



# C-talk Number Porting Guide

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## Introduction

Porting is the process of transferring the “management” (billing) of a phone number from one phone company to another. It is important to note that under the legislation introduced by the government in 2007, the “ownership” of a number is held by the end-client, meaning they can take that number to any other phone company of their choosing.

The process of porting numbers can be complex and time-consuming, hence the need for this guide. Please read through carefully, so you understand the process in full. If you have any further questions, please don’t hesitate to ask.

## Common points of porting a number

The information required for all ports is:

- The number to be ported
- Account name and number
- Phone company.

One important aspect to note that applies when porting a number from an analogue line, is that the line will become disconnected as part of the porting process.

## Types of numbers

There are five main types of numbers or “lines”. It is important to know that type of number you are porting, as this influences the information you need to supply, the behaviour of the port, and the time taken to get a port scheduled.

### Stand-alone line

This is the most “normal” type of line. It simply means a standard analogue line that doesn’t have a direct relationship with any other lines. Porting a standard line is usually very straight forward, and just the basic information (above) is required.

### Pilot number (and stepper lines/numbers)

A pilot number is an analogue phone line that has at least one “stepping” line associated with it. When there is more than one stepping line, the group of lines is referred to as the “stepping group”. Generally speaking, a business will usually want to port the number on the pilot line (this is usually their published number).

**IMPORTANT:** When porting the number from a pilot line, the stepping lines will either have their numbers ported as well, or the stepping lines will be disconnected without the



numbers being ported. When submitting a port for a pilot number, you need to specify the pilot number as well as the numbers for all the stepping lines associated with that pilot, and whether those stepper numbers are to be ported or just disconnected.

IMPORTANT: If you do not wish to have the stepping lines disconnected when porting the pilot number, you must arrange for the desired stepping lines to be removed from the stepping group.

IMPORTANT: Be very careful to check what line your ADSL is on (if applicable). If it is on a stepping line and the line gets disconnected as part of the porting process, their ADSL will become disconnected shortly afterwards also.

### Link numbers

Link numbers are numbers that are not directly on a line, but are held in the exchange and forwarded to another number. This method is used by Telecom (and Telecom wholesale) when a permanent diversion is required from one number to another. The service is called "Customer Link" with Telecom, but may be called something else with other providers.

Porting a link number is straight forward. Just require the usual details of number, account name and number, and phone company.

### Re-address numbers

These are a little complicated, so please read carefully.

Back before the government introduced the LMNP legislation, Telstra and Telecom had their own private agreement to be able to transfer customers between them, while the customer could keep their original number. The process was different to the porting process that operates now, and is called call re-addressing. Here's a common example:

Brownie's Plumbing have 3 phone lines and have been with Telecom for 25 years, but recently a Telstra sales rep offered them a slightly better deal, which Bill, the manager, wanted to take advantage of. Of course Bill didn't want to lose the number they've had for 25 years, 07 555 0055. "That's not a problem" says the Telstra sales rep. Bill signs the paperwork, and gives it over to Telstra to organise the swap. What happens in the "back end" is that Telstra setup Brownie's with 3 new lines that have new Telstra assigned numbers. Their main number stays in Telecom's hands, but is forwarded to the new Telstra lines, as part of the re-addressing agreement. When Bill receives his bill at the end of the month, it only states the numbers for his Telstra lines, it doesn't show his "actual" main number, 07 555 0055.

That last sentence in the example is the key to identifying a re-address situation. If you wish to port a number that is part of a re-address situation, you must provide the following:



- The main number you wish to port
- The number of the line that the main number “re-addresses” to (we’ll call this the terminating re-address line). You will need to ring Telstra/Telecom to find this out. In the example above, this is the new Telstra line number.
- Whether the terminating re-address line is a pilot line with steppers
- If it is a pilot line, what the stepper numbers are, and whether they are to be ported or not.

**IMPORTANT:** The scheduling of a number that is re-addressed takes much longer than usual. Allow up to 4 weeks to get a re-address number scheduled for porting.

