



# BT Cloud Work

Transferring phone numbers

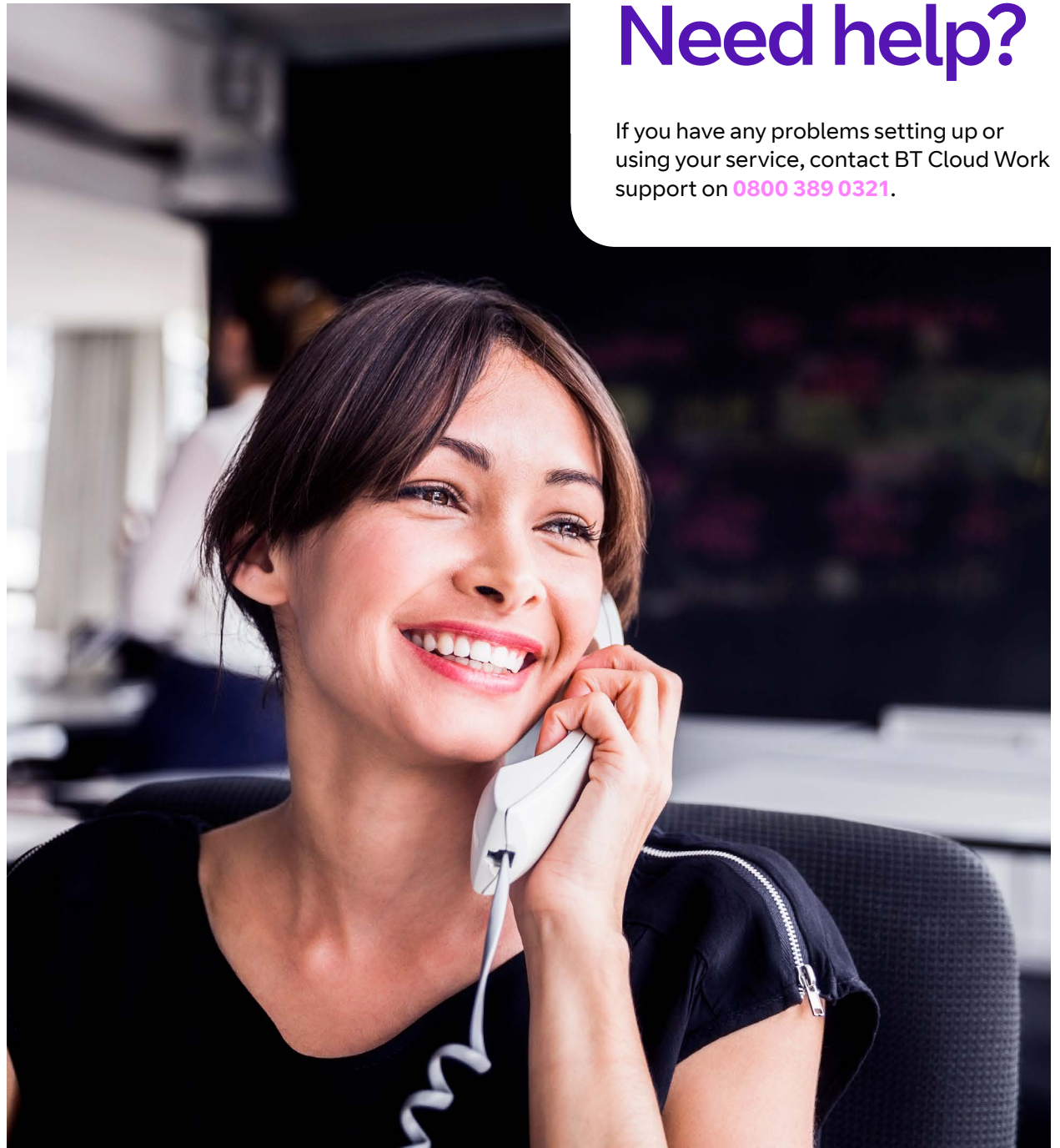


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## Need help?

