CPaaS Porting Release Notes

Updated October 29, 2026 · NUSO CPaaS · For NUSO Customers

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Overview

The following changes are scheduled to launch in the CPaaS platform on November 17, 2026. This release replaces the existing porting pages in the CPaaS portal with a new porting experience. You can check whether numbers can port, place a port order, make changes to it and track it to completion, all without contacting support. This document contains details of those changes.

The new experience will be available in our staging environment starting Nov 2, 2026, ahead of the production launch. See the Staging section for testing details.

API Changes

Existing API integrations will continue to be supported. No changes to existing endpoint URLs or permissions are required. Additional response fields will be introduced to provide access to the enhanced porting information available in the new interface. These new fields will be available for testing in our staging environment on November 2, 2026.

The additional fields are:

Port Status – Matches the detailed order status displayed in the new interface, providing greater visibility into the current stage of each port order.

Order Number – The order number displayed in the portal.

Port Group ID – The group ID associated with the order.

The following endpoint, brightlink/v1/order/search-cpaas2, will now support searching for Port Group IDs in addition to Order IDs. When searching for a Port Group ID, the call will return an array of the Order IDs associated to that Port Group ID.

Updated Navigation Menu

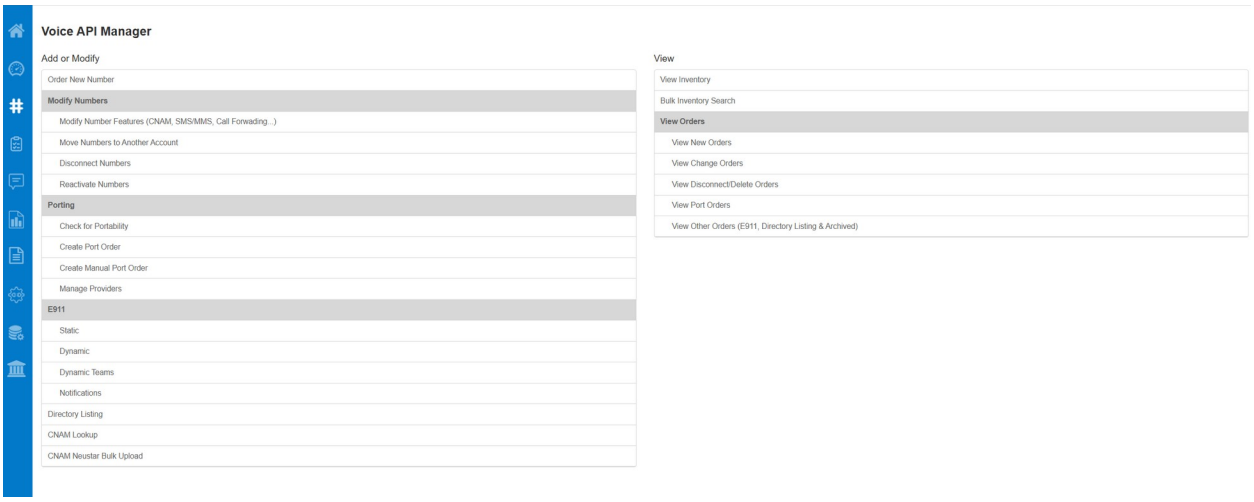
The Porting section of the Voice API menu has been updated. The **Add or Modify** section on the left contains:

- **Check for Portability – check whether numbers can be ported to NUSO.**
- **Create Port Order** – start a new port order. Every port order starts with a portability check, so this opens the same page as Check for Portability.

The **View** section on the right now contains **View Port Orders**, which lists your port orders. Archived orders from the previous porting pages remain under **View Other Orders (E911, Directory Listing & Archived)**.

