smartnumbers
proactive recovery

Provisioning Guide

smartnumbers

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Intended purpose

This guide provides advice about the steps the customer must take to assist smartnumbers in provisioning the smartnumbers proactive recovery service.

Intended audience

This guide is intended for new customers who are in the process of setting up the smartnumbers proactive recovery service.

Conventions used

This guide uses the following format for tips and additional information:

Additional information relating to the current section.

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1 PROVISIONING

This guide provides advice on what you can do to help set up your new smartnumbers proactive recovery service.

1.1 Congratulations!

We have recently received your order for the BT Voice Continuity Proactive Recovery service. This is one of the BT smartnumbers family of products, used by organisations large and small to provide them with increased control of call diversion. Organisations will typically use this service to do the following:

- Increase the resilience of important phone numbers or sites
- Help with office moves as customers wish to retain their phone numbers as they move locations
- Support flexible or agile working practices, giving users control of their personal call routing.

We have provided this short guide so that you understand the processes we follow to deliver this service, and what you need to do to ensure you get the best value from proactive recovery.

1.2 The 2 steps to successful onboarding

1. **Build:** Having received your order, we build your Proactive Recovery service, complete with web portal access and 10 new DDI's that you can use to test different divert and failover scenarios. We aim to have this completed within 30 days and the service is billed at this time.
2. **Port:** If you would like to use your own DDI's as part of Proactive Recovery, we will need to 'port' these phone numbers from the local exchange. This porting process requires your assistance, and the following page provides a 'Porting Checklist' to ensure a smooth phone number migration.

1.2.1 What are the timescales?

While the provisioning of the smartnumbers proactive recovery service will be complete within 30 days, the porting process may take longer and is described overleaf.

Therefore, if you wish to use your existing phone numbers as part of smartnumbers proactive recovery from the outset, then this porting process needs to be started as soon as possible.

1.3 Checklist to ensure a successful phone number port

Porting your phone numbers isn't difficult, and as long as the following steps are followed, we can safely and quickly migrate these phone numbers from the local exchange and into the Proactive Recovery service.

✔	We need to capture your porting requirements using our Pre-Porting Questionnaire and Letter of Authority document. Please complete this as carefully, and as soon as you can and send as an email or fax. It will take an estimated 22 working days to port your phone numbers, but this clock only starts once this form has been received.
✔	Once we have received the completed documentation, we will then submit this to BT OpenReach and will manage the relationship with BT OpenReach on your behalf.
✔	As we are moving your DDI's from the local exchange and into the Cloud, you may need to request a block of new DDI's that the smartnumbers proactive recovery service will use as 'deliver-to' phone numbers. If you are looking to failover calls between two locations, then you will need 'deliver-to' phone numbers at each of these locations.
✔	It's important that the last 4 or 6 digits of the deliver-to phone numbers match the last 4 or 6 digits as the published DDI's since that will enable calls to divert easily from the published DDI's to the deliver-to DDI's. If you can't get matching 4 or 6 digits between these DDI numbers then you will have to map these within your PBX.
✔	It is most likely that your Main Billing Number is part of the DDI range that we are porting to smartnumbers proactive recovery. If this is the case, BT will need to change your Main Billing Number to be another phone number that is not being ported. Please ensure that you discuss this with your BT Account Team since it could delay the porting process.
✔	When we port your existing phone numbers away from the Local Exchange, this will impact the CLI that is broadcast by you when you make outbound calls. You should talk to your BT Account Team to ensure your requirements are properly captured, since you may need to purchase Type 5 CLI Presentation on their ISDN circuits to broadcast the correct CLI.

We really appreciate your assistance with the steps above, and if followed carefully will ensure a well-executed customer service experience.