If you have any problems setting up or using your service, contact BT Cloud Work support on **0800 389 0321**.





# Introduction

## Transferring phone numbers

Thanks for joining BT Cloud Work. If eligible, you can keep your existing phone numbers for use with your Cloud Work service. This guide has been designed to give you all the information you'll need to transfer your numbers over – just follow the steps outlined below.

Our number transfer team will manage the transfer process for you, and let you know how it's going with regular emails or calls. There's no charge for this service. You can make and receive calls on your Cloud Work temporary numbers while the move takes place. You can also arrange to forward calls automatically from a phone number with an existing provider to your Cloud Work account, for as long as you want to.



## How does it work?

Transferring your numbers is a five-step process, as follows:

**Step 1:** Once your account is active, put in a request through the Cloud Work portal to transfer an existing phone number(s) to your new account.

**Step 2:** Follow the on-screen instructions, and give us all the information we need to send a transfer request to your current service provider. Make sure that what you tell us exactly matches the information your current provider has for you.

**Step 3:** The Cloud Work number transfer team sends your transfer request to your current service provider.

**Step 4:** Set up options on your temporary Cloud Work number(s) so you can make and receive calls while the move takes place – if that's possible under your service plan.

**Step 5:** On the day the transfer takes place, there'll be a loss of service for up to three hours, depending on your number type. Once the process is complete, we'll send you an email to let you know – your preferred number(s) can now be used with Cloud Work.

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**Note:** If you are transferring more than 100 telephone numbers at a time, please contact the number transfer department on **0800 389 0598**, option **3** to discuss your requirements.

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# Emergency calls

Each Cloud Work number is registered to a specific address, so when you make a 999 or 112 call from this number, that's the address the emergency services will see. Make sure your users add their emergency services address based on their current work location. They should also let you know if this changes, so you can update their address details on the Cloud Work portal.

Please note that emergency services are only given a single address for 999 or 112 calls from any of the phones in a group. So, it's important that group phones are all at the same physical address.

You might not be able to make 999 or 112 calls when there's a power or network failure, or if you're using the service through an app on a mobile device.



## Number transfer dos and don'ts

Here's a few useful things to remember before you put in a number transfer request.

### Don't cancel your old phone service yet

Please wait until your transfer is complete before you cancel your old service.

### Don't lose your broadband service

If you're running Cloud Work over a broadband line, before you send your transfer request to us call your service provider to get a new phone number for that line. Otherwise, you risk losing your broadband service.

### Do be exact

The information you give us must

match what's on record with your current phone service provider – if it doesn't, your transfer will be delayed. Have a look at your bill or speak to your current service provider if you need to check.

### Do cancel any special features

Call your current provider and cancel any special features on your numbers – such as remote call forwarding or a

distinctive ringtone – before sending us your transfer request. Cancel special features only – not the entire service.

### Do cancel any open service orders

Ask your current provider to cancel any open service orders, or to confirm they're complete, before placing your transfer request.



# How to set up call forwarding

If you want to forward calls to your Cloud Work service while we're moving your existing number(s), or for longer, just follow these steps:

**Step 1:** Make sure your Cloud Work system is set up correctly – connect your Cloud Work device and/or activate the desktop app, and check that you're receiving calls on the correct temporary number.