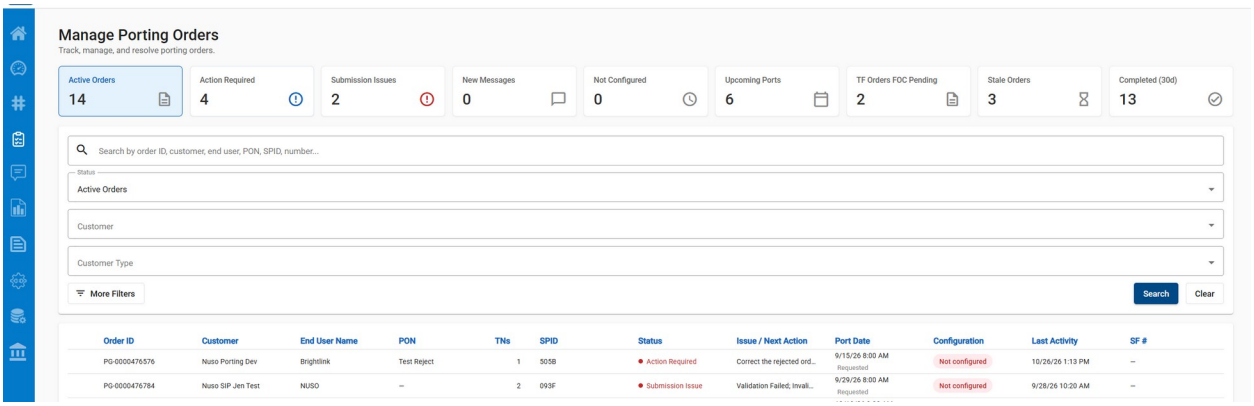
A new **Porting Dashboard** icon has also been added to the left-hand menu.

Existing links and bookmarks to the previous porting pages will take you to the new screens.



Porting Dashboard

The new Porting Dashboard shows every port order you have access to, with the orders that need your attention at the top. Open it from the **Porting Dashboard** icon in the left-hand menu.



Dashboard Tiles

The row of tiles at the top of the dashboard filters the list below. Each count reflects your current search and filters. Tile counts may reflect individual orders while the list displays port order groups.

Tile	Shows
Active Orders	Every order that is not complete or cancelled.
Action Required	Orders requiring follow-up, including carrier rejections and other actionable exceptions.
New Messages	Orders with a note from NUSO that you have not read.
Not Configured	Orders porting in the next 7 days whose numbers are not fully set up.

Tile	Shows
Upcoming Ports	Orders with a confirmed port date in the next 7 days. Opens the calendar.
Completed (30d)	Orders completed in the last 30 days. Click it to list all completed orders.

Search and Filters

Use the search box to find orders by order ID, customer, end user, PON, SPID or phone number, then press Enter or click **Search**. The **Customer** filter narrows the list to a single account, which resellers can use to switch between customers. **More Filters** adds Port Type (Local or Toll-free), Configuration and a Port Date range. Click **Clear** to reset every filter.

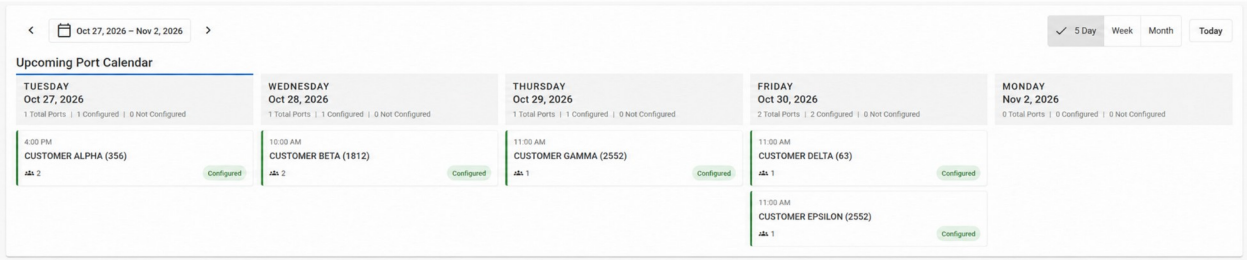
Order List

Each row in the list is one port order group. If a group holds several orders, click the arrow to expand it and see each one. Click anywhere else on the row to open the group. Your browser's Back button will return you to the same view.

- **Status** shows Action Required when an order needs to be corrected.
- **Issue / Next Action** shows what happens next, for example "Awaiting FOC from carrier" or "Configure numbers before the port date".
- **Port Date** shows a Requested tag until the carrier confirms the date.
- **Configuration** shows Configured (green), Partially configured with a count (yellow) or Not configured (red).
- A speech-bubble icon next to the Order ID means there are unread notes.

Upcoming Port Calendar

Select the **Upcoming Ports** tile to display a calendar of confirmed ports above the list. The calendar can be viewed by 5 Day, Week or Month. Use the arrows or **Today** to move between dates. Each day shows how many ports are configured and not configured. Click a card to open that order. Days and times are shown in your local time zone.

