

VoIP Number Porting

20-40 Meagher St, Chippendale NSW 2008
Phone: 1300 660 139 | Email: info@blutonetech.com.au



Number Porting

Everything you need to know on Number Porting

Number porting is the process of moving your phone number(s) from one provider to another. This simplifies management, finances and overall monitoring of phone numbers for you and your business. The process of number porting can seem complex but ensuring the right steps are taken prior to proceeding allows the hassle to be taken entirely out of your hands and any inconvenience handled by us.

While not the most entertaining subject, the importance of number porting cannot be understated. The process of number porting allows for the seamless transfer of your phone number(s) between providers and if done properly, will be completed with minimal business interruption.

Can I port my existing phone numbers over?

Yes, you can!

You can bring over any phone number (excluding mobiles) that is with a competitor so long as the number is active. This includes 1300, 1800, and 13 numbers.

What do you require in order to do a number port?

In order to accept a number port we require the phone bill to prove you own the numbers you want to port.

Are there any charges to port numbers over to Blutone Technologies?

Yes, there are. These vary depending on the type of numbers you are porting and how many you are porting.

What are the different types of number porting?

We categorise number porting into three categories: CAT A, CAT C and Special.

- CAT A is the most basic of porting and is for phone numbers associated to a basic service like a PSTN line like that installed in a residential property.
- CAT C is for complex services. We consider it a complex service when:
 - You are porting number ranges (eg 10 or 100 number ranges)

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- You are porting numbers associated with a traditional PABX that is backed by technologies such as ISDN
 - There are advanced services associated with the numbers such as call routing / diversion that is set up at the exchange level and NOT the PABX level.
- Special applies to numbers like 13, 1300 and 1800 numbers.

Important Considerations

- ❖ It is up to the losing carrier to determine if the porting request is a CAT A or a CAT C. As such charges can only be confirmed after the process has been completed.
- ❖ If porting a group of numbers (e.g., all numbers together on an ISDN service or in a hunt group) then those numbers must all be ported together in a CAT C port and will be rejected if they are not.
- ❖ Porting rejections charges apply so it's important to ensure you are porting all the associated numbers at once or that you've ensured the losing carrier has removed any complex services so that the numbers are considered a CAT A.

How long does number porting take?

Number porting can vary greatly as it is up to the losing carrier to accept the numbers port. This is why when we accept a number port, we request a phone bill to identify any potential issues before hand. Processing time will depend on the losing carrier and if you've provided all the correct information. For basic services (CAT A and Special Numbers) this can take 7-14 days to process, while CAT C can take up to 120 days, which is the worst case. However typical processing for CAT C is around 30 days.

Are there charges if the losing carrier rejects the number port?

Yes, there are. It is important that you ensure all the correct information is provided in order to avoid rejection fees.

The losing carrier may charge a porting out request. Prior to starting a porting order with us, please contact the losing carrier and ask them about any port out fee they may charge you. Blutone Technologies do not take any responsibility for third party porting out charges.

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I have a large number range (eg 100 DIDs) but I don't need all of them. Can I only port the numbers I want?

If the numbers are part of a block, then you have a few options.

- Request your current provider dissociates the numbers you want to port from the number block.
- Port the entire number block and we will cancel them off once they are ported over to us. While this might cost slightly more, it is the recommended option as you won't be waiting for another party to process the dissociation.

Types of Number Ports

Simple Port (Category A Number Porting)

A simple port, technically known as a Category A number port, is defined as porting a single phone number with no additional or complex services attached to it.

Examples of what a simple port is:

- A single number attached to an existing PSTN line.
- A single number that is currently being used with another provider.

Examples of what a simple port is not:

- A single number(s) that have attached complex services such as a line hunt or ADSL service.
- A single number that is part of a larger number block range.
- Multiple single numbers that are requested to transfer at the same time.
- Numbers associated with a Telstra Dot service

Where possible, we strongly recommend removing all complex services from the phone number(s) in question to ensure the porting process is as smooth as possible. Failure to remove such services may result in the port being rejected or converted into a complex port which may also include additional charges.

