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**PORTABILITY REQUEST**

**Porting Guidance for Customer**

**On how to fill**

**ES Porting Letter of Authority (LOA)**

**Document Version** 1.0

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**Disclosure / Confidentiality**

Highly Confidential, not for distribution ☐

Distribution within Architecture & Design ☐

Distribution within Colt ☐

Distribution permitted external to Colt ☒

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# Document Information

**File Location:**

<http://connect.internal.colt.net/porting-information/>

## Version History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Issue Date** | **Author** | **Reason for Change** |
| 1.0 | 24/04/2019 | Anita Beloiu | Initial Draft |
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## Document Approvals

|  |  |  |  |
| --- | --- | --- | --- |
| **Department** | **Name** | **Issue** | **Date** |
| COO - Voice Service Delivery | Chhayadeep Verma | 1.0 | 24/04/2019 |
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## Executive Summary

This document describes the guidance for customer to fill standard porting Letter of authority to request porting on their existing Colt voice service.

## Intended Audience

Voice delivery, Porting teams, Order Management and Colt customer.

Process Description-

We have a copy of standard porting LOA for porting geographic numbers (GNP) as following for a walkthrough with details-

**Attention , English version is for guidance only! The mandatory document always has to be in the country language.**

**ES PORTABILITY REQUEST (LOA)**

Details of the subscriber:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name | | | To be completed | | | | CIF | To be completed |
| Address | | | To be completed | | | | | |
| Post code | To be completed | | Location | To be completed | | Province | | To be completed |
| Representative | | | To be completed | | | | | |
| E-mail\* | | To be completed | | | Contact Telephone number\* | | | To be completed |

\* **These contacts will be used by COLT to communicate the assigned portability window. It is therefore essential that they are legible and correct (if the customer delegates the management of portability in a third party - for example, who has sold the service, the data of the latter must be recorded).**

**The customer name, address and CIF have to be Spanish .**

**Donor operator:**

|  |
| --- |
| To be completed |

**\* Represents the current operator that the numbers are active with**

**Receiving operator:**

COLT TECHNOLOGY SERVICES, S.A.U.  **(always has to be COLT)**

**Numbers affected: Customer to input all the numbers required to be ported and the type of numbers**

**EX:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | Type of access  (Mark only one option) | | |  | |
| Initial number | Final number  (if range) | Single | Multiple | Smart web | Main Number (YES/NO) | Associated numeration  (if there is any)[[1]](#footnote-1) |
| 923456789 |  | x |  |  |  |  |
| 923456790 | 923456799 |  | x |  |  |  |
| 923456800 |  |  |  |  | YES(SI) | 923456801, 923456803, 923456804 |

**Hours for the preferred change by the subscriber** (remember that during the 3 hours that the window lasts, your service can suffer cuts and not be operational):

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Day: Mon-Fri | of 20 | | | | | | | |
| Window | x | 8:00-11:00h |  | 11:00-14:00 |  | 14:00-17:00 |  | 17:00-20:00[[2]](#footnote-2) |

**Existing circuit:**

If the numbering on which portability is requested is assigned to an existing COLT circuit, then **indicate the circuit reference:**

|  |
| --- |
|  |

**Caller ID:**

Indicate if you want the identity to be displayed on your outgoing calls from the ported numbers:

□ Yes □ No

If you want the identity to be the same for all calls, indicate which

**\*Consent to not be modified in any way**

**Application and consent:**

I hereby notify **Colt Technology Services, S.A.U.** My desire to remove my donor operator and, by keeping my numbering, to register my services, as well as the request that they process my discharge before the Donor Operator, also requesting that all the numbering collected in paragraph "Affected numbering" of this document be carried from the Donor Operator to **Colt Technology Services, SAU**

I also authorize that the necessary personal data included in this request may be transferred to the Operators involved in the Portability process, in accordance with the personal data protection clause of the Service Agreement signed with Colt Technology Services, SAU and with the provisions of the General Data Protection Regulation, REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of April 27, 2016 regarding the protection of natural persons with regard to the processing of personal data and on the free movement of such data and Organic Law 3/2018 of 5 December on the Protection of Personal Data and guarantee of digital rights.

And, for the record, I signed the present form 3 times on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert date).

|  |  |
| --- | --- |
| **By the client[[3]](#footnote-3)** |  |
| **Signature and stamp**  **(If a stamp is not available, sign the Identity Card (DNI - Spain only) and charge of the representative)**  **\*mandatory** |  |

**Tips to port your numbering without problem**

* Fill out this form correctly and completely, and send us a recent bill from your current operator. If you have questions check with who has sold you the service.

**Note**: Please keep a copy of latest invoice handy while filling out the LOA with following inputs required

3 A first copy for the Receiving Operator, a second copy for the Donor Operator, and a third copy for the user.

The person responsible for the company can understand the person responsible for the telecommunications services of the company, provided that such representation is accredited.

1. **In case you do not want to carry all the associated numbering, the customer must break the skip group with his current operator.** [↑](#footnote-ref-1)
2. COLT recommends avoiding the window 17:00 to 20:00, especially Fridays or holiday eves in Madrid. [↑](#footnote-ref-2)
3. [↑](#footnote-ref-3)