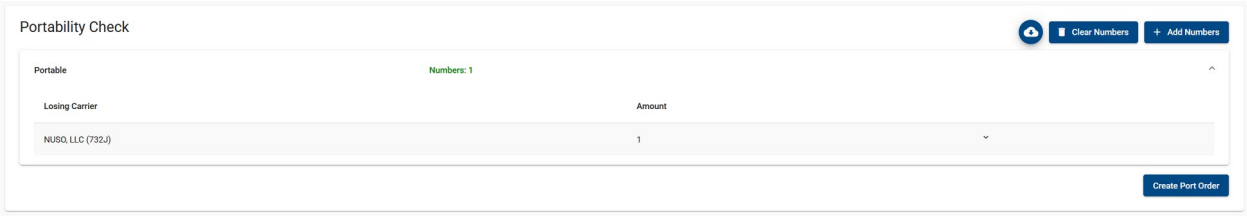


Export to CSV

Click **Export CSV** to download the current view, including its filters and sort order, as a spreadsheet. Exports hold up to 25,000 orders.

Portability Check

Every port order starts with a portability check. The check tells you which numbers can be ported to NUSO before you fill in any order details. The portability check interface has been updated as illustrated below.



Run a Check

Open **Check for Portability** from the Voice API menu, or click **Create Port Order** on the Porting Dashboard. Paste your numbers into the text box or click **Upload file of numbers**. Numbers can be separated by a new line, comma, semicolon or tab, and formats such as (512) 555-0101, +1 512 555 0101 and 5125550101 are all accepted. Click **Format** to remove duplicates and invalid entries, then click **Validate**.

The check runs in the background. Large lists, especially toll-free numbers, can take several minutes, and the page shows progress such as "Checked 1,200 of 5,000 number(s)". You can leave the page and return using your browser's Back button. Results are kept for 24 hours. For lists of 2,000 numbers or more, upload a file rather than pasting.

Check Results

Results are grouped into three panels. Within each panel, numbers are grouped by their current (losing) carrier.

Panel	What it means	What to do
Portable	The number can be ported.	Nothing. Continue to the order.
Portability Not Confirmed	We cover the number's rate center but do not yet have an agreement with the losing carrier. Porting is not guaranteed and may be significantly delayed.	Keep the numbers and accept the possible delay, or click **Remove N Portability Not Confirmed**.
Not Portable	The number cannot be ported. The Reason column shows why, for example "Already in an active port order".	Click **Remove N Not Portable**. These must be removed before you can continue.

To remove a single number, click the delete icon on its row. To add more numbers to the same check, click **Add Numbers**. Numbers that have already been checked will not be checked again. Click the **Download CSV** icon to save the full results.

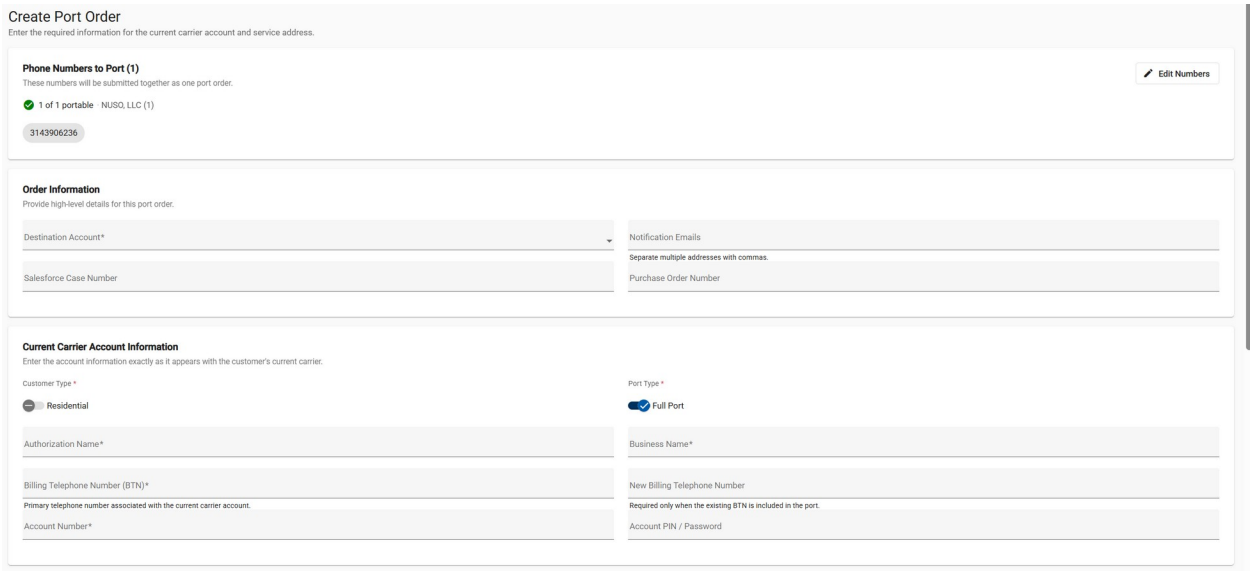
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Portability Not Guaranteed

