



# Price Book: Business Number Porting

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[mynetfone.com.au](http://mynetfone.com.au)

## Business Number Porting

### Number porting is usually free

Number porting is free, regardless of the amount or type of numbers you port, provided that the port is not rejected or cancelled, and provided that it is completed within standard hours.

### Phone number portability categories

**Cat A:** The number is *only* being used for a standalone phone service.

**Cat C:** The number is being used to enable other services (eg. DSL Internet, Line Hunt); or is a 13/1300/1800 number; or is one of a multi-number range. Accordingly, Cat C services are more complicated to administer. They take longer to port and have higher rejection fees.

### Special rates and charges

Although successful porting is free, you will be charged if your port is rejected, cancelled, reversed or if you request a return at short-notice. You will also be charged if you wish to port from a third-party service provider.

*Applicable charges are set out in the tables below. All charges are in Australian Dollars (AUD) and exclude GST and other taxes unless stated otherwise.*

#### 1. Port Rejection Charges

Category	Charge (ex GST)
Simple (Cat A) Reject	\$30 per number, per failed attempt
Complex (Cat C) Reject	\$18 per number

#### 2. Charge for porting out-of-hours

Porting is usually completed within normal business hours (9am – 5pm, Monday – Friday). However, in some cases, we can port numbers *outside* of normal business hours to minimise service disruption.

### Standard hours

Porting in business hours is free (unless rejected or cancelled).

Cat A	Cat C / Special Numbers
8:00am – 5:00pm on a Business Day	8:00am – 5:00pm on a Business Day

### Extended hours

Cat A	Cat C
N/A	7:00am – 8:00am on a Business Day
	5:00pm – 8:00pm on a Business Day

### Extended hours charges

Porting in extended hours is charged at a flat rate. It is not available for Cat A ports or 13/1300/1800 numbers. It is only available for Cat C ports, subject to the vicissitudes of time and the losing carrier.

Category	Charge (ex GST)
Simple (Cat A) Port	N/A
Complex (Cat C) Port batch 1-5 numbers	\$300
Complex Port (Cat C) batch 6-20 numbers	\$400
Complex Port (Cat C) batch 21-100 numbers	\$550
Complex Port (Cat C) batch 101-200 numbers	\$800
Complex Port (Cat C) batch 200+ numbers	\$1,325

### 3. Charge for porting a 13 / 1300 / 1800 number

Type	Charge (ex GST)
1800	\$99.95
13	\$99.95
1300	\$99.95

\* Porting is **only** done during business hours for 13 / 1300 / 1800 number services.

### 4. Third Party Porting

Typically, your number is directly leased from the number-owning Telco. Porting moves a number from one Telco directly to the other. But sometimes, your number may be owned by a different Telco to the one you're dealing with. In that scenario, a *third-party* port will be required.

Third-party porting charges are *in addition* to any other charges.

Type	Charge (ex GST)
Simple (Cat A) Port	FREE
Complex Port	\$11 per number

### 5. Pre-Port Number Validation (PNV) Reject Charges

Category	Charge (ex GST)	
	Initial	PNV Reject
Complex (Cat C) Port batch of 1-5 numbers	\$30	\$100
Complex (Cat C) Port batch of 6-20 numbers	\$30	\$100
Complex (Cat C) Port batch of 21-100 numbers	\$30	\$150
Complex (Cat C) Port batch of 101-200 numbers	\$30	\$150
Complex (Cat C) Port batch of 200+ numbers	\$30	\$250

### 6. Port Cancellation Charges

Business porting requests can be pre-emptively cancelled anytime up to 1 business day before the port is scheduled to occur (called the 'cutover' date).

Category	Charge (ex GST)
Simple (Cat A) Cancellation	\$30 per number
Complex (Cat C) Cancellation	\$18 per number

## 7. Reversals and Emergency Return

Category	Charge (ex GST)
Simple Port	\$200 per reversal
Complex Port batch 1-5 numbers	\$400
Complex Port batch 6-20 numbers	\$1000
Complex Port batch 21-100 numbers	\$2500
Very Large (more than 100 numbers)	\$3500

## 8. Charge for porting away from MyNetFone

Once you have ported your numbers in, you are free to port your numbers out. You will have to pay the port-out fee in addition to any contract break fees.

Category	Charge (ex GST)
Simple Port (Cat A)	\$30 per number
Complex Port batch 1-5 numbers	\$200
Complex Port batch 6-20 numbers	\$200
Complex Port batch 21-100 numbers	\$200
Very Large (more than 100 numbers)	\$200