

Number Porting Price Book: Business & Enterprise

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Business & Enterprise 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 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.

Porting 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.

A complete list of 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, some business owners choose to port their numbers *outside* of normal business hours, as this can help to lower the chance of a business-affecting outage or disruption to phone services.

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
N/A	5:00pm – 8:00pm on a Business Day

Extended hours charges

Porting in extended hours is charged at a flat rate.

* *Extended hours porting is **only** available for CAT C port and is subject to all carrier availability.*

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 Telco may lease your number from the number-owning Telco (a kind of middle-man). 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)	
	<i>Initial</i>	<i>PNV Reject</i>
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