Once every Not Portable number has been removed, click Create Port Order at the bottom of the page. If any Portability Not Confirmed numbers remain, a Portability Not Guaranteed message will be displayed. Those numbers will be placed on a separate order that is held while NUSO works with the losing carrier. If an agreement cannot be reached, that order may need to be cancelled. Your portable numbers will not be held. Click Continue to proceed or Cancel to go back.

Create Port Order

The port order entry form has been updated for a cleaner, easier experience. The Create Port Order page opens with the numbers from your portability check. To change the numbers, click **Edit Numbers**. This returns you to the check and keeps what you have entered so far.



Order Information

- **Destination Account** (required) – the account the numbers will belong to. This is filled in automatically if you have only one account.
- **Notification Emails** – who receives status emails for this order. Separate multiple addresses with commas. Your account's default addresses are filled in.
- **Salesforce Case Number** and **Purchase Order Number** (optional).

Current Carrier Account Information

Enter these details exactly as they appear on your current carrier's account.

- **Customer Type** – switch on Residential for a residential account. Leave it off for a business account.
- **Authorization Name** (required) – the name on the current carrier account.
- **Business Name** for a business account, or **First Name** and **Last Name** for a residential account (required).

- **Billing Telephone Number (BTN)** (required) – the main number on the current account.
- **New Billing Telephone Number** – fill this in only when the BTN is one of the numbers being ported.
- **Account Number** (required) and **Account PIN / Password**, if your carrier uses one.

Service Address

Street number, street name, city, state or province, ZIP or postal code and country are all required. US ZIP codes use the 12345 or 12345-6789 format.

Additional Information

Add notes for NUSO of up to 1,000 characters. Notes are saved to the order.

Toll-Free LOA Upload

Toll-free port orders require a signed Letter of Authorization (LOA). Upload it as a PDF, JPEG or PNG file of up to 25 MB. Multiple files can be added. The order cannot be submitted without one.

Port Scheduling

- **Requested Port Date** (required) – at least 3 business days from today. Weekends and US holidays cannot be selected.
- **Activation Time** (required) – any 15-minute slot from 7:00 AM to 5:00 PM Central. Times are shown in your local time with Eastern time in brackets, for example "7:00 AM (8:00 AM ET)".

Automatic Activation

Automatic activation is enabled by default. Numbers will switch over to NUSO automatically at the chosen activation time on the confirmed port date. If you would prefer to activate the port yourself, turn on On Demand Activation.

When finished, click **Create Port Order**. If a required field is missing, you will see "Please fill out all required fields". Once the order is saved, you will see "Port order created" and be taken to the order page.

Port Order Groups

NUSO may split your numbers into several orders, for example one per losing carrier, with toll-free numbers on their own order. All of these orders are kept under one port order group with an ID like PG-0000000266. Each order in the group has its own ID, such as PI-0000012345. You can manage the whole group from one page and act on all orders at once or on one order at a time.

