



LNP Porting Process

STEP 1

Porting Agreement Forms (PAF) need to be completed using either scenario below:

1. End-user Authority Method
 - a. End user signs iVox form directly, authorising the transfer of their number to iVox.
 - b. iVox signs carrier form, authorising transfer of number to carrier.

2. Reseller Authority Method
 - a. End user signs reseller's form, authorising transfer of their number to the reseller.
 - b. Reseller signs iVox form.
 - c. iVox signs carrier form.

STEP 2

Port request is submitted to losing carrier. Response is usually received within 3 business days.

Typical responses and consequent actions are:

1. Port Approved. A time may now be scheduled for the port to take place, Customer needs to provide a 2-hour window when the number can be deactivated and transferred across. The window must fall between the hours of 8am-5pm business days only. iVox recommends 8am as it allows time during business hours for the port to be reversed if there is a problem. If there are problems the port can be reversed up to 4 hours from the initial start time. Most successful ports are complete within 30-60 minutes, but this is not guaranteed. If the port is not complete within 2 hours a fault may be logged with Telstra to investigate. Once port is complete it is advisable to test inbound calls from several carriers (such as Telstra, Optus, Primus, etc).

2. Port Rejected. The most common reasons for a rejected port include:
 - a. Complex port ordered as a Simple port. There are many reasons why a number would be considered Complex – Appendix 1 below for more detail. In this scenario the port needs to be re-ordered as a Complex port, or the customer may be able to remove the features from their line that would classify it Complex, and then re-submit the port request as Simple.
 - b. Incorrect details submitted. Check the phone number and account number with the customer to ensure they are correct.

International Network Engineers on behalf of iVox Communications

ABN: 71 108 182 421

Suite 110, Level 6

330 Wattle Street

ULTIMO NSW 2007

Ph 02 8252 0200 Fax 02 8252 0202

www.ivox.com.au info@ivox.com.au



Appendix 1 – Simple or Complex?

The two most common types of ports are Category A and Category C.

Cat A - simple services use an automated porting process, able to port within 4 business days of sending a porting request

Cat C - complex services that require project management to facilitate porting in a negotiated lead time of up to 60 days. Manual process

Please be advised that it is the carrier that the number is being ported away from that determines whether it is a single port or a complex port however the below clarifies the two.

A 'simple service' is generally a single standard PSTN voice service with no 'enhancements'. Typically most residential lines would be considered simple services hence the Cat A process would apply. The Cat C process applies when porting a batch of numbers, or when porting a number that is associated to more complex products, like any of the following:

- MSN/Faxstream Duet
- Enhanced Faxstream
- Siteline
- Spectrum
- Line Hunt
- ANT1
- Analogue Indial
- Onramp 10, 20, 30
- CVPN
- Centel/Centel Plus
- Onramp2

However there is still some ambiguity with regards to what should be classified as a simple or complex service. Ultimately, responsibility for classifying a service as simple or complex rests with the losing C/CSP. The list of complex products given above has been provided by Telstra as what Telstra considers to be complex products. However I wouldn't rely on this as an exhaustive list, so if you are ever in doubt about a particular product please let me know and I'll try to find out more for you.

If a business customer wants to port a group of numbers then that will be a Cat C port (unless it is a small batch of unrelated numbers that can each be ported separately). However in scenarios say where a customer wants to port a single number that is associated with one of the products above, it would be preferable to try to avoid the Cat C port if possible (particularly in the case of residential customers). For instance, if a number is an auxiliary line in a line hunt, then the customer could request for the auxiliary line to be removed before proceeding with the port. This will enable the service to be ported as a Cat A port (assuming there are no other 'complex' products associated with the service).

Please also bear in mind that if a group of numbers are linked to a single product, then those numbers must be ported together in a Cat C port. If a Cat C port is attempted for only some of those numbers, it will be rejected.

International Network Engineers on behalf of iVox Communications

ABN: 71 108 182 421

Suite 110, Level 6

330 Wattle Street

ULTIMO NSW 2007

Ph 02 8252 0200 Fax 02 8252 0202

www.ivox.com.au info@ivox.com.au



International Network Engineers on behalf of iVox Communications

ABN: 71 108 182 421

Suite 110, Level 6

330 Wattle Street

ULTIMO NSW 2007

Ph 02 8252 0200 Fax 02 8252 0202

www.ivox.com.au info@ivox.com.au



Appendix 2 – Porting from other carriers

Currently iVox has porting arrangements with Telstra and Optus.

In most circumstances it is not possible to port to or from other carriers.

However in the following limited scenarios, it may be possible to port a number from a carrier besides Telstra or Optus:

1. If the number was originally a Telstra/Optus number that had previously been ported to another carrier, then it is possible to port the number to iVox using a 2-step port process, involving the number first being ported back to Telstra/Optus, then to iVox. The first step usually needs to be performed by the end user (i.e. they go back to their original carrier), then after 5 days they can submit a port request to iVox to port the number in from the original carrier.
2. If the number was originally a Telstra/Optus number, but is now being “re-billed” by a Telstra/Optus Wholesale customer, then it may be possible to port the number to iVox, as technically it is still a Telstra/Optus number.

International Network Engineers on behalf of iVox Communications

ABN: 71 108 182 421

Suite 110, Level 6

330 Wattle Street

ULTIMO NSW 2007

Ph 02 8252 0200 Fax 02 8252 0202

www.ivox.com.au info@ivox.com.au