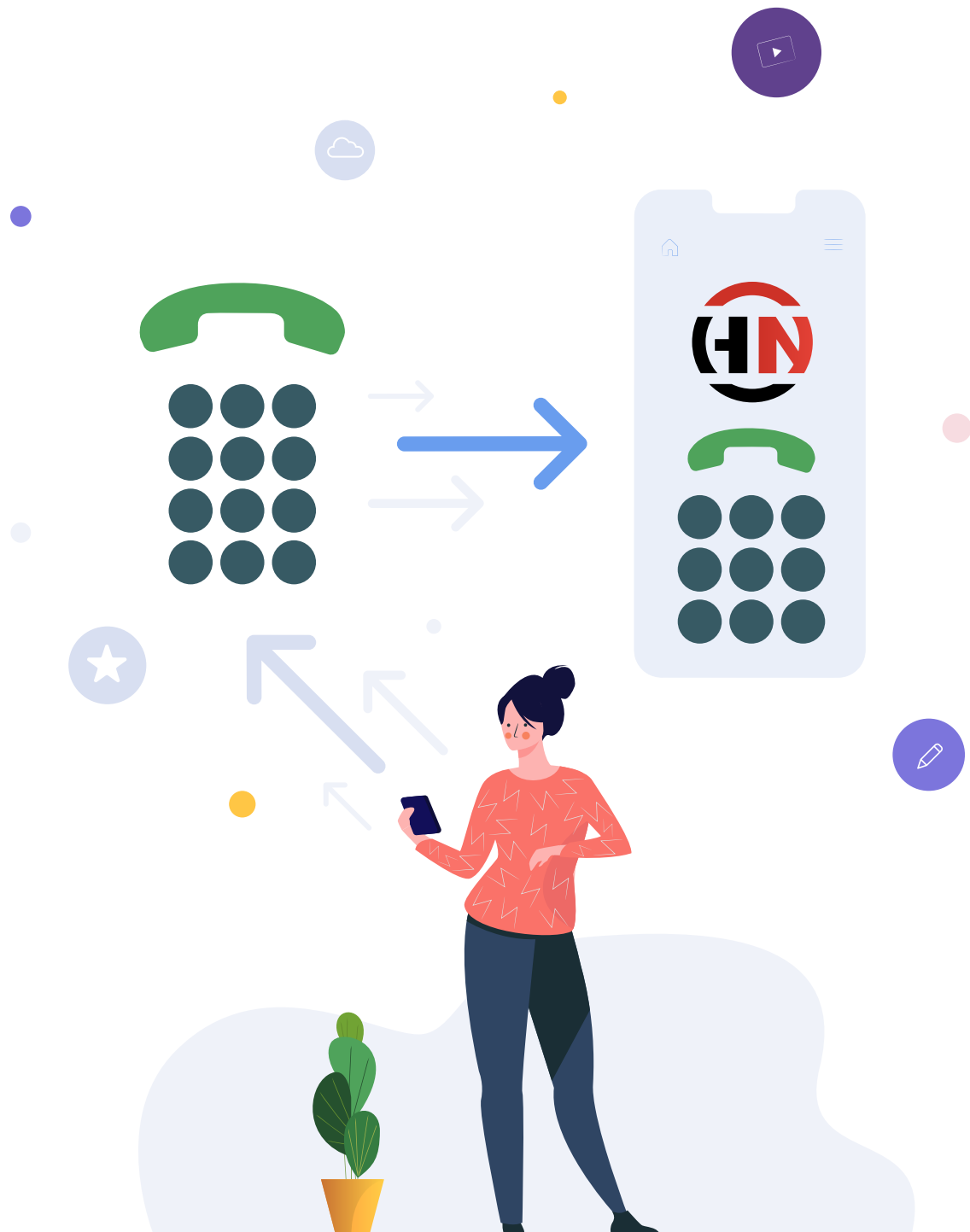


Number Porting Made Simple



What is 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.



Types Of Number Ports

Number ports are broken up into two different categories, simple ports and complex ports. While the difference shows in the names, each type of port also has different time frames and associated costs so it's important to understand the difference.



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 in a complex port which may also include additional charges.

Simple ports are mostly an automated process and requires 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.

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.



The process looks like this



01.

A number port is requested



02.

The new provider reviews and accepts the request



03.

The new provider talks with the losing provider and confirms a date/time to change ownership over



04.

The change is completed and the new provider tests the service to ensure everything is working as expected

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.

About Hosted Network

Everything we do is based around building solutions for our partners to enable them to grow and succeed.

Starting off as a traditional MSP in 2003 and launching a number of direct to market cloud offerings, we quickly gained traction in the SMB market and were approached by a number of other MSPs asking if we could provide our services at a wholesale level.

We quickly realised a gap in the market for wholesale cloud services designed for MSPs to grow their service offering and reach new markets.

In 2013, Hosted Network transitioned to an entirely channel-only model, working hand-in-hand with MSPs to grow their business and win new deals.


Since then, our success is credited to and driven by the success of our partners. This has led to us adopting a simple mantra of BUILD – GROW – SUCCEED. Building successful partnerships and solutions, growing together, succeeding together.

Got a Question?

We are Here to Help

Contact Us

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