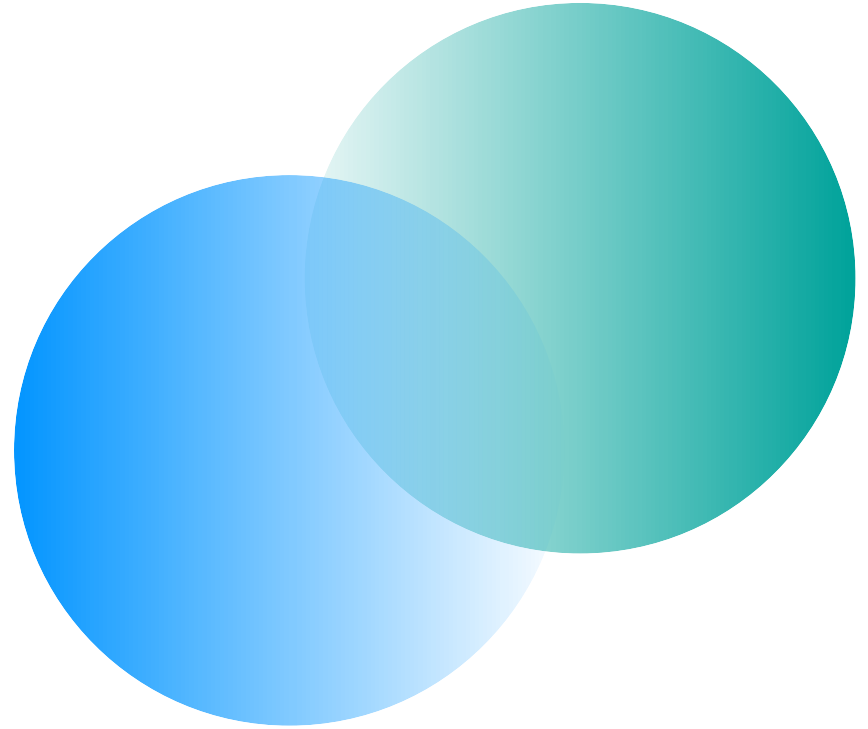
Global Acronyms & Definitions

LSP/LCP – Losing Service/Carrier Provider

Supplier – Wholesaler (ex. Bandwidth, Level 3)

Rollback/Snapback/Emergency Restore

DDI – DID range

LAC – Local Area Code

VAT – Value Added Tax ID

SIRET - the business registration number that serves as a geo identifier for companies.

CIF – the tax number

RIO Code – the carrier identity number

MBN – Main Billing Number

POV - Pre-Order Validation

PS- Professional Service

CLIP no Screening – ext number presentation

For more information please contact:
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