Frequently Asked Questions (FAQs)

ecn.
ELECTRONIC
COMMUNICATIONS
NETWORK

next generation
network

lowering the cost
of doing business

■ **Table of Contents**

■ Telkom's Consumer Guidelines - GNP

What is Geographic Number Portability (GNP)?

GNP is the ability for customers to transfer their geographic telephone numbers between Network Operators when they switch from one fixed line Network Operator to another. Geographic telephone numbers are also known as landline or fixed numbers.

This refers to the numbers 01x, 02x, 03x, 04x, 05x This excludes 0860, 0800, 0861, 087, 085, service provider specific numbers (e.g. 1023, etc) and mobile numbers.

What is Porting?

When you change networks but keep your number(s), you "port" your number(s) to another Network Operator.

What is Block Number Portability (BNP)?

Block Number Portability (BNP) refers to a group of 10 000 or 1 000 consecutive numbers, assigned to a single account holder, being ported.

What is Individual Number Portability (INP)?

Individual Number Portability (INP) refers to a single telephone number or a group of numbers consisting of less than 1 000, assigned to a single account holder, being ported.

An example

If you had a number 011 5851234 as part of a larger number block then the number blocks would be defined as the below:

Block	Say it	Number	Range	Numbers
10k block	Tenthousand block	011 585xxxx	011 585 0000– 011 585 9999	9999+1= 10,000
1k block	One thousand block	011 585 1xxx	011585 1000– 011 585 1999	999+1 = 1000
100 block	One hundred block	011 585 12xx	011585 1200 011 585 1299	99+1 = 100
Individual block	Individual block	011 585 123x	Anynumber as an individual	

Availability of porting

You are required to check with your network operator on the availability of block and/or individual porting.

Where do I need to go to port my number(s)?

This will depend on your preferred Network Operator, but you can start by contacting your preferred Network Operator. The contact details are listed at the end of this document (refer to point 12).

What process needs to be followed to port my number(s)?

All port requests should be lodged with your preferred Network Operator. You, the customer, must complete a 'port request' according to the requirements of your preferred Network Operator. Your preferred Network Operator will explain the complete porting process to you in detail.

How much will it cost to port my number(s)?

You will be informed of the charges applicable for porting your telephone number by your preferred Network Operator.

I have signed a contract with my current Network Operator which has not yet expired. Can I still port my telephone number(s)?

Yes you can request to have your telephone number/s ported, but your contract with your current Network Operator will not be automatically cancelled. Your current Network Operator is still entitled to any money owed on the contract and if not honoured, it could be seen as breach of contract. You will have to continue to pay your monthly subscription until the end of the contract period, or you can pay a cancellation fee to end the contract. The amounts and conditions will be different, depending on your contract with your current Network Operator. You will have to check the detail with your Network Operator before you decide to port.

Under which conditions am I NOT allowed to port my telephone number(s)?

You may not port your telephone number(s) if:

- you have ported the same telephone number(s) within the last two months;
- your telephone service has been "suspended" by your current Network Operator from making or receiving calls, because you have not paid your bill, as per the standard policy of your current Network Operator;
- your telephone number is one of those which are not allowed to be ported, for example it might be a Toll-free number or another telephone number that is not a geographic number;
- you have provided your preferred Network Operator with an incorrect account number for your telephone service at the time of making your port request;
- you are not the legitimate owner of the telephone number(s);

ecn.
ELECTRONIC
COMMUNICATIONS
NETWORK

- you requested porting of a block of telephone numbers, but there are telephone numbers in that block allocated to other subscribers; or
- you are relocating beyond your original Network Operator's exchange boundaries.

You are not allowed to request porting to change to yet another Network Operator, while your initial porting request is still in progress.

I am using or am subscribed to some other services on my telephone account. Can I still get these services from my preferred Network Operator?
You should request a list of the services offered by your preferred Network Operator before you port your telephone number. After a successful number porting, you will be able to get only those products and services that your preferred Network Operator offers and you have applied for.

