Local Number Porting Guide
Alltel Pty Ltd

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This guide will serve as an aid to understanding the different types of Number ports and how to use pricing schedule to determine what category a number port will be. **This guide is ONLY for porting numbers TO Alltel Pty Ltd. If you wish to port a number from Alltel Pty Ltd to another provider you will need to contact them directly.**

Local Number Portability (LNP) is the process of moving a number from one carrier to another. Not all numbers can be ported and are subject to a service qualification test.

There are different types of port categories and they will vary in price depending on how a number is categorised. This document is intended to be used as a guide only. Number port categorisation is determined at the time of submitting the port and is set by the losing carrier.

Term	Description
LNP	Local Number Portability
Loser/Losing	The current carrier who is operating the numbe
Emergency Return	This is the process of moving the number back to the losing carrier within a 4-hour window, typically used when the customer realises there has been a mistake in porting the number. (For example, a customer wishes to port their number, but then realises that their ADSL service no longer works, so they want the number returned to the original provider ASAP.)
Pre Port Validation (PNV)	A regulatory form to allow the gaining carrier to request service number details from the losing carrier.
Porting Authority Form (PAF)	The standard form required to be completed for each number, including Losing account number carrier and number to be ported.

Required Information to Port
If you want to port your number, we require the following:
1. Read and understand the Local Number Portability Agreement.
2. Completed Port Authority Form.
3. Front page of a recent bill showing your account number and address.
4. If the number is "re-billed" by another carrier, for example, if you provider re-sells numbers they obtain through Telstra or Optus, we also require the wholesale account number.

Port Types

Port types are defined by the carrier who is currently operating the number. When a port submission is sent to the losing carrier, they will determine what type of port the number is. The most common type is a Simple Port also known as a Category A port. If the simple port fails for any reason it will become a Complex Port also known as a Category C port.

Simple Port (Category A)

Category A ports are real time automated ports used to port simple telephone services, such as single line PSTN services with no additional services.

If your number has other additional services on the line, your port will become a complex port and will attract additional costs. The list below is an example of some features that are known to cause a simple port to be rejected and become complex:

1. Line/Rotary Hunt
2. Centrex Based Numbers
3. Fax Stream Services
4. Onramp Services
5. ADSL/SSS Services

To avoid getting any additional fees on your number port, once a port submission is submitted it is imperative that you do not make any changes to the numbers being ported. If you do this, it is likely to cause your number to be rejected and you will attract additional fees.

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Simple Port FAQs

How long does a port take?

Typically it will take 3-5 business days if it's a simple port.

The number I am porting has ADSL. Can I port it?

The answer here is yes, however, it will be classed as a complex port and if you were to port the number away, your ADSL service would become inactive. It is best to remove ADSL from this number, wait 2 business days, and then submit the port as a simple port.

How do I make sure my number is a simple port?

To have a number port as a simple port, please make sure all advanced services are removed from the line prior to submission. Please make sure you wait at least 2 business days before submitting the port request after removing any services.

What causes a rejection?

Simple port rejections are commonly caused due to incorrect information such as wrong account number, address, or complex services being attached to the number being ported.

My number has been ported and I shouldn't have ported it. What can I do?

In some case we can perform an emergency return on a number. Emergency returns can typically done if it's been no more the 4 hours since the port and it's before 2 pm on a business day. If it's outside these times, you will need to organise to port the number back though normal porting process with the other carrier.

I have 100 number range. Can I port a single number from the range?

Generally you cannot do this, as all numbers need to be ported as one and this would be a complex port.

Will my current carrier charge me to port the number?

This is dependent on the carrier and you should check you terms and conditions before submitting the port.

Simple Port Pricing Schedule

	Charge	Comment
Port Submission	$40	Per number
Charge for Reversal	$200	Per number
	Download PAF	

Prices are subject to change without notice, pricing effective as of 12/1/12. All prices include GST.

Complex Port (Category C)

Complex ports are used when a number typically has one or more of the following but not limited to:

1. Onramp, ISDN Services
2. Line/Rotary Hunt
3. Fax Stream
4. 100 Number blocks
5. ADSL/SSS Services

Complex ports are submitted in batches and if there is a rejection or a return, the entire batch is impacted, so the rejection or return fees will be charged on all numbers in the batch.

To avoid getting any additional fees on your number port, once a port submission is provided it's imperative that you do not make any changes to the numbers that are being ported.

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Complex Port FAQs

How does a port take?

Typically it will take 3-8 weeks depending on complexity.

If I need to return or the port is rejected how is this charged?

If there is a rejection or return, you will be billed on the entire batch. For example, if you had a batch of 300 numbers and only 100 needed to be returned you would be charged a fee based on the entire 300 numbers.

My number has been ported and I shouldn't have ported it. What can I do?

In some case we can perform an emergency return on a number. Emergency returns can typically done if it's been no more the 4 hours since the port and it before 2 pm on a business day. If it's outside these times, you will need to organise to port the number back though normal porting process with the other carrier.

Will my current carrier charge me to port the number?

This is dependent on the carrier and you should check you terms and conditions before submitting the port.

Complex Port Pricing Schedule

	Charge	Comment
Complex 1 –5 Numbers	$140	Per port
Complex 6–100 Numbers	$260	Per port
Complex 100+ Numbers	$500	Per port
Complex PNV Initial Reject	$30	Per port
Complex PNV Reject 1–5 Numbers	$80	Per port
Complex PNV Reject 6–100 Numbers	$180	Per port
Complex PNV Reject 100+ Numbers	$320	Per port
Complex Reject Fee (After PNV)	$25	Per number
Complex 1–5 Emergency Return	$370	Per port
Complex 6–100 Emergency Return	$2450	Per port
Complex 100+ Emergency Return	$3650	Per port
	Download PAF	

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