



NUMBER PORTING APPLICATION FORM

Subscriber Information

Subscriber Name: _____

Company Name: _____

Telephone Contact: _____

Email Contact: _____

Porting Type

Managed:

Individual:

Account Type

Post-Paid:

Pre-Paid:

Account / Line Status

Account suspension: Yes / No Details: _____

Line working: Yes / No Details: _____

Line active: Yes / No Details: _____

In dispute: Yes / No Details: _____

Arrears: Yes / No Details: _____

Current Service Provider Information

Current Service Provider: _____

CSP Account Number: _____

Individual Ported Number/s

1.	_____	Line Type:	_____
2.	_____	Line Type:	_____
3.	_____	Line Type:	_____
4.	_____	Line Type:	_____
5.	_____	Line Type:	_____

Managed Ported Number/Range

1.	_____	Line Type:	_____
2.	_____	Line Type:	_____
3.	_____	Line Type:	_____
4.	_____	Line Type:	_____
5.	_____	Line Type:	_____

Infrastructure Information Request

Apart from above number/s being ported please specify what should happen to the remaining number/s and infrastructure not ported out.

Supporting Documents Required

- Copy of Identification document of account holder
- Copy of latest account
- Account holder | END USER authorization letter on letterhead

Signature: _____

Date: _____

Cost for Number Portability

1.1 Individual Porting

This porting type consists of a single/multiple number working off a POTS or analogue line.

Universal Phone customers must clearly specify which number/s must be ported as individual type, and advise their own customers accordingly.

Individual porting can take up to 7-10 working days depending on port request feedback from the donor operator.

A letter of Authority of the legitimate account holder must accompany all individual porting requests.

PLEASE NOTE THAT ALL PORTING REQUEST SUBMIT ATTEMPTS ARE LIABLE PER PORT FEES. ALL NUMBERS MUST BE CANCELLED BY RESELLER OR CUSTOMER AFTER PORTING HAS BEEN COMPLETED.

Individual porting pricing are explained as below:

Once-off Cost

PARTICIPANT CHARGE BREAKDOWN	INDIVIDUAL
Universal Phone (Admin Fee)	USD 14.00 per number
Number Portability Company	USD 6.00 per number
TOTAL	USD 20.00 per number

Example:

14 Individual numbers ported: 14 x USD 20.00

1.2 Managed Porting

This porting type consists of multiple contiguous number range/s, which is working off a Basic Rate or Primary Rate line.

Universal Phone customers must clearly specify which number/s or contiguous ranges must be ported as managed type and advise their own customers accordingly.

When porting out one number in a contiguous range, and the end customer does not wish to keep the remaining numbers in the port out range, those remaining numbers will remain with the donor operator as inactive.

When porting out a number or number range, the Universal Phone customer must clearly indicate which numbers are ported out and if the remaining number ranges with its associated infrastructure must remain and continue as working through the donor operator's network.

For Example:

Telkom allocated Number and line association

011 322 0200 – 011 322 0299 PRI ISDN Line 1

011 339 0200 – 011 322 0299 PRI ISDN Line 2

If the customer's main switchboard line is 011 322 0200 & 011 339 0200 and he only wish to port out these numbers and does not want to continue with the Telkom PRI lines, only those two numbers will be ported out as managed ports, and thus Telkom will remove all PRI lines and keep the rest of the

011 322 0201 – 011 322 0299 && 011 339 0201 – 011 339 0299 ranges as recovery installations.

Managed porting can take up to 1 month due to the internal processes the donor operator has to fulfil to complete the porting.

A letter of Authority of legitimate account holder must accompany all managed porting requests.

Managed porting is outlined as below.

PLEASE NOTE THAT ALL PORTING REQUEST SUBMIT ATTEMPTS ARE LIABLE PER PORT FEES. ALL NUMBERS MUST BE CANCELLED BY RESELLER OR CUSTOMER AFTER PORTING HAS BEEN COMPLETED.

Customers must ensure that the relevant end customer account status is checked for account suspension or account arrears to prevent porting request attempts being rejected by the donor operator.

Once-off Cost

PARTICIPANT CHARGE BREAKDOWN	MANAGED
Universal Phone (Admin Fee)	USD 50.00
Universal Phone network charge per number	USD 5.00 per number
Previous Service Provider Network Charge	USD 35.00
Number Portability Company	USD 4.00 per number
TOTAL	USD 94.00 including the first number

14 Numbers in contiguous block: USD94.00 +USD 117.00

Please note if the numbers have been scheduled to be ported and a cancellation is given a TERMINATION fees of USD10.00 per number will be applied.