Bring your phone numbers with you

Yes

We have an experienced team and tried-and-true processes for transferring inbound phone numbers to your new Optus service.

Important points

- Optus recommends that you port your main incoming phone numbers, so company letterhead and contact details can remain unchanged Other services such as outgoing lines can have new service numbers assigned. However, it may be a requirement that when a company has been allocated a block of numbers then the entire block may need to be ported.

- Optus is not able to port certain types of special services, such as ADSL, Hotline, Virtual Message Bank and Payphones.

- The service number details sent by Optus to your current carrier must be completely up to date before your current carrier will agree to port the services. It is therefore important that you do not change your service numbers or details during the period Optus is arranging the port.

- To identify any contractual issues or porting fees, you should check obligations with your current carrier before transferring their local number to Optus. Note that Optus does not charge any additional fees for porting of services, although you may require your PBX maintainer to be onsite during the cutover which may involve a cost.

- You are liable for any costs associated with upgrading your current phone equipment, should this be necessary (eg. purchase of any additional PBX cards)

Local Number Portability (LNP) is the industry wide system used to allow our customers to change telecommunication carriers (porting) while retaining their telephone numbers. This allows you to move your telephony services to Optus Outbound Voice Solutions without the disruption of new telephone contact numbers.

Local Number Portability was first introduced into Australia in January 2000, and since that time Optus has successfully ported thousands of customer sites to Optus Outbound Voice Solutions. Optus' extensive experience in porting is backed by industry agreed procedures ensuring every step of the process is clearly understood and has contingency measures in place. Before the porting process can start you need to supply Optus with information about the services to be ported. Optus' LNP Specialist Team then carries out the network and inter-carrier arrangements to deliver the Outbound Voice Solutions to the selected service numbers.

Local number portability process

The high level process flow for establishing an Optus Outbound Voice Solutions and porting service numbers via Local Number Portability is:

Validate service information
Confirm the numbers to port, their configuration and usage.

This includes:

- Customer definition of telephony requirements

- Site audit to identify all services on site (10 days)

- Request service details from incumbent carrier (PNV – 5 days)

Agree services to port with incumbent carrier
Electronic interaction with the incumbent carrier to gain approval for proceeding with the port.

- Complex Number Advice (CNA) form processed by incumbent carrier (5 days)

- Any information errors will cause CNA rejects, leading to rework and resubmission of the CNA. It is therefore important that the service information is fully validated in the previous step and that no changes are made to the services after validation.

Service build
Optus builds network access infrastructure to the customer site.

- Lead time varies with access type and location (approximately 30 days)

- The LNP process works in parallel in the background.

Book cutover date with incumbent carrier
Minimum 10 day lead time with your incumbent carrier.

Agree implementation schedule
Three-way agreement by Optus, customer and incumbent carrier on activities and timing for the port.

LNP cutover
Optus LNP Specialist Team co-ordinates the sequential cutover of services to Optus, involving:

- Customer PBX/Key System maintainer

- Incumbent carrier switch engineers

- Optus switch engineers

Emergency return window
Optus LNP Specialist Team monitors services for 4 business hours after cutover, and can implement an emergency return to temporarily restore previous services if any unforseen problems arise.

Port completion advice

OPTUS

All other carriers update their network registers to reflect port to Optus.

Your responsibilities

During the porting process Optus will require customers to:

Provide Service Information

- Details of the voice services to be provided, including details of the features of these services (e.g. security lines, DSL services delivered over the voice lines, voicemail)
- Service numbers to be ported
- Latest bill
- Equipment (PBX/Key System) make, model and maintainer details
- Site contacts – name, address, contact numbers (for each site)

Signoff Porting Documentation

- Porting authority form
- Site audit access authority
- Porting implementation schedule
- Optus service details and contract

Allow Optus access for site audit and service installation.

After porting

The Optus LNP Specialist Team will test your services during the port cutover, and be available to assist if you identify any issues after port cutover completion. Any problems encountered during this time will be resolved by the LNP Specialist Team. If necessary they may implement an Emergency Return to temporarily reverse the port and restore your original services.

If a problem is experienced after this handover please contact the Optus Service Desk on 134 315. Please check your PBX or Key System before reporting to ensure that the fault is not with this equipment.

To ensure prompt resolution, please make sure you have the following details at hand before calling the Optus

Service Desk:

- Service number(s) affected
- Circuit ID (as advised to you by the LNP Specialist Team)
- Details of failed calls (if any, including date and time, dialled numbers, and the trail code of any recorded announcement).

Common terms and acronyms	
Acronym/term	**Description**
CNA	Complex Number Advice - the regulatory form to agree service numbers to be ported between the incumbent and incoming carriers.
LNP	Local Number Portability - the ability to change telecommunication carriers while retaining your telephone service numbers.
PBX	Private Branch Exchange
PAF	Porting Authority Form - the form that authorises Optus to port your telephone services from the incumbent carrier.
PNV	Pre-port Number Validation - a regulatory form to allow the incoming carrier to request service number details from the incumbent carrier.
Site Audit	Optus audit of a customer's site to fully identify the telephone services required by the customer.

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