How long will it take to port?
When you request a port from your preferred Network Operator it will be passed to your current Network Operator who will respond within three working days. Your Preferred Network Operator will advise you on the timelines for the availability of infrastructure.

Will the service with the current operator be automatically cancelled?
You, the customer, will have to contact your current Network Operator to confirm cancellation of the services.

Can I transfer unused credits?
No. Any credits on your account and unused usage allowances are not transferrable to your preferred Network Operator.

I have different telephone numbers for voice, fax and internet access. Can I port all of these telephone numbers?
Yes, you can port all these telephone numbers, but you will need to specify to your preferred Network Operator which telephone numbers to port.

How do I know if a number has been ported?

You can check if a number has been ported on the following website:
https://www.porting.co.za/PublicWebsite

How will I know if a number I am dialling has been ported?

When you dial a number that has been ported, the operator from whose network you are dialling will indicate the number as ported by the sound of 3 short beeps before the call is connected to the new Provider's network.

This is to indicate that the call is now going to another network and may be subject to different call tariffs. The beeps will be followed by a ringing tone if the number dialled is not busy.

Pricing details regarding on and off net calls are available from the calling party's Network Provider.

I need help, who can I contact?

Below a list of numbers and websites where you can obtain help or more information:

Telkom: 10217, http://www.telkom.co.za

Neotel: 0800 000 636, http://www.neotel.co.za

ICASA: 011 566 3000, http://www.icasa.org.za

■ Information From Telkom Regarding PRIs, BRIs and Lines - GNP

Information regarding PRIs

- Individual numbers may be ported from a PRI.
- A minimum of a block of 100 contiguous numbers must remain on a Telkom PRI service if a customer wants to keep the Telkom PRI active.
- A customer may port as many numbers from a PRI as they wish, however, if 100 contiguous numbers are not left on the PRI, the customer must cancel the PRI simultaneously.
- If the PRI is provided without a contact, or the contract has expired, no cancellation fees will be applicable.

Information regarding BRIs

- Individual numbers may be ported from a BRI.
- A minimum of a block of 20 contiguous numbers must remain on a Telkom BRI service if a customer wants to keep the Telkom BRI active.
- A customer may port as many individual numbers from a BRI as they wish, however, if 20 contiguous numbers are not left on the BRI, the customer must cancel the BRI simultaneously. Should the BRI be cancelled while still in contract, the customer will be liable for any cancellation fees defined in the contract.
- If the BRI is provided without a contact, or the contract has expired, no cancellation fees will be applicable.

Information regarding Analogue Lines

- Individual numbers may be ported and the customer must cancel the line simultaneously.
- Should the line be cancelled while still in contract, the customer will be liable for any cancellation fees defined in the contract.
- If the line is provided without a contact, or the contract has expired, no cancellation fees will be applicable.
- When a line is cancelled all Telkom services (e.g. ADSL) running over that line are also cancelled.

Information regarding Geographic Re-location (ICASA)

- If a company wants to relocate, it will not be able to port its numbers if:
    - o the new address is outside of the original geographic area exchange code of the block operator (e.g. Telkom as the block operator - 011 to 012); or

o the new address falls within a different exchange area of the block operator within the same geographic area code (e.g. Telkom as the block operator - 011 883 to 011 452).

Reasons for a Port Request to be rejected

- The telephone number/s have been ported within the last 2 months.
- The customer's service has been suspended for non-payment with the donor network.
- The telephone number is one which cannot be ported (e.g. a non geographic number).
- The account number provided to Telkom is incorrect
- The customer is not the legitimate owner of the numbers

General Questions - GNP

What happens if I port my number, cancel my Telkom line and then the ECN line goes down?

Prior to porting a number, a complete analysis of the current environment is conducted and a new telecommunications solution is presented. The analysis takes into consideration the customer's redundancy requirements. Redundancy can therefore be built into the solution so that if the primary ECN line goes down, a secondary ECN line makes sure that services are not interrupted while the primary line is repaired.

If I port my number to ECN will it still be published in the Yellow/White Pages and still be available when people call directory enquiries on 1023?

The above directory services cater for Telkom customer only. Once you port your number, you are no longer a Telkom customer and therefore your listing will fall away when Telkom next updates their directories.

