



Porting / Moving your phone number to OrcaCom

You can bring your current number to OrcaCom as long as it is in a supported calling region. You should note that when you port a number the line the number is associated with will be cancelled* as part of the porting process and you will no longer receive an invoice from your current provider for this line. Please do not contact your current provider and ask for the line to be cancelled.

If you have any linked numbers or 'stepper' lines associated with the number you wish to port then please contact your current provider and ask for these to be detached from your number port or cancelled. You may also port these additional lines over to OrcaCom if you wish. The porting process will fail if you port a number that is still linked to another number that is not being ported, which will cause further delays for the number transfer request.

**Some broadband services require you to have a phone line for service - please check your service requirements before choosing which numbers to port.*

What regions are supported?

99% of all New Zealand and some international countries are supported regions in which we will allow number porting.

How to port your number

Send an email to porting@orcacom.co.nz with the following information:

1. Your current service provider.
2. The number you wish to port. Please state whether you want the line to be a phone or fax line as these are provisioned differently.
3. The full name on the account with your current service provider.
4. The account number of your current service provider account.
5. The OrcaCom account you want the number ported to.
6. Any special instructions. Please ensure you let us know if there are any linked numbers on the account and include instructions for what you want done with the linked numbers. Failure to include the appropriate instructions could result in your numbers being disconnected in error.
7. Preferred Date for the port. Please note that we can only select AM and PM slots and that ports will only take place during business hours.

Porting and Naked DSL

If you are planning a moved to Naked DSL your will need to let your Naked DSL provider know that you want to keep your existing phone line as part of the move. Once the Naked DSL line is installed you should have your phone line as a standalone service. You will then be able to port it to OrcaCom. Please note that we do not advise attempting to port at the same time as this can result in your line being disconnected. You can also request a 'customerlink' on your line once the move to Naked DSL is complete and once this is activated request the port to OrcaCom.

How long does it take?

Number porting usually takes 2-3 business days, but can take up to 5 business days in some circumstances. We will liaise with you to ensure that the porting request is completed smoothly and with minimal disruption. Complex ports require a longer notice period. Please contact support@orcacom.co.nz for more information if you have a complex port.

What does it cost?

The setup fee for number porting is \$20 per number ported. This is a one-off fee. Some OrcaCom calling plans offer 1 free number port.

Porting Away

In the unlikely event that you need to move your number away from OrcaCom please contact support@orcacom.co.nz and we will provide the information you need to provide to your gaining service provider for the port to be successfully approved.