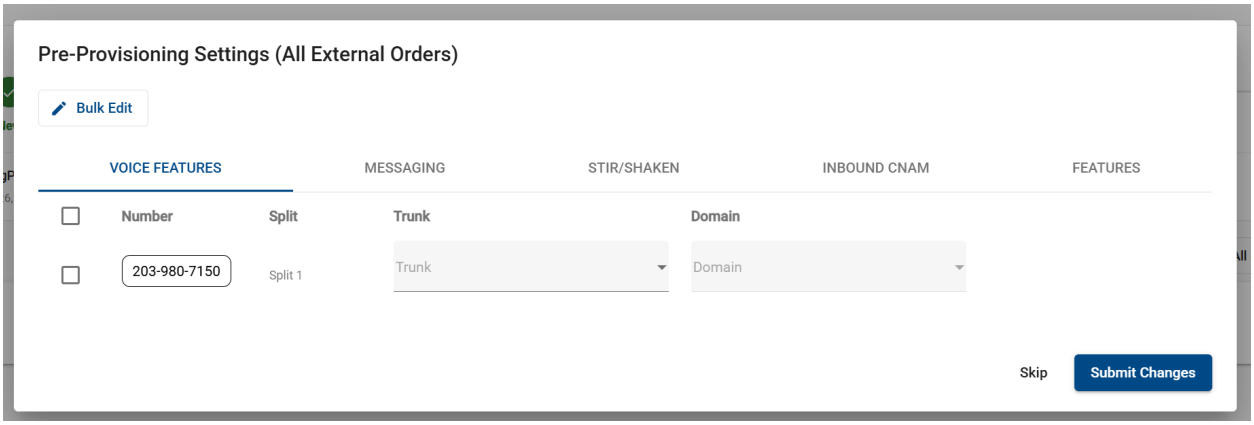
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Number Pre-Provisioning

You can now configure your numbers before they port, so they are ready to use the moment the port completes. Right after the order is created, the **Pre-Provisioning Settings** screen will be displayed.

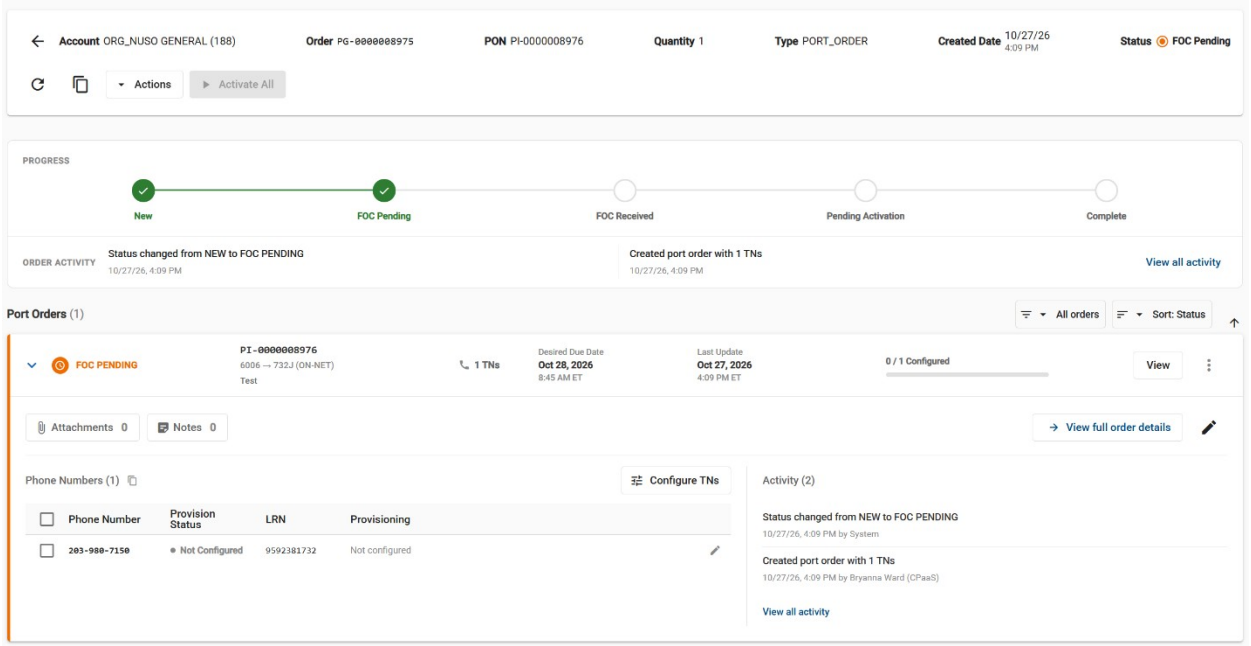
The screen is segmented into tabs for Voice Features (trunk, service, domain), Messaging (SMS, MMS, campaign), STIR/SHAKEN, Inbound CNAM and Features (call forwarding, CNAM caller ID, port-out PIN), depending on your account. Click through each tab to set individual settings on each number. Use **Bulk Edit** to apply the same settings to selected numbers or to every number in the order.

