

Centracom porting timelines, processes, fees and FAQ's

Porting Timelines:

Analogue/individual (From the capturing of the port ID, there is a lead time of 7 – 9 work days for the approval and negotiations to be done for the porting date. Once the negotiations start, Centracom Porting Partners need to give Telkom at least 10days lead time for the porting date)

Managed Ports BRI/PRI (From the capturing of the port ID, there is a lead time of 14 – 21 work days for the approval and negotiations to be done for the porting date. Once the negotiations start, Centracom Porting Partners needs to give Telkom at least 10days lead time for the porting date)

NB: Service provider need to work off the CRDB system when porting numbers from one provider to another.

Porting FAQ's:

- Which numbers do I port?
 - It's always best to ask the client which numbers they are advertising to their clients and to port those numbers.
 - Be careful of the following when porting numbers:
 - Do not port an ADSL line when the client is using it for Internet, the ADSL line will no longer function as an ADSL line when ported. Always ensure that you have an alternative in place before porting an ADSL line.
 - Fax numbers: do not port the client's fax number unless you put a device down to receive faxes on when ported or when you are providing the client with fax to e-mail from Centracom.

- BRI and PRI numbers. Ask the client the following before porting these numbers:
 1. Do you have a DDI range on these numbers? If the client doesn't understand, ask the client that when you phone certain numbers, do they all ring at the reception phone or are clients able to dial certain extensions directly without phoning the main number, if yes, the client has a DDI range. It's best to always port the entire range as the rest of the range (DDI numbers) will be lost after the porting is completed. The client can normally tell you what the range is. If the client is not sure, phone Telkom and confirm the range before you apply for porting.
 2. A lot of customers that have a DDI range, have a fax number as part of their range. Ensure that the client has a device to receive faxes on or fax to e-mail when porting the fax number.

- Smart Access numbers (0800 / 086) numbers cannot be ported. However, Centracom can provide the client with a solution when the client has a Smart Access number connected to the number that the client needs to port. Centracom will provide the client with an alternative number that the client will need to point their Smart Access number to. From this

number, Centracom will point the client's Smart Access number back to the ported number via VOIP so that the client does not pay for cross network charges from Telkom.

- Which numbers can be ported?
 - Geographical numbers like 011/010/012/021 etc. numbers can be ported. 087 numbers and cell phone numbers cannot be ported. Cell phone numbers can only be ported between cell phone networks.

Porting Process:

1. Porting application with current ISP account needs to be sent to porting@centracom.co.za. Please stipulate the client name and the unique client Calypso ID in the e-mail subject line. Please ensure that ALL relevant details are filled in on the porting application
2. Porting application is processed by Centracom
3. Centracom will then provide the client/reseller with a port ID
4. Centracom will then apply for the porting via the CRDB NPC (Number Porting Company)
5. Once the current ISP approves the porting, Centracom will request a date for porting from the client/reseller. Once received, the port will then be activated for the required date
 - Please note that should the current ISP reject the porting application, the whole process starts from scratch
6. On the day the porting takes place, the porting is activated on CRDB. Once the porting starts, the current ISP starts routing the calls to Centracom. Thereafter all the relevant networks start updating their routing until the porting is complete and tested. Please note that the routing can take up to 8am the next morning to be completed and the client may experience intermittent issues on their incoming calls until all the networks have completed their routing.
7. Please note that we do not schedule porting for the day before the weekend. The relevant ISP's are not available for testing over weekends.