

## Ordering Information

# How to complete the 'LOA Order Form'

**Please note that any fields incomplete or inaccurate will delay the porting. If you require any assistance, please contact the porting team on 020 3004 1990.**

<b>Company Name</b>	Registered company name as on BT's system, if applicable.
<b>BT Account Number</b>	This is the account number relating to the number you wish to port. It should normally look like: LN 1234 5678. <i>If you are being billed by another provider (although originally a service with BT) we will need to know the BT Wholesale account number. This should be provided by the provider.</i>
<b>Company's Registered Address</b>	Company Registered / Billing address.
<b>Requester's Details</b>	Contact details for end user. Landline / Mobile.
<b>Customer Required Date</b>	ALL NUMBER PORTS REQUIRE A MINIMUM OF 30 DAYS LEAD TIME FROM THE TIME RECEIVED BY VOICEFLEX. ANY INCORRECT INFORMATION WILL REQUIRE THE WHOLE PORT TO BE RESUBMITTED.  Any date provided will require negotiation with BT, who will state the nearest achievable port date. The actual port date will be stated by Voiceflex when received from BT.
<b>Line Type</b>	Even though you may have one Single Line that terminates on the socket, certain BT Products will deem the line to be a multi line e.g. Feature Line, BT Highway, Payphones. If applicable, it is important that you state what BT service you have in this section.
<b>Site Address</b>	This section should state where the line is installed. This may vary from the billing address. If your line is on a Remote Call Service, please specify the address of the BT exchange (BT will be able to provide you with this information) see RCF section below.
<b>ISDN Lines</b>	Please note that BT cannot accept a request that requires splitting an ISDN line (i.e. port over specific numbers in a range and leave the rest live with BT). You will be required to port over ALL numbers or port over specific numbers and cease the remaining numbers.  Please state ALL associated numbers 'DDI,SNDDI' (Direct Dial/Single Number Direct Dial) and whether you require to port them over or cease them on port. If you decided to port over the whole ISDN DDI range and only require to activate specific numbers from the range, you can do so, we will leave the numbers you don't require dormant and only charge for the numbers you require to be kept live with Voiceflex.
<b>Remote Call Forwarding 'RCF'</b>	Is the number redirecting to another number (e.g. maybe you've moved property and asked BT to set up a divert) If so it will probably be on a Remote Call Forward service. If this is the case please provide the postcode of the BT exchange that the line is forwarding from. This information is easily obtainable by requesting from BT (by calling BT - 0800 800 150)

## Key information

- Any fields incomplete or inaccurate will delay or fail the porting.
- If you are being billed by another provider (although BT are the underlying provider) we will need to know the BT Wholesale account number. This should be provided by the billing provider.
- ALL NUMBER PORTS REQUIRE A MINIMUM OF 30 DAYS LEAD TIME FROM THE TIME RECEIVED BY VOICEFLEX. ANY INCORRECT INFORMATION WILL REQUIRE THE WHOLE PORT TO BE RESUBMITTED.

**Further information** For further information or if you require assistance, please contact [provisioning@voiceflex.com](mailto:provisioning@voiceflex.com).