Click **Submit Changes** to save, or **Skip** to configure the numbers later. You can return at any time before the port completes by clicking **Configure All TNs** on the order page.



Manage Port Orders

Everything about a port order group is now on one page: progress, each order, its numbers, notes, documents and history. Open it from the Porting Dashboard or from View Port Orders.



Order Status

The progress bar shows the main stages of the group timeline: New, FOC Pending, FOC Received, Pending Activation and Complete. The FOC (Firm Order Commitment) is the carrier's confirmation of the port date. Every order shows where it stands, what happens next, and whether anything is needed from you. Statuses update automatically as carrier responses are received and processed.

Status	Meaning
New	The order has been created and is waiting to be submitted to the carrier.
FOC Pending	Submitted. Waiting for the carrier to confirm a port date.
Partial FOC	Some orders have a confirmed port date, while others are still waiting. This is a partial-progress indicator.
FOC Received	The carrier has confirmed the port date.
Pending Activation	The order or group is awaiting activation at its confirmed port date/time.
Partially Complete	Some orders have completed while others remain in progress. This is a partial-progress indicator.
Complete	All numbers have ported to NUSO.
Cancelled	Every order in the group was cancelled.

Action Required

If an order needs customer attention, such as after a carrier rejection, it will show Action Required and a bar at the top of the page will show how many orders need attention. Click

Edit Order to see the carrier's reason, with the fields that likely need correcting highlighted. Correct them and click Save.

If a carrier accepts some numbers and rejects others, the accepted numbers continue and the rejected numbers are moved to a new order in the same group to be corrected.

If an order shows We're working on it, a problem occurred submitting the order on NUSO's side. NUSO has been notified and is resolving it. No action is needed from you.

Self-Service Changes

Port orders can now be changed without contacting support. Use the **Actions** menu at the top of the page to act on the whole group, or the **More actions** menu on an order to act on that order only.

Action	What it does	When it is available
Edit Port Order	Change carrier account details, the service address, the requested port date and notification emails.	Until the carrier confirms the port date, or after a rejection. Notification emails can be changed at any time.
Update All	Change selected fields on every order in the group at once. Only the fields you check are changed.	When every open order in the group can be edited.
Change Due Date	Move a confirmed port date. The activation time stays the same.	After the carrier confirms the date. Before that, use Edit Port Order.
Change Activation	Turn automatic activation on or off, or change the activation time.	Until the order completes.
Configure TNs / Configure All TNs	Set or change how numbers will work once they port.	Any time before the port completes.
Add TNs	Check more numbers and add them as a new order in the same group.	While the group is open.
Remove TNs	Remove selected numbers from an order. Removing every number cancels the order.	Before activation. Not available for toll-free orders.
Split Order	Break one order into several, for example to give some numbers a different port date.	Before activation. Not available for toll-free orders.
Cancel Order / Cancel All	Cancel one order, or every open order in the group. This cannot be undone.	Until the order completes.

On some carrier orders, removing numbers cancels the original order and creates a replacement with the remaining numbers. The replacement is held and submitted automatically once the carrier confirms the cancellation. Both orders show a note linking them.

Split Order

Choose **Split Order** and click **Download CSV**. The file has one row per number. Edit the file so that each set of numbers you want on its own order has identical values; rows with identical values become one order. To leave a number out, delete its row. Click **Upload CSV** to preview which numbers stay on the original order and which move to each new order, then click **Split into N orders**. Up to 50 orders can be created this way.

Activate on Port Day

If automatic activation is on, which is the default, your numbers switch to NUSO at the chosen time on the confirmed port date and nothing else is needed.

If you chose On Demand Activation, click Activate on an order, or Activate All for the group, on the confirmed port date. Review the list of numbers and confirm. Orders that are not yet ready, or that are outside their port date, are skipped. If some numbers are not configured yet, a warning will be displayed. Those numbers will still activate but will not work until they are configured. Check the order status after activation to identify any orders that were skipped.

Notes

Click Notes on an order to send NUSO a message about it. Unread notes from NUSO show a New badge and appear in the dashboard's New Messages tile. Click Mark as read for one note or Mark all as read for all of them. Replying also marks notes as read. Once anyone on your team reads a note, it is marked read for the whole team.

