

# Identify Migration Process from Cloud Connected PSTN to Calling Plan

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## Introduction

This document describes the procedure for customers to manually migrate from Cloud Connected PSTN to Cisco Calling Plan.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Control Hub
- PSTN services offered for Webex Calling customers
- Customer must have Cloud Connected PSTN service

## Component Used

The information in this document was created from the devices in a specific lab environment. All the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Background Information

Customers are open at any time to change their PSTN provider and migrate their service to a Cisco Calling Plan.

Per the [Get started with the Cisco Calling Plans](#) document, migration from Cloud Connected PSTN to Cisco Calling Plan must be done manually since Self Service is not available yet for this option.

### Cisco PSTN Team

If you encounter difficulties with porting or requesting numbers while setting up a Cisco Calling Plan

location, our Cisco PSTN team is dedicated to offering support.

Cisco PSTN team can assist with:

- Porting
- Any issue related to your acquired numbers
- Ordering new numbers

## Procedure

When a new location is created and being assigned to a PSTN Connection, connections are completely linked to the location and can not be disassociated from it, unless the location is deleted.

Since Cisco Calling Plan is becoming the new provider, admins are unable to merely modify the connection at their location; they must create a new one instead.

On the other hand, current location numbers belong to a Cloud Connected PSTN carrier and to continue in used, numbers have to be ported out to the new carrier, Cisco in this case.

To initiate the migration process, proceed with the next steps.

Step 1. Create a new location.

1. Navigate to **Locations > Manage locations** > Select your preferred option. For this example, **Create manually** is selected.
2. The next screen is displayed where you enter information such as **Location name, Country, Address**, and so on.

Location name \*

Enter a location name

Country / Region \*

Select a country

Address \*

Search address

Address line 2 (optional)

City / Town

Enter the city / town

State / Province / Region

Select a state / province / region

ZIP / Postal Code

Enter the ZIP / postal code

Latitude: 0 • Longitude: 0 [Edit](#)

Timezone

Select a timezone

Email language ⓘ

English - American English



Drag pin to the center of the location. Dragging the pin will update the latitude/longitude and the address if a match is found.

⚠ To show the exact latitude and longitude, enter your address and select from the dropdown. The suggested address will update the pin for accuracy.

### Create a Location Screen

A screen confirming the creation of your new location is displayed.

Step 2. Navigate to **Services > Calling > PSTN > Orders** and click in a previous order.

Step 3. Click the **Open a Cisco Calling Plans support case** link.

**Calling**

Numbers Virtual Lines Call Routing Managed

Providers **Orders**

Order ID	Order Date ↓
ce61ac2d-8143-4e92-bfb5-c42379eb865a	06/11/2024 01:04:3
32d59fd5-aa20-4813-a129-488bc98cbc76	05/31/2024 05:53:1
ffac578b-db23-402e-85e0-121f5fd13827	07/18/2023 11:47:5