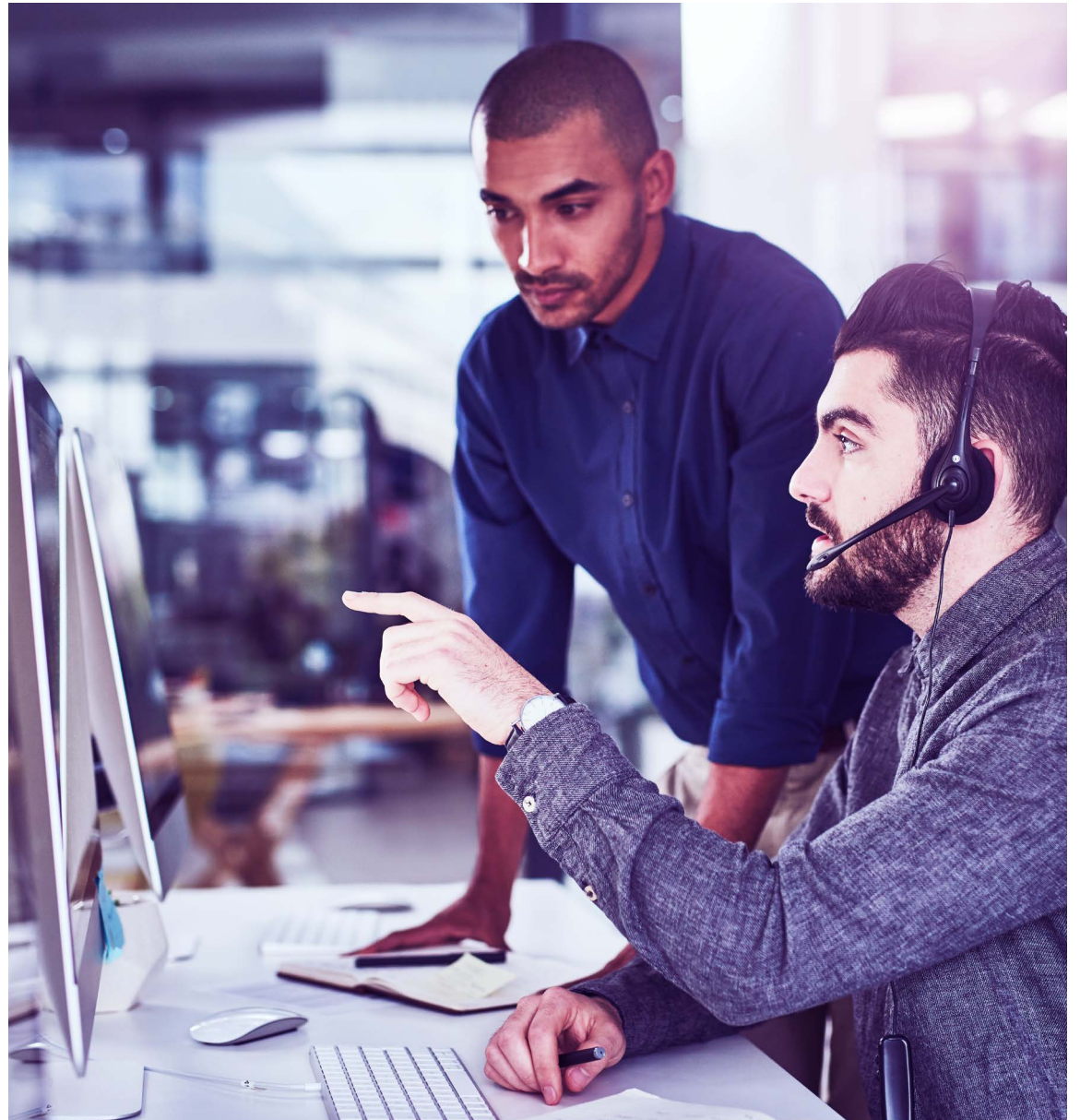
**Step 2:** Contact your current provider and ask them to forward calls to your temporary Cloud Work main number.

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**Note:** If you want to forward calls from a BT number, contact the Cloud Work support team on **0800 389 0321**, select the relevant menu option, and we'll sort it out for you. We're open Monday to Friday 8am to 6pm (closed bank holidays). If you have Cloud Work Connect or Cloud Work Collaborate, you can call at any time on any day.