Simple ports are mostly an automated process and require very little human interaction to complete.

Complex Port (Category C Number Porting)

A complex port, technically known as a Category C number port, is defined as porting multiple phone numbers or a single number with complex services attached to it.

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Examples of what a complex port is:

- A single number associated with a complex service such as line hunt, ADSL or ISDN.
- Multiple single numbers that are requested to transfer at the same time.
- Numbers associated with a Telstra Dot service (even a single numbers).
- Sequential number ranges such as hundred number blocks

Examples of what a complex port is not:

- A single number attached to an existing PSTN line.
- A single number that is currently being used with another provider

Complex ports are a completely manual service with heavy reliance on the losing provider.

Expectations & Time Frames

Requesting a number port is easy and only involves filling out a form, including your relevant company information and a copy of your latest telecommunications invoice showing the number(s) you'd like to port.

Simple port requests can be completed in as little as five (5) business days and in most cases generally take no longer than ten (10) business days. It's important to note that this time frame can change if any issues are experienced with the request, such as complex services found to be attached to the phone number.

Complex port requests can take a significantly longer time to be completed with most cases generally taking no longer than sixty (60) business days. This much longer time frame is due to the additional complexities and communication required for this type of port. It's important to note that much of this time frame is out of our control and is completely reliant on the losing provider.

Important Notes:

It's important to note that all the details provided were correct and match the account information of the losing carrier.

Be clear if we are porting a fax number or an ADSL number. If this is the case, please keep in mind, porting a number off a fixed line will cause that line and any services on it to be cancelled.

For the porting fees, please check the latest version of the VoIP Porting Form.

We are not responsible for any Port Out Fee your carrier may charge when leaving them, as it is beyond our control. Prior to starting a porting order with us, please contact the losing carrier and ask them about any port out fee they may charge you.

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During a regular porting process your number must be working with the losing provider, which means you need to also make sure your number is active and not scheduled for cancellation, until the port gets completed.

Disconnected numbers are not portable.

Once the number has been ported, we will assign the number to the extension indicated in the VoIP Onboarding form.

Port Rejection

When porting, a number rejection is always a possibility. Rejections are different depending on the situation.

- Number is still in contract with losing carrier.
- Partial Port: Number is part of a block numbers/ a 100 number range, which has not been divided yet.
- Number is inactive. To resolve this rejection, contact the losing carrier to reinstate the number.

It is important to note that all rejections always come from the losing carrier. In case your porting order gets rejected, you must contact the losing carrier to resolve the situation.

Reasons for Number Port Rejection

Delays or rejection of number porting applications may be due to one of the following:

- Porting inactive numbers

Customers have already cancelled numbers with their existing provider and the number no longer exists. Ensure numbers to be ported are active. Do not cancel services with losing carrier until you have received confirmation that the numbers have successfully ported within Blutone VoIP system, have been tested and working correctly.

- Missing associated numbers

The numbers that have been submitted are rejected because of missing associated numbers (they are part of an active number range). If numbers are part of a range you will need to either port the entire range, then once successfully ported, cancel the unwanted numbers or request from carrier to break number range and port the numbers required. We suggest the former, to minimise further delays from losing provider. If you are unaware of the missing associated numbers, a Pre-port Number Validation can be submitted to the losing carrier who will provide the full list of numbers within the range.

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- The numbers do not match the service address specified.

Ensure the numbers to be ported over match the address on the bill. Keep in mind the physical address of the numbers may be different to the billing address shown on the losing provider's invoice.

- The Retail Service Provider (losing provider) has been incorrectly identified.

Ensure the correct losing provider is selected for each number port. If there are multiple numbers with multiple providers and separate bills, they will need to be submitted separately.