

If a customer has existing phone numbers, and they wish to use those numbers with their Virtual PBX Phone service, then they will need to 'port' their existing numbers.

## 1. How long does porting take?

The porting process takes time. It is not instant. Vonex works in the background to coordinate your number ports so that they are completed in a timely, seamless manner. Generally, you can expect:

- Simple porting (a single number or basic landline) up to 2 weeks
- Complex porting (blocks of numbers, ADSL services or numbers setup with diversions, security lines, fax lines, Telstra DOT and other complex services) up to 8 weeks

For customer peace of mind, Vonex can confirm the type of port, and the likely turnaround time, prior to starting the porting process.

## 2. I want to migrate a customer to NBN and Lineshare at the same time. The customer will be moving from a legacy broadband service. When should number porting occur?

Please make Vonex aware of your intention to port before NBN migration begins. The sooner, the better. This gives us time to coordinate with your NBN service provider.

**FTTN / FTTB/ FTTC connections:** Vonex will work in parallel with your NBN service provider to port your numbers at the same time as your NBN is activated. Vonex will project manage your port to minimise downtime and inconvenience.

- Porting typically occurs one business day after the NBN is successfully installed
- Expect one business day of downtime with no phone (see following FAQ)

**Other NBN connection types:** Not supported at this time. In this scenario it is recommended that you get NBN enabled and functioning before setting up the Lineshare service.

## 3. How can I reduce or manage downtime for my customer?

For most customers, one business day of downtime is acceptable. However, for some businesses this will not work. Luckily, there are several options that can be used to manage this downtime. Vonex can provide a recommendation that works best for the customer in their circumstances.

### Option one: Sacrifice an existing line

This option applies where the customer has multiple phone lines, one of those lines is separate (not in a number block) and the customer is happy to do without that line for a while.

1. One line is 'sacrificed' (temporarily) and used to connect the NBN
2. Vonex will port the numbers from the remaining landlines, and use these to setup the Virtual PBX Lineshare service
3. The sacrificed number will be ported to Vonex

### Option two: Sacrifice a new line

This option applied where the customer does not have a spare line that they can sacrifice. It is a similar process as above, plus the additional cost of a new phone number.

1. Vonex provides a new phone line, at an additional monthly cost
2. The new phone line is 'sacrificed' and used to connect the NBN
3. Vonex will port the numbers from the remaining landlines, and use these to setup the Virtual PBX Lineshare service
4. The sacrificed number can be ported to Vonex or discontinued

### Option three: Setup NBN first

The simplest option is to avoid setting up NBN and Lineshare at the same time. Get your NBN setup and functioning before setting up the phone service. We can often time porting so that it is completed shortly after the NBN is setup. The down side is that the process will take longer overall.