**Order overview**

**Date** 06/11/2024 3:04 PM (America/New\_York)

**Location** New York

**Type** Move Numbers

**Number type** Default Numbers

**Carrier** Cisco Calling Plans (US)

**Status** ● Provisioned 06/11/2024 3:04 PM (America/New\_York)

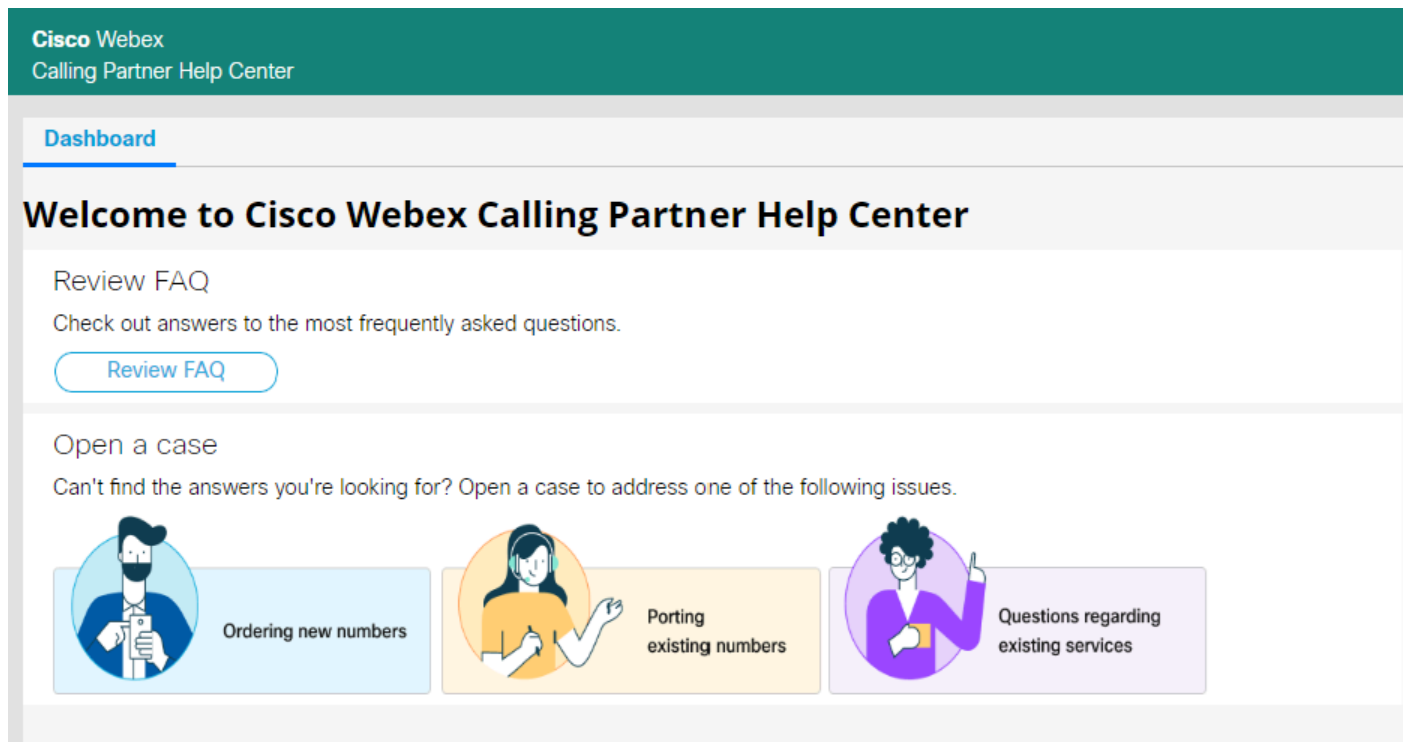
**Order details**

**Phone Numbers** 1 >

[Open a Cisco Calling Plans support case](#)

Orders page in Control Hub.

You get redirected to the **Webex Calling Partner Help Center** page:



*Cisco Webex Calling Partner Help Center home page.*

Step 4. Select **Porting existing numbers**.

Step 5. Fill the required information in the new box opened and submit your request.