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**Step 3:** If you want to move the number to Cloud Work, put in a number transfer request through the Cloud Work portal once your calls are being forwarded (see next page).



# Using the Number Transfer Wizard

You can transfer your existing numbers to your Cloud Work account by using the Number Transfer Wizard found on our online portal. Here's how to use it.

Remember, you can only transfer numbers that are active – don't cancel your numbers or you'll risk losing them. Don't forget to get a new number for your broadband service before transferring any numbers to Cloud Work.

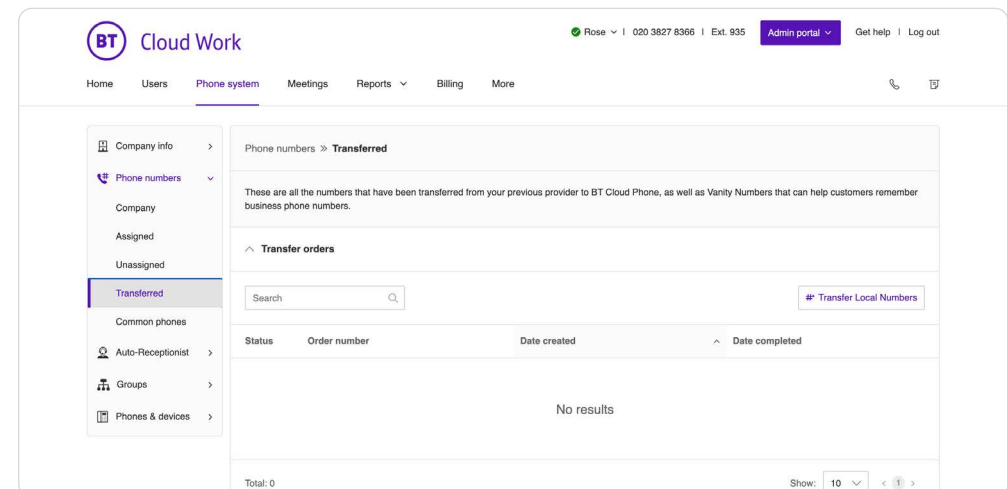
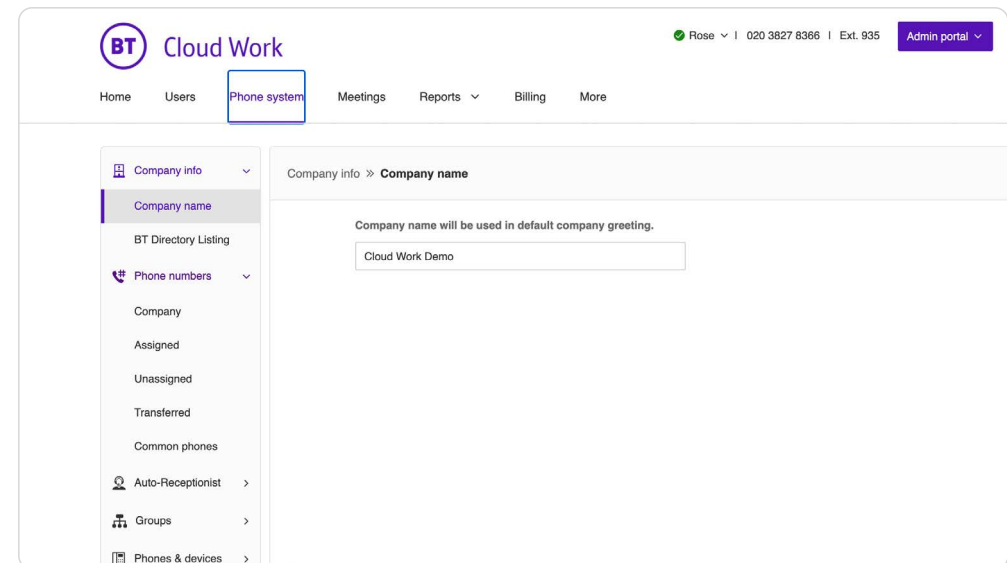
Finally, we can't transfer numbers that are used for alarm monitoring, so you'll need to move those services first.

