



**AT&T**  
**UC SUPPORT**

## NUMBER PORTING PROCESS

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## Purpose

This document provides insight to the unique nature of the porting process requested by the State of Wisconsin and its agencies.

The intent of this document is to provide a comprehensive guideline that will set the understanding of the porting process from a “normal” perspective as well as the unique nature of the State agencies. This guide will cover all aspects of AT&T process as well as the expectations of the Agencies, and will be used both for general reference, and for the on-boarding process of employees and devices for the UC Skype for Business project.

## Scope

This guide is meant to identify the available options that AT&T UC has identified to meet the number porting requirements for the State Agencies. It identifies each option and sets the responsibilities and expectations for each party.

## Definitions:

**BTN** – Billing Telephone Number. To which all telephone numbers of a customer (subscriber) are charged in a consolidated telephone phone bill, instead of showing charges under each telephone number. Also called billed telephone number.

**FOC** – Firm Order Confirmation – the first firm commitment date available to port the numbers in that request.

**Port** - Number porting is the simple process of moving telephone numbers from one operator or service to another. In this case we are porting from Centrex in Madison to the SIP trunk in New Jersey.

**Capture Document** – The excel spreadsheet created to list all users, phone numbers, devices and locations within an agency that will be migrated to the Skype VoIP service. This is also referred to as the Master List. Agencies will generally have one capture or master document.

**Porting Document** – The capture document when broken down to contain only the phone numbers and related information being ported in a single group. This will also have the additional content of the MAC addresses of the desk phones that will be deployed in that subset. Agencies may have more than one porting document. Also referred to as the Port Request document.

**CSR** – Customer Service Record. The document containing all relevant customer data for each bill – the BTN’s, phone numbers, call records (if added) identifying customer data, and rate information for each line item.

**DID** - Direct inward dialing. A phone number that allows an outside caller to connect directly to an inside extension of an office without the help of an attendant or operator.

## **Generalized normal process for number porting.**

In a normal porting process, AT&T as well as other global carriers would use a Billing Telephone Number (BTN) or Business approach. In a BTN approach we would identify all numbers associated with a specific BTN and port all of those numbers at once. In a business approach we would port the entire company as a whole. In doing this we accomplish all efforts and goals with minimal impact and effort to the business. This is the preferred and almost always used approach to number porting. It is also the basis of how Telecom companies set their process and procedures in a regulated environment.

Within this process we would take the port document (defined above) and submit it to the AT&T process with a requested FOC date as defined by the Agency. AT&T would respond in a set period of time and accept or propose a new FOC date based on porting availability of each number in the list. This portion of the process generally takes 3 weeks for port requests for 50 numbers or more in a single porting document.

Under this and all processes when a request is made to change a BTN group in any manner, that BTN is locked by the carrier and any subsequent requests are rejected until that first request is complete and the CSR is generated on the next billing date. Once the new CSR is generated the BTN is unlocked and a new request can be made.

The normal timeline to process a request and complete the port and migration to Skype VoIP can usually be accomplished in 30-40 days. Agencies would need to have their Port Request Document(s) submitted at least 45 days prior to the requested port date.

This is the preferred, normal process for porting numbers by AT&T and other carriers. The process is closely guarded for consistency and quality. It is designed to never fail since it is the process flow for tens of thousands of phone numbers on a daily, global basis. It cannot be changed.

## **Non-Standard request for Agency number porting.**

Unlike the normal process defined above, Agencies are requesting that they be able to move partial BTN's in multiple groups. Sometimes on definitive dates. This process requires a custom method to be developed as it is unlike any currently available method in place with the local carriers. In doing so we are being forced to create workarounds and new processes that take a longer time to accomplish.

To accommodate and accomplish the requests of the State and its Agencies we have developed the following workaround.

1. Agencies will need to submit their Port Documents at a minimum of 90 days prior to the requested port dates. This document will need to be formatted in the following manner:
  - a. Porting groups need to be listed with each telephone number also identifying its corresponding BTN in an added column
  - b. A current copy of the telephone billing statement needs to be attached

