



## MondoTalk - Wholesale Porting Guide

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### **Overview**

This document will detail the number porting process that we undertake and how to properly investigate a number to be ported.

### **What is number porting?**

Number porting is the process of moving a telephone number from one carrier / provider to another.

### **What numbers can MondoTalk port?**

- Any Australian DID from any state
- 1300 number

- 1800 number
- International DIDs (will be subject for review)

### **Number porting categories**

**Cat A ports** = Simple numbers with no additional services attached to it like.

**Cat C ports** = Complex numbers with services like line hunt, fax deut or numbers in ISDN circuits.

*Please refer to the porting investigation for a detailed guide on how to identify the port category that will be sent separately.*

**13/1300/1800 ports** = AU toll free numbers.

**ACMA / Smart Number Porting / Activation** = Numbers purchased from ACMA or the numbering system.

### **Requirements to port a number**

**Porting Authority Form (PAF)** = A form will be supplied to you and to be used for all ports except ACMA and The Numbering System ports / activation. This form must be completed with all the correct information and signed by the owner of the number to be ported. Once completed the form must be sent to [business.support@mondotalk.com](mailto:business.support@mondotalk.com)

**Category C ports** = A copy of the latest bill is required for Cat C ports.

**ACMA / Smart Number Porting / Activation** = This port does not require a PAF but a copy of the ACMA or the numbering system invoice reflecting the DID to be ported and the details of the entity that purchased it must be provided.

### **Porting process**

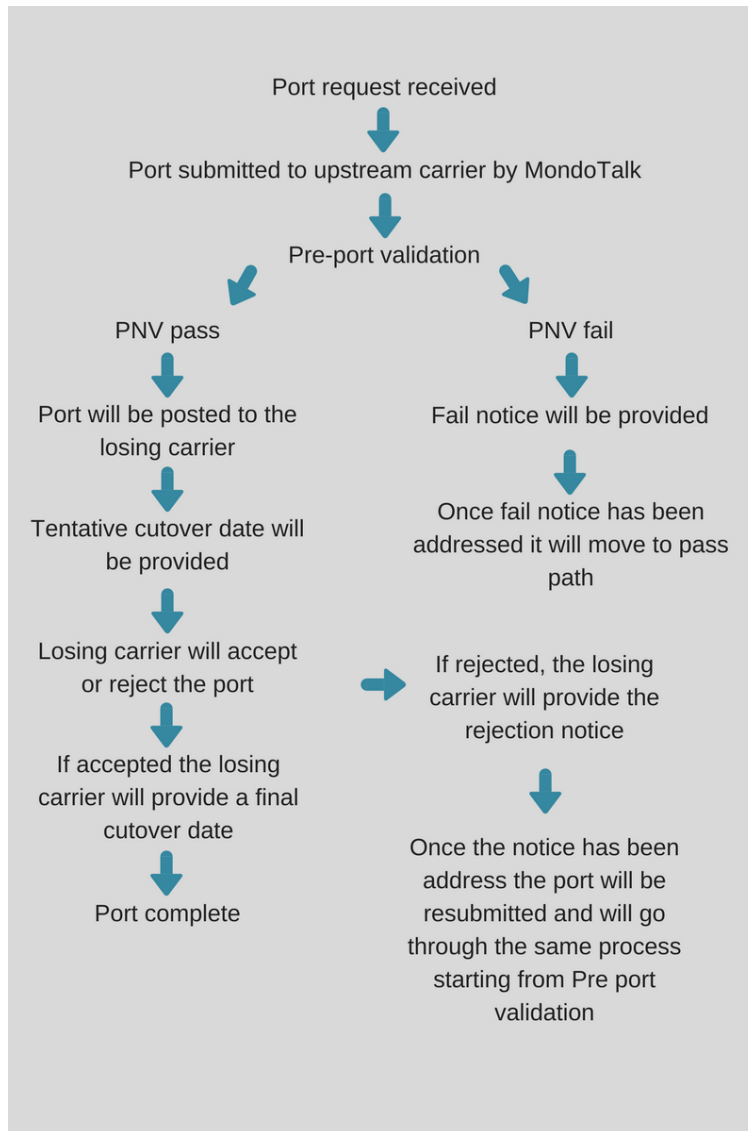
**Step 1** = Pre-port validation, MondoTalk and the upstream carrier will perform a pre-port validation which will take 1 business day.

**Step 2** = Once the port request passes the pre-port validation in step 2, the port will be submitted to the losing carrier. This may take up to 5 business days before the losing carrier responds. However, it may take longer depending on the workload of the losing carrier.

- Accepted response = If the losing carrier accepts the port a cutover date will be provided which is a minimum of 5 business days from the date the port is accepted.
- Rejected response = If the losing carrier rejects the port, a rejection notice will be provided and will be passed on to you to be addressed accordingly. Once rejection reason has been addressed you can advise MondoTalk to resubmit the port.

**Step 3** = MondoTalk will allocate DIDs to your DID holder account or to your nominated account number 1 to 2 days prior to the cutover date to prevent downtime.

**Step 4** = Once the port has been completed, a MondoTalk representative will be in touch to inform you.



### **Porting Costs**

A wholesale porting cost will be provided to you in a separate document. It is very important to read this document to understand the fees that are involved in porting a number.

### **Important Porting Points**

1. It is the responsibility of the wholesaler to identify the correct category of port.
2. The wholesaler will incur resubmission charges.

3. MondoTalk have processes in place to expedite all port requests, however, we do not have full control over the porting process as it involves the losing carrier.
4. A temporary number can be purchased from MondoTalk should you wish to forward the number to port temporarily.
5. All port request are assumed legal and with the proper consent of the owner of the number. It is the responsibility of the wholesaler to discuss the porting details with the end user.
6. Services attached to number like ADSL and such may be disconnected once it is ported. It is the responsibility of the wholesaler to address this beforehand.