



FAQ for Customers Undergoing the Implementation Process

This FAQ is designed to guide customers through the implementation process, particularly focusing on porting. It provides clear answers to frequently asked questions, addresses potential challenges, and highlights how we're committed to your success.

Porting can be a complex process, and clear, updated instructions ensure everything runs smoothly. Our goal is to provide you with understandable, step-by-step guidance so you can feel confident throughout.

Unlike competitors who rely solely on portal-based services, CallTower offers a more hands-on approach. Our comprehensive resources—like workbooks, videos, UC Solutions site and web pages—showcase our expertise and commitment to your success.

General Information

Why does porting data seem to come from multiple sources?

While porting data may originate from dispersed systems, we're actively working on consolidating this into a single, easy-to-access hub to minimize any confusion.

How do you demonstrate expertise during implementation?

We provide more than just instructions—we offer detailed workflows, trainings, best practices, and a dedicated team to address your unique circumstances. We aim to act as trusted advisors, not just service providers.

What should I do if I feel I'm getting inconsistent information from my Project Manager (PM)?

If you notice inconsistencies, please share examples with us. This feedback allows us to refine our processes and ensure uniform, high-quality communication across all PMs.

Specific Porting Questions

What information should I get about International Emergency Services during the process?

International Emergency Services information should be provided before your purchase. This ensures you're informed of compliance requirements well in advance.

What happens if my requested International Port FOC date isn't available?

We'll work with you to commit to the nearest possible date. This ensures your porting timeline stays on track, and you're aware of any constraints upfront.

Why is it important to discuss the risks of moving a port date?

Porting dates are carefully planned. Changing a date can lead to unexpected delays or disruptions. Your PM will keep you informed of any potential risks, so you can make an educated decision.

Why is there no remediation path when it comes to Lumen releasing translations?

Currently, the lack of a clear resolution process for this issue is a challenge we're addressing with our Telecom team. We're committed to finding solutions to minimize delays.

When is number forwarding discussed, and why isn't it a standard option?

Forwarding numbers is only considered when absolutely necessary. It adds complexity and potential downtime—particularly with services like Teams, where temporary number removal can sometimes cause a delay of up to 24 hours. We strive to make this a last-resort solution.

What does it mean when “Toll-Free” and “Ring-to-Port” don't align, and how does it affect me?

These terms refer to connections between toll-free numbers and their destination numbers. It's possible for them to port at different times, which may cause service interruptions. We'll guide you on how to reduce or eliminate these disruptions.

Are there special requirements for porting numbers in regions like Germany or Austria?

Yes, porting variable-length numbers in Germany and Austria can be complex. We're working with our Telecom team to provide clear, region-specific guidelines and ensure you have all necessary information.

Why aren't Letters of Authorization (LOA) always easy to understand?

Some LOA documents, like Mexico's, are only available in Spanish, making it difficult for both customers and PMs to interpret. We're advocating for English-translated materials to simplify the process for everyone.

What should I expect on the day of porting?

Typically, a PM will set up a bridge call for all porting activities unless you prefer not to or if the port is for inventory numbers (in which case, an email will suffice). Clear communication and visuals of the process can help ease any anxiety.

What happens if my port gets rejected, and how do PMs handle it?

PMs are expected to respond promptly to port rejections. If you experience delays, please provide specific examples so we can address the issue directly and improve response times.

Improving Your Experience

How can I help ensure my implementation process goes smoothly?

Stay informed and don't hesitate to ask questions. Follow any guidance provided by your PM and share concerns or discrepancies quickly so we can address them immediately.

What resources are being developed to improve my experience?

We're actively working on creating more consumable resources, including visual walkthroughs, comprehensive guides, and user-friendly videos, all located in a centralized hub.

By addressing these common concerns and improving communication, we're dedicated to making your implementation process seamless and successful.