If I wish to migrate to ECN's Full Service offering what happens to my 0860/0861/0800 numbers?

These numbers belong to Telkom and cannot be ported because they are essentially lookup tables for a set of underlying numbers at call routing time. Telkom bills the owner of the number and the caller for the portions of the call that are routed on their network.

However, ECN's Virtual Access product allows owners of these numbers to configure their underlying numbers at Telkom to route calls more cost effectively via ECN's network. A complete analysis of your current environment would be required prior to putting forward a feasible solution.

How long does the whole porting process take?

From the time when the necessary infrastructure is installed and tested, the porting process takes roughly 3 to 4 weeks. The necessary infrastructure is dependent on the solution requirements and might add an additional 4 to 8 weeks to the whole process.

Is there any downtime on install date?

Installations are generally conducted by our technicians after hours and done in parallel to your existing infrastructure with the necessary PABX technician and your IT support staff present. There should technically be no downtime. If a problem occurs at install time the environment is rolled back to its original state.

Is there any downtime at the time of porting?

Porting requests follow a strict process defined and managed by the Number Portability Company (NPC). Once a port request has followed the entire porting process a final request "to update all routing tables" is sent out to all network operators, after hours. There should be no interruption in service.

I have contracts for my existing PRI/BRI/Analogue lines, what happens to these contracts if I wish to cancel them?

Customers are required to meet their contractual obligations. When porting a number, or range of numbers, the customer is liable for all outstanding monies stipulated in the contract. Therefore, prior to porting any number, a detailed feasibility study is conducted and a suitable solution is presented.

If I have ported the numbers of 3 branches of my company, and one branch goes down, can ECN divert traffic to the other 2 branches if necessary?

Yes, this is technically possible.

We are a large corporate with many PRI's, is there a limit to the number of Patton's you can install per site to meet my requirements?

Technically there is no limit to the number of Patton's we can install on site. A complete analysis of your current environment would need to be done and a suitable solution would be designed and presented.

If I am not happy with ECN's quality of service after I have ported, can I reverse the port and move back to my old service provider?

The NPC states that once a number has been ported there is a 2 month "freeze" period on porting those numbers again.

Immediate port reversals are only available in certain fraudulent cases and are not allowed in the case where a customer is unhappy with the new service provider's quality of service.

What do I have to complete as part of the process?

A completed ECN Service Application, a Letter of Authorisation, your latest Telkom bill, a copy of your ID and a certified copy of your company's letterhead are required to initiate the process.

How do wholesalers port their customers' numbers?

A similar process to the one above is followed.

Frequently Asked Questions – ECN Business Call

When might a request for porting be declined or rejected by the block operator?

A port request may only be rejected for the following reasons:

- The number(s) or number range is not valid on the donor operator's network or the number range is not exclusively used by the entity requesting the port.
- The number(s) or number range is excluded from porting under regulations 3 (seeking clarity on this).
- The account number provided is not the account number used by the donor operator for the number(s) or number range for which the porting is requested.
- Subscriber is already subject to suspension for outgoing or incoming calls because of failure to pay a bill.
- The number(s) or number range is already subject to a porting process.
- The number(s) or number range has already been ported in the last two months.

When might a port reversal be rejected?

A port reversal can only be rejected for the following reasons:

- The port was done in error.
- The port was done maliciously.
- The port was done fraudulently.
- Other reasons as agreed upon between the recipient operator, donor operator and customer.

When will a change of address request be rejected?

A change of installation address request, following a successful port, may only be rejected if the proposed installation address is outside of the geographic area associated with that number by the block operator. A rejection will result in port reversal.

When not to apply for GNP?

GNP is not a good option for customers that wish to change their address and move from Telkom to ECN simultaneously, this is certainly an issue when the physical move is to another Telkom exchange block area. ECN would rather issue new geographic numbers to the customer in the case of relocation of customer premises outside of the original Telkom exchange area.

Note: GNP it is an option if the physical move of premises is within the same Telkom exchange area.

