

# Porting Numbers to IntelePeer





# IntelPeer's DID Coverage

IntelPeer provides inbound **Direct Inward Dial (DID)** services nationwide in the U.S. and covers over 90% of the possible numbering plan areas (NPAs or area codes) and central office codes (NXX). If a customer requests DID services outside of IntelPeer's footprint, there are several actions IntelPeer can take to support this request:

- ✓ If they would like to continue using the same telephone numbers outside of our coverage area, IntelPeer can set up numbers on its network to allow those businesses to forward their phones with their existing carrier to these IntelPeer numbers.
- ✓ On some occasions, IntelPeer may also be able to provide new telephone numbers for a specific calling area, or NPA-NXX, that is considered a local call to those locations but may not be in the City Code.

IntelPeer continues to expand its network while working with our partners to increase coverage; thus our footprint is continually expanding. For DID coverage questions, please contact our Number Administration team at [numberadmin@intelepeer.com](mailto:numberadmin@intelepeer.com).



# Porting Limitations for Non-Coverage Area

While the coverage area is self-explanatory, the limitation on porting is typically due to a location being geographically remote and IntelPeer does not have an interconnection with the local provider, either directly or through our partner providers. In those cases, businesses may still be able to keep their numbers and work with their carriers to forward to IntelPeer provided numbers as outlined previously.

To identify and avoid an IntelPeer coverage area concern, the following tools are available to ensure number portability as well as verify alternate local calling areas, if needed:

- ✓ [did-lookup.intelepeer.com](https://did-lookup.intelepeer.com) - IntelPeer's Porting Coverage
- ✓ [www.localcallingguide.com](https://www.localcallingguide.com) – Local Calling Area look up for possible new numbers in alternate rate centers



# Porting Numbers to IntelPeer

- 1) From your Portal Dashboard, select the **Cisco Voice Bundle Package** where you want to assign the Number(s).
- 2) Click the **+ Add button** for the type of Number you are Porting (US Domestic, International).
- 3) For Order Type select **Move/Port Current Numbers**.

The screenshot shows the IntelPeer portal dashboard. On the left is a sidebar with navigation links: 'Home' (Atmosphere(R) CPaaS), 'Cisco Voice Bundle' (Atmosphere(R) Voice for Webex Calling), 'Webex Calling' (with a 'Create new package' button), and 'Inventory'. The main content area is titled 'Provide Order Information'. It contains a form with the following fields: 'Order Type\*' (a dropdown menu with 'Move/Port Current Numbers' selected and highlighted by a red oval and an arrow), 'Country\*' (a dropdown menu with 'United States' selected), 'Service/Billing Address\*' (a text input field with the placeholder '[Add Service Address]'), and 'Order Reference ID' (a text input field). Below this section is another section titled 'Provide Port Information', which contains a yellow warning box with the text: 'If you would like to use your temporary numbers to forward calls from your old provider we recommend that you do not forward'.



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- 4) Add **Service/Billing Address**.
- 5) Provide the **Port Information** including the Current Carrier/Provider, the Numbers you'd like to Port and a Requested Port Date.
- 6) Choose options: Caller ID, Directory Listing, E911 Service.
- 7) Indicate whether this will be a **Partial** or **Full Port** (Partial = only some numbers are moving; Full = Moving all numbers to IntelPeer).
- 8) Check the box for **Coordinated Port** if you would like someone from IntelPeer to contact you when your Port is ready.
- 9) Add **Notes** or **Special Instructions**.
- 10) Click **Submit Order**. You will then receive notification that your order has been placed. Please keep this email, so that you can reference the Order and Batch ID should you need assistance.
- 11) After ordering you must sign and upload a **Letter of Agency (LOA)** to order a number port. You will be presented.



# Important Notes about Porting DID's

- ✓ Port orders cannot be submitted via Webex Control Hub until the IntelPeer contract (MSA) is signed by the customer.
- ✓ EVERY port order requires the customer to complete and sign a Letter of Agency (LOA) to authorize IntelPeer to transfer the number.
- ✓ The LOA will be sent to the customer via email and signed electronically via DocuSign.
- ✓ Numbers pending port cannot be assigned to a Webex Teams user until the port is complete.
- ✓ Requested port date is assigned automatically by Cisco's system and sent to IntelPeer. If there are questions about the requested port date, the customer may contact [numberadmin@intelepeer.com](mailto:numberadmin@intelepeer.com).
- ✓ Cisco Partners and customers will receive email notifications during the porting process.



# Additional Porting Information - DIDs

- ✓ 95% of Port orders containing no errors will complete within 15 business days. However, if any of the below common errors occur, the losing carrier may cancel the order on their side requiring IntelPeer to start the order over from the beginning again.

**Common Errors:** The number one cause of a delayed port order is due to an inaccurate or incomplete LOA. When errors occur, the losing carrier may cancel or reject the order on their side. Canceled orders require IntelPeer to start the order over from beginning.

- ✓ \*Invalid account information such as Address, Customer Name, Billing Telephone Number (BTN).
- ✓ \* Issues that remain with your current carrier (Example: provide a new BTN for the remaining Numbers). If these problems are not cleared up, it can delay or prevent the port.
- ✓ \* Not providing the account Number and PIN for Cell Phone Numbers.

**NOTE:** It is recommended that a copy of a bill from the customer's current provider dated within the last 30 days be available for reference in the event there is a rejection from the provider. IntelPeer Number Administration may request a copy of this bill.



# Additional Porting Information - DIDs

- ✓ **Time required for porting** - porting is dependent on the customer's current carrier. Orders of 1-50 numbers typically take 21-30 days and larger orders may take longer (95% of error-free port orders complete within 15 business days).
- ✓ **Day and time of porting** - IntelPeer performs porting Monday-Friday between 7:00 AM MST and 3:30 PM MST.
- ✓ **Scheduling and day of port** - when IntelPeer receives the firm order commit (FOC) they will send a calendar invite to the customer to schedule the port. The customer may request a specific date to port, and the carrier usually grants this within a week of the requested date. The morning of port, the customer will receive an email reminder that their port date has arrived. It is imperative the customer respond to this email, otherwise IntelPeer will not move forward with the port.
- ✓ **Changing day to port** – if the scheduled day of port needs to change, the customer can contact [numberadmin@intelepeer.com](mailto:numberadmin@intelepeer.com). \*Please note that changing day of port on the Firm Order Commit (FOC) date could put the service at risk with the current carrier.





# Additional Porting Information – Toll Free

- ✓ **Execute the MSA first** - the customer must execute the IntelPeer MSA before the toll-free port order can be submitted
- ✓ **Form A** – Toll Free port orders require the customer to complete and sign a letter of agency, “Form A” to authorize IntelPeer to transfer the number. The Form A will be sent to the customer via email and signed electronically via DocuSign.
- ✓ **Process start** - when the customer signs and returns Form A, the porting process can begin.
- ✓ **Time required for porting** – orders typically take 7-10 business days
- ✓ **Day and time of porting** - IntelPeer performs porting Monday-Friday between 7:30AM MST and 3:30PM MST.
- ✓ **Scheduling and day of port** - IntelPeer will send a calendar invite to the customer to schedule the port. The morning of port, the customer will receive an email reminder that their port date has arrived. It is important the customer respond to this email, otherwise IntelPeer will not move forward with the port.
- ✓ **Changing day to port** – if the scheduled day of port needs to change, the customer can contact [numberadmin@intelepeer.com](mailto:numberadmin@intelepeer.com).