- c. For hard phones, MAC addresses of the phones need to be added to the sheet assigned by user or resource location
2. AT&T Project team will manipulate and process the port document and prepare it for submission to the AT&T Madison GEM Order Group **(5 days)**
3. AT&T GEM will move the phone numbers associated with each corresponding BTN into a new, unique BTN specifically for that porting group. They will also make sure each BTN contains 49 or less numbers. This is critical since 50 is the magic number that carriers, including AT&T, define the port request as a project, assign a project manager, and process the port request as a project. This would add 3 weeks to the timeline. Keeping each new BTN to 49 numbers or less keeps this as a small request and we can generally get our FOC much faster. In doing so they will identify ISDN, PRI and other phone numbers associated with unique circuits that cannot be ported in that group without the other corresponding numbers in that circuit. Those will either be removed and set aside or an additional work order will be submitted to separate those numbers from their corresponding circuits. This process can take from **(2 weeks to 30 days)** and locks the BTN until the CSR is generated at the next billing cycle. Doing it in this manner allows us to stack multiple BTN's in a single date, as well as stack orders against the main BTN without locking the main billing.
4. Once the new BTN is created we need to wait for the next billing cycle for the Agency. Depending on the billing dates associated with those numbers we may need to wait for every bill to cycle so new CSR's can be created per the standard process above and unlocks the CSR. Only when those new CSR's are generated and unlocked can we then submit the BTN's for porting with the corresponding AT&T agency. **(15-30 days)**
5. When the porting agency processes our request they will assign an FOC date. This date is the EARLIEST date we can port the requested group. We can initially choose to accept, stop the request or move the port to a later date. In most cases this FOC assignment can be received in **(10 days)** or less but the FOC date may be 3-10 days further out.
6. Once we accept the FOC we have 30 days to complete the port. We can halt the porting and choose a new date up to 3 times during this 30 day cycle as necessary. If we halt a 4<sup>th</sup> time we can then lose our FOC and have to resubmit the port request starting back again at step 5 above.

## Porting Alternative – New DID's

As an alternative to porting numbers we can issue new phone numbers to employees and devices. We can then port only the public/client facing numbers to maintain that consistency. Where porting numbers can take 45 days in the normal process and 90 days or more in the non-standard process, issuing new numbers and migrating the associated persons and devices can be completed in generally 14-21 days. This is the path taken by most States and large companies due to the complexity of porting non-public facing numbers on a large scale.

New DID's are easy to assign, allow us to move Agencies or groups within the agency faster, and also do this in tandem with a Centrex phone still active on the employee desk should the need arise to use it. New DID's will be in the respective area code of the office (608, 414, etc.)

However, as previously discussed if a new DID is assigned we cannot allow agencies to call-forward from the Centrex to the VoIP number due to Spring Street switch capacity. Call forwarding FROM the Skype VoIP number will no longer have this Spring Street limitation, but does have limitations based on the Skype session licenses available to the entire State Skype solution. Our infrastructure is built out to handle large call volumes to accommodate reasonable demand on a generally accepted best practices method.

## **PORTING DOCUMENTS**

In order to accomplish the porting process no matter which of the above scenarios are used AT&T needs a workbook submitted to the Project Manager listing all users, resource accounts and reserve numbers submitted as follows. The workbook for porting can be the same format as the Onboarding Workbook, but only containing the numbers being ported as follows:

1. Each workbook can only contain the numbers being ported. Do not add any numbers that you do not want ported to avoid errors or confusion;
2. An additional column after the number labeled BTN needs to be added. This column needs to have the BTN associated with each number. Telecom managers can get this information from the CSR or CentrexMate. You can request a CSR from the AT&T Business Office;
3. TN's from BTN's must all be on the same workbook. Do not split numbers under the same BTN across multiple workbooks unless the requested port date is at least 60 days apart. For instance, if the BTN is 608 Z16 0000 than all numbers under that BTN must be on the same workbook. Do not add numbers from that BTN on any additional workbooks;
4. Do not add any numbers that have already been ported to RightFax or any number that is not on the Centrex service (cell phone, home phone, etc)

## **Communication**

We will need the agency to submit their Port Request Documents in time to give us at least 45 to 90 days to complete the specific porting process(es) outlined above. Documents submitted outside of this timeline may risk not being ported on the necessary dates to meet the agency's timeline.

AT&T will continue to communicate to the agencies via the AT&T Project Manager on an agency-by-agency basis what is expected and the timelines as we proceed in the migration process. Communication could be either verbal or email as needed in addition to any communication sent in a general basis from AT&T or DOA.

Questions about the porting process or the documentation required can be directed to the AT&T Project Manager, Dan McFarland at [dan.mcfarland@attucs.com](mailto:dan.mcfarland@attucs.com)

