

INFORMATION ABOUT PORTING

Porting System:

As the number of NBN disconnections increase and with the introduction of the ISDN disconnections over the coming months we would like to remind all of our partners of a number of important facts regarding the porting of Voice Services over to the Novum Networks Hosted PBX and SIP Trunk Services.

1. Porting of Telephone number for customers should be planned well in advance of the NBN Disconnection date.
2. A port request or in progress port for numbers does not constitute an in place order for an NBN service and as such does not halt the disconnection of the underlying services to your customers. Different NBN access methods have different rules and processes concerning the disconnection and PSTN services, however, for a consistent process we have generalised this reminder.
3. Once disconnected, customers numbers are extraordinarily to almost impossible to recover.

To ensure a smooth transition for you customer we suggest that you plan for the porting of numbers to either a Hosted PBX or SIP Trunk service to be **completed 4 – 6 weeks prior** to the service disconnection date.