**Step 1:** Log into your Cloud Work portal as an administrator user and click on 'Phone system' in the navigation at the top of the page.

**Step 2:** Click on 'Phone numbers' in the left navigation.

**Step 3:** Click on 'Transferred' on the left sub-navigation.

**Step 4:** Click on '# Transfer Local Numbers'.



**Step 5:** Select your current service provider from the drop-down menu that appears.



Transfer numbers: Choose your current network operator ×

Please select the current service provider for the numbers you would like to transfer to BT Cloud Phone.

**Current service provider**

Please select ▾

**Service Provider Address (Optional)**

your current service provider address

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**Step 6:** You'll see some pre-check questions. Answer these and click 'Next'. Remember, you can only transfer numbers that are active – don't cancel your numbers before transferring them or you'll risk losing them.



Transfer numbers: Pre-check ×

**Are the numbers you are transferring ACTIVE with your current service provider?**

Yes  No

**Do you have the latest bill ready to be uploaded for the number you are transferring?**

Yes  No

**Do you currently have DSL/Broadband on any of the numbers you are transferring?**

Yes  No

**Are you transferring more than one local number?**

Yes  No

**Do you currently have any open orders with your current service provider?**

Yes  No

**Are you transferring all of your numbers from your current Service Provider?**

Yes  No

**Have you received your BT Cloud Phone phones?**

Yes  No

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**Step 7:** Enter your billing phone number. Tick the check-box next to 'I want to transfer my billing telephone number'.



**Step 8:** Enter any other numbers you want to transfer in the text box, separated by commas. You can add up to 100 numbers.



**Note:** You'll need to let us know if you have more than 100 numbers you'd like to transfer, or numbers on the old account that you'd like to keep **or** disconnect. Either call the Cloud Work number transfer team, or enter those numbers at Step 14 of the Wizard – otherwise, your number transfer could be delayed.

**Step 9:** Choose a transfer date.



**Note:** Your number transfer can happen sooner or later than the date displayed. If you want to request a transfer date later than the date shown, select it, and once you've fully completed your transfer request call the Cloud Work number transfer team to let us know. Then click 'Next' to go to the next page.

Transfer numbers: Enter numbers ×

**Billing telephone number** ⓘ

020 7123 4567

Check

I want to transfer my Billing telephone number

**Enter the numbers you would like to transfer** ⓘ

02071234000, 02071234050, 02034567899, 01234567879

Separate numbers by commas or semicolons.

*There are some numbers that we will not be able to transfer. If for any reason we cannot transfer these numbers, we will let you know as soon as possible.*

*The transfer of existing numbers is regulated by Ofcom.*

*We will make every effort to transfer your number to BT Cloud Phone in a timely manner. However, the actual transfer and the time of your transfer depends on the co-operation and release of the telephone number from your current telephone service provider.*

*We cannot transfer disconnected numbers so please do not cancel your existing number if you wish to transfer that number.*

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Transfer numbers: Transfer date ×

Please note: The default date is the earliest available date to process your order. Please select a different date if necessary.

**Choose transfer date**

31/07/2020

Please do not choose a National Holiday, otherwise the order will be rejected from your losing carrier. Processing times vary by order complexity and size. The actual transfer date may be later than requested due date.

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**Step 10:** Click 'Select temporary number' if you want to exchange any of your temporary numbers with numbers you're transferring in. Then click 'Next' to go to the next page.



Transfer numbers: Mapping the temporary number ×

**Match temporary numbers with transfer numbers**

Match a temporary number you are going to replace with a number you are transferring, or add the transfer number as an additional number.

Number to be transferred	Temporary number	Actions
020 7123 4567		<a href="#">Select</a>
020 7123 4050		<a href="#">Select</a>
020 3456 7899		<a href="#">Select</a>
01234 567879		<a href="#">Select</a>

You have no temporary numbers to match? Go to the next step.