On page 4 of the GNP Voice Proposal you refer to IP Trunks – is this the same E1 Diginet connection we currently use for Diginet clients?

What is the size of the IP Trunks – 256K; 512K etc?

IP trunks (ECN proposal) replace SIP or PRI trunks – These enable the company to use 30 concurrent channels for in/outbound calls (ECN are with the introduction of IP trunks). Going forward, it's a strategic decision to sell against both Telkom and Neotel and changes made to the last mile package puts ECN in a position to compete that much better.

ECN use G729 – The codec affords us the ability to use 16Kb of bandwidth per channel, 512Kb is the size of an IP trunk and will afford clients 30 concurrent channels, it can scale up to 120 channels per E1/T1.

And when would a client need 1 or 4 IP Trunks on site?
This naturally depends on the size of the client and the amount of in/outbound minutes, the principal is to accommodate potential clients existing usage rather than current PRI count, because there are many examples where clients have oversubscribed on Telkom PRI lines and most of them aren't required.

Do the different exchanges not affect the cost of the line? How can a cost be defined in the proposal without the required information?
Yes – different exchanges, or redundant last mile will affect the price. The redundancy will be for the clients account, the cost is the same as what their primary IP link would otherwise cost, the additional connectivity is only required if clients would like to mitigate risk for loss of communications – it is however not a pre-requisite for clients to have redundancy with the service. Please also keep in mind that ECN have elected to go with a blended rate for last mile diginets – The cost of last mile is largely depended on distance to the POP (as indicated in your question), we have elected to use a blended rate on distance which will cover most scenarios or distances.

Will GNP incoming traffic trunks be billed separately/differently to the normal Diginet lines for outgoing traffic?
No – ECN plan to offer IP trunks for in and outgoing services.

You are charging an installation fee depending on the number of IP Trunks required on site? (Hymax has never been liable for any installation fees; only for the DigiNet and the Patton rental.)

There are minor changes to the business model and therefore pricing, which ECN is trying to avoid is sacrificing margins on last mile and hardware, the new rentals are more in-line with ECN costs.

Would you require 2 separate Diginet – one for i/c and one for o/g?

No – Same infrastructure can be used.

Would you then need an E1 connection/PRI port on the PABX per IP Trunk/Diginet?

No – ECN's standard installation is to deploy a Patton gateway in line device, so for existing sites with Telkom PRI's, we will install the gateway in an "in-line configuration" with Telkom PRI's and thereby share the resources on the PABX (PRI ports). In a "green fields" scenario, we would require a PRI card per IP trunk on the PABX – As would be the case with a Neotel or Telkom installation.

If you port a PRI number which currently allows for 30 DDI's on Telkom; would you be able to port the DDI's as well?

Not sure what you mean with DDI's also the number of 30, my understanding is that with each PRI rented from Telkom, they will afford a client 300 numbers per PRI.

In terms of porting –We can request the entire block of 300 to be ported, or only a few numbers out of that particular range.

Do the DDI's automatically form part of the PRI range or do you need to specify the range?

When requesting the numbers to be ported, ECN will need a full list of Numbers that are to be ported (PRI's will not equal DDI's), they are not intrinsically linked for porting purposes.

If a client has an analogue trigger and they want to port the number but it forms part of a hunt group, would you be able to port the whole group and still have the hunting facility on ECN?

A little uncertain on this question, an Analogue line should afford clients a single number per line, if there is a hunt group scenario then surely this function is performed on the PBX and hunting extensions internal to the company? In any event we would port the analogue number and point the call to the PBX.

If the client wants to only port an analogue number what connection is needed on your side (IP Trunks / Diginet) and on the PABX?

A single Analogue line is not going to be commercially viable for the client on diginet infrastructure. Mostly best suited for an ADSL last mile type service. We are looking to attract clients where we can show a strong business case to use ECN for both in/outbound calls, these are probably best demonstrated when comparing PRI costs and services.

The attached form – is this the only document required for porting? Does the client not need to sign anything to provide permission?

Yes – We are in the process of finalizing the contracts and formal documentation needed by the Number Portability Company. These documents will be made available shortly.