

Process document for the provision of German toll-free numbers

The [German Communications Regulator \(BNetzA\)](#) has re-emphasised its requirement that, for German toll-free numbers, end users registered within the country must obtain their allocation of toll-free numbers directly from the national telecoms regulator. Further advice can be found on [the regulator's website](#) (only in German).

Once the number is provided, it can be **ported from the regulator to Voxbone via our porting process at no cost.**

Step 1: Apply to the regulator

- ◆ Some **proof of identity** will be required by the regulator: a copy of an identity card or similar official document with current address and date of birth; or for business entities, a company registration document.
- ◆ When submitting an application, you may **list your desired number** and up to four alternatives. Otherwise, an arbitrary number will be assigned by the operator.

Once your application is approved, you will receive a 'Notification of the allocation of a telephone number for toll-free telephone services' certificate from BNetzA listing your new number. For more information, please read:

[Regulator's online form](#)

[Regulator's PDF form](#)

[Application procedure in English](#)

[Guidance notes in English](#)



Step 2: Port number to Voxbone

To use your newly appointed number with Voxbone's services, you will need to request a port of the number from BNetZa. You can initiate the porting process using the automated tool within our platform.

You should select the below options from the relevant drop down menus (please note the 'Toll-free number type' option is reserved for end users outside of Germany).

- ◆ Country = **Germany**
- ◆ Number type = **SharedCost**
- ◆ Area code = **800**
- ◆ Current Service Provide = **BNetZa**

You will need to **upload the following two documents** in order for the port to be completed.

1) The Letter of Authorisation (LOA): This document provides us with the authority to conduct the port on your behalf.

2) Last invoice: This will be the BNetZa Notification Certificate as this document provides the proof of ownership of the number.

Once you've sent off your request, Voxbone will conduct the port from the regulator and inform you once the process has been completed and the number is ready for use with our services.