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**Step 11:** Click 'Next' to confirm your transfer request.



Transfer numbers: Numbers Exceed Your Plan ×

**More transfer numbers than purchased temporary numbers.**

You are transferring more numbers than your purchased temporary numbers.  
For each additional number a £0.50 fee will apply.

**Numbers exceed your plan**

4

**Estimated total fee**

£2.00

**The fee will be added to your bill after the transfer request completion.**

The final charge could be also impacted by your other actions related to numbers.

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**Step 14:** Add any further information relating to your transfer request into the 'Additional comments' box, including any numbers on your old account that you don't want to transfer.



Transfer numbers: Additional comments ✕

**Additional comments**

Enter your comments

If you are not transferring all of your phone numbers in the same Billing Account Number, please list the remaining phone numbers here and the action to be taken for each phone number (Remain, disconnect, etc.). Please provide any additional information and instructions to support a successful porting experience.

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**Send emails to**

Please enter your email address below to receive all number porting notification emails. This is optional, and if you leave it empty, all notification emails will be sent to the system admin user.

**Email**

Enter email address

Use commas or semicolons to separate multiple email addresses.

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Next

**Step 15:** The Letter of Authority is the final stage of the number transfer request. It gives us permission to submit number transfer requests on your behalf. You'll need to sign it electronically.



You can download and print a copy for your records.

<b>To:</b>	From: BT PLC
<b>Registered Address</b>	Registered Address: BT Centre, 81 Newgate Street, London EC1A 7AJ

**Customer Details:**

<b>Company Name:</b> <small>(as shown on the most recent telecommunications bill from the current Communications Provider)</small>	
<b>Company's Registered Address:</b>	
<b>Company's Registered Number:</b> <small>(not applicable in the case of a Sole Trader)</small>	

**Requestor's Details:**

<b>Name:</b>	
<b>Job Title:</b>	
<b>Contact Details:</b> <small>(please include a contact telephone number or other relevant details)</small>	

<b>Site address:</b>		<b>Telephone Numbers to be ported:</b> <small>(must be in service)</small>	
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This is to notify you that I (representing the customer shown above) have decided to port the above \* Direct Dialling In (DDI) or \*VPN/Centrex geographic number(s) from you to the (Gaining Communication Provider/GCP (also shown above). The GCP is authorised to act on my behalf in this matter.

I recognise that it is my responsibility to arrange cessation of, or changes to, any other services currently provided by you if required.

You have my authority to disclose to the GCP such information regarding the \*Direct Dialling In (DDI) or \*VPN/Centrex site(s) and numbers quoted, together with any other numbers as are necessary to allow this port to proceed.

**Signed:**  **Dated:**

**Printed Name:**



**Step 16:** Click 'Complete' to submit your number transfer request.

**Note:** Once you've completed your online transfer request, it'll be visible on the Cloud Work portal.

### Transfer numbers: Upload LOA

Please sign the LOA and attach it here to submit the order.

**Signed LOA**

[Browse](#)

Attachment	Actions
BT_Local.pdf	<a href="#">Delete</a>

If you are not ready to upload the document now, you can do it later here:

1. Login to your BT Cloud Phone account online
2. Select Admin Portal > Phone System > Phone Numbers > Transferred > The number that is pending document submission
3. Use the screen to upload the required documentation

[Back](#) [Complete](#)

BT Cloud Work Rose | 020 3827 8366 | Ext. 835 [Admin portal](#) [Get help](#) [Log out](#)

Home Users **Phone system** Meetings Reports Billing More

Company info > < Back Transfer order: 11844065 [Download LOA](#)

**Phone numbers** >

- Company
- Assigned
- Unassigned
- Transferred
- Common phones

Auto-Receptionist >

Groups >

Phones & devices >

**Order number:** 11844065 **Status:** Pending

**Date created:** 19/06/2020 **Requested transfer date:** 31/07/2020

Numbers transferring in

Search  Locations

Number	Location
01234 567879	Bedford,
020 3456 7899	London,
020 7123 4050	London,
020 7123 4567	London,



## Frequently asked questions

### **Can I switch to Cloud Work but keep my current phone number?**

Yes. You can keep a phone number you use with your current provider, and automatically forward any calls to it to your Cloud Work number.