Documents

Click **Attachments** to view or add documents, then **Upload Document**. Choose a document type (LOA, Invoice, CSR or Other) and upload a PDF, JPG or PNG file.

Order History

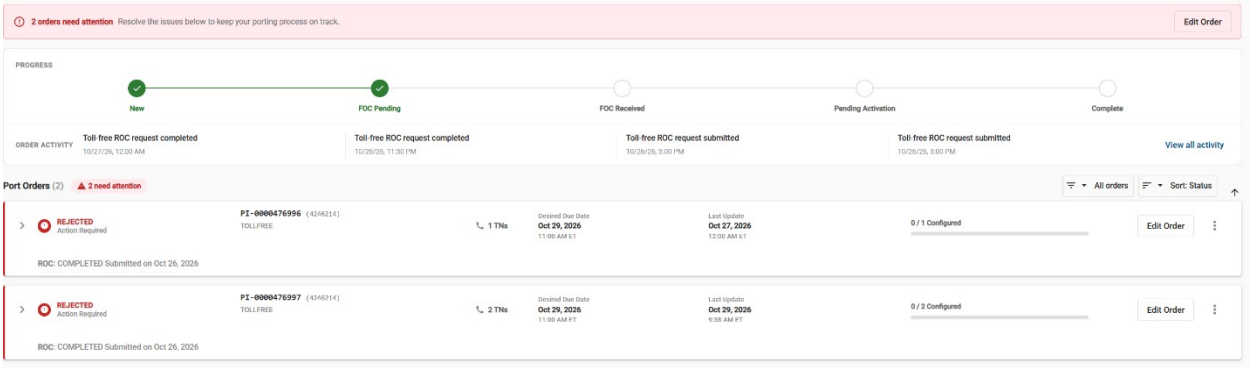
You can now see every change made to an order, who made it and when. Click **View all activity**, or **View History** from a menu, to see the history for the group or for one order. History can be filtered by Actor (people or system), action type and date.

Port Order Groups

When you submit a port request, CPaaS sorts the numbers by losing carrier. Toll-free numbers also go on their own order, separate from local numbers. You might end up with several port orders, but they all sit in a single **port order group**, so you can manage the whole request in one place.

Each group has its own order number, starting with PG- (for example, PG-0000000123). Each order inside the group has its own order number. The Porting Dashboard shows one row per group. Open a row to see the group page.

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The Group Page

The top of the group page shows:

Field	Description
Order	The group's PG- order number.
PON	The Purchase Order Number. If the orders in the group have different PONs, an info icon appears next to it.
Quantity	The total number of telephone numbers across every order in the group.
Type	The port type.
Status	One combined status for the whole group (see Group Status below).

Under the header is a timeline showing where the group is in the porting process. Below that, each order in the group appears with its own status, details and actions. Click an order to open its full details. To get back, use **Back to group**.

Group Status

The combined status reflects all the orders in the group together:

Status	Meaning
New	The orders have been created and are being submitted.
FOC Pending	The orders are waiting for the losing carrier to confirm a port date.
Partial FOC	Some orders have a confirmed port date, while others are still waiting. This is a partial-progress indicator.
FOC Received	Every open order has a confirmed port date.

Status	Meaning
Pending Activation	The order or group is awaiting activation at its confirmed port date/time.
Partially Complete	Some orders have completed while others remain in progress. This is a partial-progress indicator.
Complete	Every order in the group has completed.
Cancelled	Every order in the group was cancelled.

Group Actions

The group page has an **Actions** menu and an **Activate All** button. Each action applies to every order in the group at once, so you don't have to repeat the same change order by order.

Action	What it does
Add TNs	Adds more numbers to the group. The new numbers are placed on new port orders inside the same group.
Configure All TNs	Applies the same pre-provisioning settings to the numbers on all of the group's orders.
Change Due Date	Requests a new port date for every order in the group.
Update All	Edits selected details on every order in the group (see Editing All Orders in a Group below).
Change Activation	Opts every order in the group in to or out of automatic activation, or reschedules it.
View History	Shows the activity history for all orders in the group.
Cancel All	Cancels every open order in the group.
Activate All	Activates every order in the group that is ready to activate on port day.