# Enter Case Details

Do you want to create case on behalf of someone else? \*

Yes

No

 Value cannot be blank

Country \*

Location Name \*

What do you need help with? \*

Please select specific issue type \*

Partner Organization ID

Partner Company Name

Partner Contact Name

Partner Contact Email

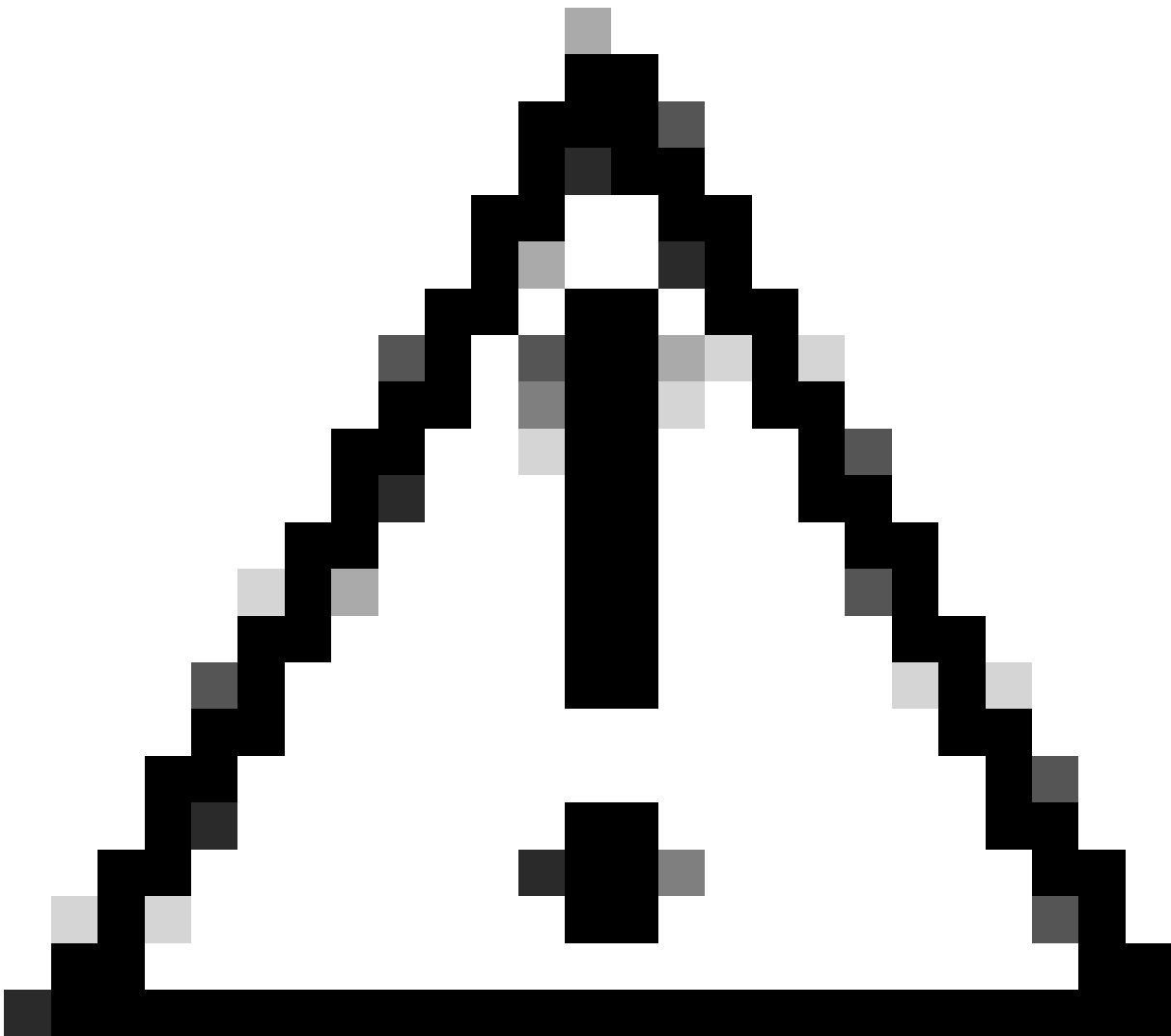
Customer Org ID \*

Customer Company Name \*

Customer Contact Name \*

Our Cisco PSTN team is going to reach out to offer additional support during the number porting process.

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**Caution:** Please note that any porting procedure involves a service interruption, since numbers are transferred from one carrier to another and the location in your Control Hub changes. This necessitates scheduling a Maintenance Window or a specific date for porting. Our PSTN team is ready to help throughout the process to minimize the impact as much as possible.

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