### **VoIP number from other providers**

The process depends on who the other VoIP provider is. Numbers from some providers can be transferred in a matter of a couple of days, whereas numbers from other providers can take a week or more. Please contact us for more info if porting an existing VoIP number.

### **Reseller Ports**

Reseller ports are ports from what we call “reseller” companies. These are phone companies that “re-sell” services from other providers. Examples include Digital Island and Orcon.

Porting numbers from these companies can be frustrating and very time consuming. It has been known to take 6 weeks to schedule a port from one of these companies. If porting from one of these companies, please set your expectations accordingly.

### **Scheduling the port**

Number ports are scheduled with a date and timeframe. The timeframe is either AM or PM. If AM, it means that the porting process should begin sometime between 8.30am and 12pm. If PM, the porting process should begin sometime between 12pm and 4pm.

When requesting a port, you have two options for scheduling:

1. Ask for it “as soon as possible”. In the case you may not know when it is going to happen until a couple of days before the port takes place. You may save a little time by doing this, but that is usually minimal.
2. Specify a requested porting date and timeframe.

With most ports it is usually preferred to request a specific date and timeframe. Please note, you cannot request a specific time for the port to happen, only the AM or PM window. Further, you can only request for the port to happen from Mon – Thurs.

If requesting a porting date for a “normal” port, the requested porting date must be at least 7 working days in advance.



For “abnormal” ports, such as a re-address situation or reseller ports, it is wisest to request the porting date for as far out as possible (eg. 4 weeks ahead for a re-address port). If you try and request a date too soon the chances are that the requested date will be overridden with a new date further out. If you are not sure when to request for, please contact us for advice.

### Confirmation Process

If you request a port for a certain time/date, that does not mean that port is definitely going to take place on that date.

When a port is requested, it is submitted to the provisioning team who handle the porting process. They check the information supplied, and will come back with 1 of 3 responses:

1. The information supplied is OK, and the port can be done on the requested date. This means the port is now confirmed, and will happen on that date/time. We will then pass that confirmation on to you. It is only then that the port is confirmed to go ahead.
2. The information supplied is OK, but the port cannot be done on the requested date. In this case they will usually automatically schedule a date further ahead. We will check with you to see if this date/time is OK. If not, you can then request a new date further ahead. You will still need to wait for confirmation from us before that new date is definite.
3. The information supplied is not OK (either insufficient information or incorrect information). We will advise you what the incorrect information is. Once the information is corrected, you can re-request with a new date.

### Porting day

When the porting day arrives, the number will go “offline” at some point within the requested timeframe (either AM or PM). This means that if someone calls the number, they will hear a “number not valid” message, and the lines won’t be usable at the customer’s end (they will hear a disconnected tone if they pick up the line). The line/s will be offline for between 1 and 2 hours.

Depending on what type of VoIP installation is being done, this is usually the time when the VoIP equipment etc is being installed. As soon as the porting process has been completed and the number is on C-talk’s system, it will be registered on your new VoIP hardware/software. Now the number and your phones should all be usable again.

### Routing problems

Occasionally, when a number is ported, there can be some routing problems initially. This means that if you call the number from some phones (eg. a Vodafone cell phone, as



opposed to a Telecom landline), you may still get a “number not valid” message. If this is the case, please contact us straight away so we can investigate. In some situations this is expected temporarily (eg. when porting a Vodafone landline number, you can ring it from everything except a Vodafone mobile, for 30-60 odd minutes after the port is completed). If there are any routing issues though, please contact us so we can follow up as soon as possible if any action is needed.

### **Final Points**

Remember when porting the number from an analogue line, the line will be disconnected as part of the porting process. Important things to consider when planning a port:

- ADSL
- EFTPOS terminals
- Monitored alarm units.

If any of these things are on an analogue line to be ported, get them moved to another line first (fax line is often good).

If you have any questions about the porting process, please contact us and we will be happy to help you