



Step by Step Guide

Number porting refers to transferring the existing service from one provider to another.

Hosted SMS allows numbers that are on a different voice provider to use Telnyx for SMS without affecting the voice functionality.

It is possible to transfer only SMS portion to Telnyx while the voice operations remain with their other provider.

These are the steps that should be undertaken:



List of Actions

1. Obtain Authorization Documentation

2. Host the Number

Obtain Authorization Documentation

In order for Hosted SMS to be utilized successfully, a user needs to provide the following two documents:

- 1. A Letter of Authority (LOA) that authorizes Telnyx as a Service Registrar to route SMS on the specified number(s).
- 2. A bill from a current provider.

NOTE: Both documents should contain valid Authorized Name and Address that have to match.



Letter of Agency (LOA)

This letter authorizes Telnyx to initiate a port of the customer service record (CSR) of the current provide a copy of your latest bill/invoice.	request. All information ont carrier. In addition to	a must be entered exactl completing this form, ye	y as shown on ou will need to
Account or Company Name:			
From The Customer Service Record (CSR) Use the Service Address, not the Billing Address (un	nless they are the same)		
Street w/ Number (Required for Toll Free #s): Ci	ty:	State/Province:	Zip/Postal Code:
Current Carrier Information			
Carrier Name:	Billing Telephone N	lumber (BTN):	
Numbers to Be Ported: Separate with commas. For ranges, use a dash (i.e. separate list of numbers.	2163215000-2163215999). Please make a note below	if you are attaching a

To download LOA and gain access to the document, please refer to this link.

Host the	Numbe	r	
TELNYX	ATELNYX PLATFORM	Messaging / Messaging Profiles Messaging Profiles Learn & Build Request Short Code Rate Limits Hosted SMS	★ Curt 🔕 ∽
PLATFORM	Deshboard Numbers Messaging Verify Call Control	Configure your Messaging Profiles Send and receive SMS on Alphanumeric IDs, Long Code, Toll Free, and Short Code numbers. The default account limit is 10 message per second	Add new profile
iii Numbers	Programmable Fax SIP Connections Control Outbound Voice Profiles Wireless	Status - Name Q, Webhook URL Failover URL	Outbound Inbound Sent Delivered Errors Received Numbers Connected
✓ Messaging✓ Verify ■	 ● Reporting → Debugging ◆ API Keys 	μ © -	0 0 0% 0 1 🖉 🗎
 Call Control Programmable Fax 	# Lookup Resources		
요 SIP Connections	Support Center API Docs Release Notes		
 Outbound Voice Profiles Wireless 	 System Status 		Q
Neporting			
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To set up Hosted numbers, please do the following:

- 1. Navigate to 'Messaging' on the side menu on the Telnyx portal.
- 2. Click the 'Hosted SMS' tab.
- 3. Users will be prompted to a different window where they can configure details regarding Hosted numbers.

Managing Existing Hosted Numbers

The 'Hosted SMS' page contains information regarding Status, Numbers, and Messaging Profile.



Search

Numbers Q

Type number t

Status

Displays the status of numbers (E.g. Complete) (Display)

NOTE: Users can select one of the three Statuses from the drop-down menu and have their data filtered accordingly.

Number

Displays the Hosted numbers (E.g. +1234567890) (Display)

NOTE: Users can enter specific numbers and have their data filtered accordingly.

Messaging Profile

Messaging Profile	Displays a Messaging profile that the number is added to
	(E.g. Testing Messaging Profile)
	(Display)
Testing Messaging Profile	Besides selecting data and filtering results, users may also edit the existing configuration.

Click the 'Edit' icon to make any changes, if necessary.
 (Button)

Adding a New Order

To add a new order, users have to click the 'Add New Order' button, after which they will be redirected to a different page where they can proceed to enter all valid and necessary data in order to successfully set up Hosted SMS.

Add new order

Click this button to create a new order.

(Button).

For configuration to be set up correctly, it is a requirement to populate the following two fields:

• Numbers

Enter one or more numbers in the E.164 format

(E.g. +1234567890) [(0-9)]

NOTE: If entering more than one number, they should be separated by a semicolon, colon, or carriage return.

NOTE: In case the entered number does not have the required format, the following warning message will appear saying "1-xxxxxxxxx" must be in +E.164 format.". Please refer to the screenshot.

must be in +E.164 format.

×

Me	essaging / Crea	ate Hosted SMS Ore	der			
Me	ssaging Profiles	Learn & Build 🛛 🕬	Request Short Code	Rate Limits 📧	Hosted SMS (BETA)	
Cr	eate Hosted	SMS Order				
CI	eate nosteu					
Cre	ate a new Hosted SN	/IS Order				
	Order Data					
	Numbers (separated	d by semicolon, comma or	carriage return) (Required	0		_
	+1 111 111 11	11; +1 111 111 1112; -	+1 111 111 1113			/it.)
	Messaging Profile (Required)				
	Select				\sim	P
				Cancel	Create Order	

Messaging Profile

Select a desired Messaging profile

(E.g. Testing Messaging Profile)

(Select box)

Finalizing a New Order

Once the numbers are entered and the Messaging profile is selected, users will be prompted to a different page where they can check the details about the Messaging profile and get the Order ID. Also, on this page, they can upload authorization documentation - LOA and bill files.

x	Messaging / Edit Hosted SMS Order		Te Cart
	Messaging Profiles Learn & Build 😡 Request Short Code	Rate Limits (New) Hosted SMS (MARCA)	
ard			
s			
ing	Hosted SMS Order		
DETA	Upload LOA and Bill files for Hosted SMS Order		
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mmable Fax	Messaging Profile Order ID		
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ing	Drag and drop a file here		
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ıp	Bill (only pdf files)		
	Drag and drop a file here		
	or click to select a file		
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em Status			

- LOA (only pdf files)
 Drag and drop a file or click to select a file (E.g. LOA-Test)
 (Upload box)
- Bill (only pdf files)

Drag and drop a file or click to select a file (E.g. Bill-Test) (Upload box)

Submit

Once everything is configured as suggested, please click the 'Submit' button to confirm the action.

(Button)

NOTE: Please note that both files need to be in PDF format.

As it is suggested on the Telnyx portal, the waiting time can take up to 24 hours before the number goes active if the documents and the numbers are approved for hosting.

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