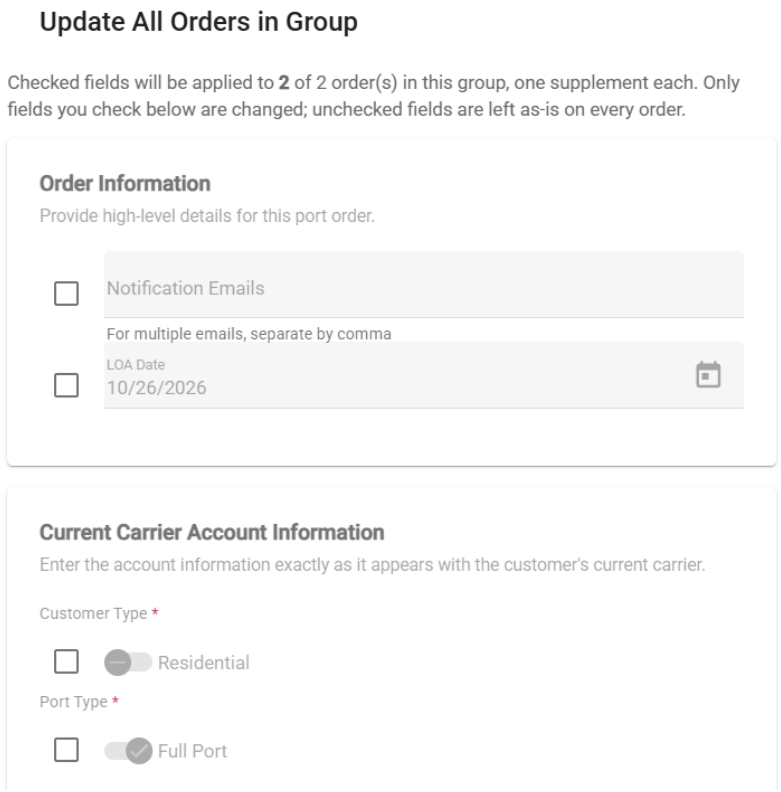
Actions that don't apply to the group's current state are greyed out. For example, every action except View History is unavailable once all orders in the group are complete or cancelled.

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Editing All Orders in a Group (Update All)

Use **Update All** when the same information needs correcting on every order, such as a misspelled authorization name or a changed account PIN. Make the change once and CPaaS sends the update to each order's carrier for you.

1. Open the group from the Porting Dashboard.
2. Select **Actions > Update All**.
3. Check the box next to each field you want to change, then enter the new value. Only the fields you check are changed. Every other field stays as it is on each order.
4. Select **Update All**.



You can update these fields:

Section	Fields
Order Information	Port Type, Notification Emails
Current Carrier Account Information	Customer Type and Name (business name, or first, middle and last name), Authorization Name, Account Number, Account PIN, Billing Telephone Number, New Billing Telephone Number

Section	Fields
Service Address	Street Number, Street Name, City, State/Province, Zip Code, Country
Port Scheduling	Requested Port Date
Additional Information	Automatic Activation

When it's done, the dialog shows a result for each order: either updated, or the reason the update failed. If only some orders updated, you can fix the problem and run Update All again for the rest.

When Update All is available: you can use Update All only while every open order in the group is still at an early stage: New, Submission Pending, Submission Failed, FOC Pending, Rejected, Update Posted or Hold. Once any order has received its port date confirmation or completed, the carrier won't accept further changes, so Update All is unavailable. Cancelled orders don't block Update All. They're skipped and listed in the dialog.

Changing only the port date? Use **Change Due Date** instead. It's available only while every open order in the group can still accept a date change. If the new date falls outside the standard porting timeframe, you'll be asked to confirm before the change is sent.

View Port Orders

Port orders placed in the new porting experience are listed under **View Port Orders** in the Voice API menu, as well as on the Porting Dashboard.

Port orders that are still open at launch will be moved to the new experience automatically. You will not need to resubmit them. Past port orders placed via the previous porting pages will remain viewable, as read-only, under **View Other Orders (E911, Directory Listing & Archived)**.

Numbers on an open port order now appear in your number inventory with their port status, for example "Port: FOC PENDING". Use the **Port In Progress** status filter to find them, and choose **Modify** on a number to open its order with the configuration settings ready.

Questions and Support

Questions? Contact Support (lnpsupport@nuso.cloud) or your NUSO Account Team.

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