

Transition Process & Porting

Transition Process

Upon signing a contract with DVE Cloud, we begin ordering your agreed services right away. Transitioning from one provider to another can be a daunting task but with proper measurements in place, it can also be a smooth process with minimal down time and a better outcome.

Since the transition can be a lengthy exercise it is important to understand that no services with your existing carrier should be disconnected unless specifically instructed or advised. If you cancel voice services before the porting happens you could potentially lose your number.

Stage 1: Ordering services and equipment

- Internet and voice services are ordered: FTTP and Fixed Wireless connections can have a connection delay between 1-2 days (Sometimes within hours - Not guaranteed)
- FTTN services can have a connection delay of 1-4 weeks and further depending on potential infrastructure upgrades.

- Voice services are configured within 1-2 Days and a temporary number is assigned to the customer for use within the porting wait period

- Porting request submitted with existing carrier (Depending on carrier, this can take anywhere from 1-2 weeks to 1 month on wards - Extreme backlog due to COVID-19 shutdown periods)

Note: Porting times are not dictated or influenced by DVE Cloud at all and is completely dependant on third parties involved within the porting and the existing carrier

- Equipment is ordered and prepped in house for quicker installation

- Advertised business number Caller ID is attached to temporary number in order to show the businesses correct number on outgoing calls.

Stage 2: Installation

- NBN/Data installation date

- Installation of equipment and services typically happens upon the new NBN installation
- However under special circumstances such as downtime from existing carrier etc, we can install equipment on existing internet services in the interim. (PBX standalone trunks are an exception to this as well)

- Programming requests; once the hardware is installed the technician on site will then liaise with you to setup desired configuration and test to ensure all phones are ringing and programmed as requested.

Stage 3: Porting/Number Cutover

- Porting cutover commences at a specific time of the day and incurs a bit of downtime while the port is in progress. Diversions are not permitted during this time due to the origin of the number changing.

(Once porting is complete your main number and any others included within the port process are now held and controlled by DVE Cloud)

Stage 4: Service Disconnection

- Now that your voice and internet services are controlled and held by DVE Cloud, any unused existing services that were taken over can be carefully cancelled. **Note: DVE Cloud does not take responsibility if a customer cancels a service in use that was not addressed or spoken about throughout the initial sign up.**

Simplified Summary:

1. Services and Equipment ordered
2. NBN installation date
3. Equipment installation/temporary number setup (with working Caller ID)
4. Porting acceptance/Cutover schedule
5. Porting cutover
6. Cancellation of unused services with existing carrier

Porting

Porting a phone number can be a lengthy process depending on the losing carrier. It is important to realise that porting schedules and availability are completely out of DVE Cloud's control and it is not our responsibility to guarantee a specific date or time.

DVE Cloud will try and request a specific date but especially due to the huge backlog of porting requests with other carriers, we can never expect a schedule to go to plan for a porting cutover.

Note: Depending on the complexity of the port, it may also be rejected due to a number being associated with a group of numbers. When this is the case we will sometimes contact you the customer, to figure out if we can port the entire group, or if you would like to disassociate the requested number from the group and run two services.

DVE Cloud will typically port an entire group of numbers, since a group of numbers generally serves the same purpose. The reason for grouped numbers is due to the usage of PSTN lines when a group of numbers were required for line hunt to function. A lot of the time, service providers will continue to move these over and never cancel them.