### **How do I find out if my phone number is eligible for transfer?**

Transferring a number may mean that you no longer need your existing service with your current provider. But your current provider may restrict or charge you for leaving them if you're still in contract, and consequently reject a number transfer.

To be sure, check with your current service provider that you're able to move. If they agree, log in to the Cloud Work portal, use the Number Transfer Wizard to submit a transfer request, and we'll be in touch.

### **Should I cancel my current phone service first?**

No. Your number has to be active with your provider for us to transfer it to Cloud Work. Wait until the transfer is complete, then cancel your old phone service.

### **What if my broadband service uses the number I'm transferring?**

You'll need to get a new phone number for your broadband line from your service provider before you send your transfer request. Otherwise, you risk losing your broadband service.

### **What if I have alarm monitoring services on the number I'm transferring?**

We can't transfer numbers that are registered for alarm monitoring services. You'll need to contact your current service provider to change them. Remember not to cancel any of your phone services until we've completed your number transfer.

### **What information do I need to transfer my number?**

You'll need to give us the following information, exactly as your current service provider has it on record, when you submit your transfer request. If there's a mismatch, your transfer will be delayed:

- company name and address
- company registered number
- name of the account holder or person authorised to make changes to the account
- service address (the physical address in which the phone number currently rings)
- current service provider name and address
- your account number with them
- the phone numbers to be transferred.

### **How will I know if you need more information to complete my number transfer?**

We'll email and/or call you if we need more information to complete your transfer request. You'll also see a notification at the top of the Overview screen in the Cloud Work portal.

### **How do I check the status of my current number transfer?**

Log in to the Cloud Work portal as an administrator user and go to Phone system > Phone numbers >

Transferred. You can also call Cloud Work support on **0800 389 0321**, and select the relevant menu option to reach our number transfer team.

### **How will I know if there is a problem with my number transfer?**

We'll email you if, for whatever reason, your number transfer request can't be completed.

### **How long does a number transfer usually take?**

The timing relies on your current service provider, but allow for 30 days after you've put in a request on the Cloud Work portal. The transfer can take less than that to complete – or longer, if a more complex request.

### **How do I know when my number will be activated?**

When we get clearance for the transfer from your current provider, we'll let you know by email.

### **Will my phone service be down during the transfer process?**

Depending on the number type, your Cloud Work service will be unavailable for up to three hours on the day of transfer. To find out your number type, call Cloud Work support on **0800 389 0321** and choose the relevant menu option to speak to us.

### **What happens on the day of the transfer?**

We'll activate the transfer process and let you know it's started. We'll run tests to check calls are routing to the Cloud Work network. Once we know calls are routing correctly, we'll confirm that we've moved your number(s) and that the transfer is complete.

### **Can I cancel or delay my transfer request?**

You can delay or cancel your number transfer request at any time up to four days before the agreed transfer date, not including weekends or bank holidays. After that point, the transfer can't be cancelled or delayed.

### **What if I want to transfer multiple phone numbers?**

That's fine – you can specify all the phone numbers you want to transfer in the Number Transfer Wizard process.

### **What number should I call if I have questions about my number transfer?**

If you have any other questions about transferring your phone number(s), you can contact Cloud Work support on **0800 389 0321** (Monday to Friday, 8am to 6pm; 24 hours a day, 7 days a week for Connect and Collaborate customers). Choose the relevant menu option to speak to us.





**Offices worldwide**

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