## APPENDIX

Document Page/Paragraph	DET Questions	ATT Response
Scope Page 2	We also would like to understand how this document aligns with the State Contract, Specifically Amendment 5 sections: 4.2.10 4.2.12 4.2.26 5 (Change Control Process)	Sections 4.2.10, 4.2.12 and 4.2.26 will not apply to the migration process. Section 5, change control process, is the same Change Order process as currently utilized by the agencies. The only difference is that the change order then needs to be applied to a porting information/request document with the additional details and is coordinated between AT&T and the Agency by the AT&T Project Manager.
Generalized normal process for number porting Page 3	This is the process that AT&T has stated previously that they have corrected, so that the BTN numbers aren't locked and that it doesn't take 45 days	This is porting for hosted Skype for Business, so not all of the porting functions work the same as IP Flex.
Generalized normal process for number porting Page 3	There is nothing that says you have to port all numbers in a BTN...but that BTN is then locked from other changes.	We do not have to port an entire BTN at the same time. We can choose to leave out numbers but then we have to wait until the CSR updates the next bill cycle before we can make an additional Skype for Business port requests of any number in the same BTN or the port requests will be rejected by the porting group within AT&T per their process and procedure. Every port requests must be accompanied by a current CSR.
Non-Standard requests for Agency number porting Page 3 Paragraph 1	AT&T has offered the porting of numbers to agencies by floor, building, location, department, etc. in the past. This has been stated multiple times that AT&T could support this migration model	This is a porting process for hosted Skype for Business, not all the porting functions work the same as IP Flex. However, we can accommodate the move but it takes more effort on our part to use workarounds to do so.
Non-Standard requests for Agency number porting Page 3 Paragraph 3	We area already passed this date for numerous customers that need to be migrated. 90 days is unacceptable	If the agencies want to move TN's in the manner requested, then there is additional time needed to do so. We are working closely with groups within AT&T as well as the agency to make sure we accommodate their deadlines. In some cases we are using a multiple-option process of new DID, BTN move and splitting BTNs as needed to meet their needs.
Non-Standard requests for Agency number porting Page 3 Paragraph 3	Agencies do not typically know which number is associated with each BTN. AT&T should be able to provide this information as	Agencies have access to this and are provided with CSR's upon requests at any time. AT&T Project Manager is working closely with the agency's telecom manager to accomplish this and provide the information as necessary.

	the vendor of both services.	
Non-Standard requests for Agency number porting Page 3 Paragraph 3	Agencies will not have the MAC address of the phones 90 days prior to port. AT&T does not order the phones until 2 weeks before go-live.	MAC addresses are not needed right away in the 90 day porting process to accomplish the porting. We only need the MAC addresses prior to the port to set up phone profiles and for DET to allow network access through ISE. AT&T Project Manager is working with the AT&T sales team to make sure the phones are received in time as needed, generally 15 to 30 days prior to the actual port date.
Non-Standard requests for Agency number porting Page 4, Section 2	Do we know why it takes 30 days? Just looking for areas to lean this process.	AT&T's porting group for Skype for Business has a process distinction between small and large move that dictates the expected amount of time it takes to get a FOC date. If a port order is submitted that is 50 numbers or more it becomes a large move and requires a Project Manager to be assigned. That process takes about 3 weeks before we learn our FOC date. If the port requests is 49 numbers or less it is considered a small move and we can expect an FOC date to be received in 10 days or less. AT&T Project Manager is working with the agency as much as possible to split the BTN's to the target of less than 50 numbers to speed up the process. In some cases we can achieve this, in some cases we cannot but we are utilizing this method as much as possible.
Non-Standard requests for Agency number porting Page 4, Section 4	This seems like an AT&T billing issue not so much a porting problem. Why do we need to wait?	A current CSR must accompany each Skype for Business porting order. Changes made to a BTN are only in a queue until the billing date arrives and the changes are applied to the CSR. There is no process available within AT&T to apply these CSR changes prior to the billing date.
Porting Alternative – New DID's Page 4	I would recommend that if agencies are open to this, we should strongly consider new numbers.	AT&T Project manger is doing this. We are recommending new DID's for those people who do not show a public inbound number: such as call center who only receive calls through the CCA and a separate inbound number. We have also suggested new DID's for all but public facing numbers and then port only the public facing and executive numbers who may have letterhead and business cards with their numbers.

<p>CommunicationPage 5 Paragraph 1</p>	<p>This should have been brought forward prior so that expectations with agencies could be set correctly. AT&amp;T has had numerous meetings with customers to discuss this process in the past.</p>	<p>This is a porting process for hosted Skype for Business, not all the porting functions work the same as IP Flex. AT&amp;T wants to accommodate the agencies in the best way possible. The AT&amp;T Project Manager was able to identify the necessary steps within the Skype for Business porting process and create workarounds to accommodate the previous requests to move the agencies in the manner requested. Only until that process and workaround was identified were we able to convey the timelines for using this porting method.</p>
<p>High Risk Issue - DOT Page 5</p>	<p>There is significant cost and work to do this. While not completely ruling this out as an option, the State needs to determine the impact this would have on other hill farms work that is going on.</p>	<p>AT&amp;T understands this choice and only identifies the agency's choice in this document as a risk. We will do everything possible to ensure we can meet the target dates and timing of users as requested.</p>

For a process diagram, click here: [AT&T VoIP Number Porting Process](#)