

Porting to Telstra

Frequently Asked Questions



Porting - Frequently Asked Questions

When will the porting of my mobile service commence?

- ▶ The port will be submitted by our Provisioning Team within 24 hours as this is in line with imei's Service Level Target. Once this has been submitted to Telstra, the port should be completed in 1-4 hours.

How long does the porting take?

- ▶ We require you to contact imei to arrange a suitable time to port your service. The porting process should be completed within 1-4 hours from when this has been submitted by our Provisioning Team.

Will there be any downtime of my mobile service?

- ▶ There should not be any downtime of your mobile service. Once you receive an email from our system with the connection details please insert the Telstra SIM card and use the device as normal.
- ▶ If the SIM is already in the device, please restart the device (switch off then switch on).

How will I be notified once the port has been completed?

- ▶ You will receive an email once the port has been finalised.
- ▶ Alternatively you may lose connection from your existing service provider, which will give you an indication to insert the Telstra SIM card into your handset.

When should I insert the Telstra SIM card?

- ▶ You should insert the SIM card once you have received the confirmation email from our system or if you lose service from your previous carrier.

When will I receive my final bill from my previous carrier?

- ▶ Once the port has been completed this will effectively cancel any contract/plan that you had with your previous carrier, which should signal your previous carrier to send through your final statement. If this does not occur please contact your previous carrier to obtain your final statement.

My port has been completed; however my phone still appears to have 'No Service'. Why is this?

- ▶ Your device may be locked to another carrier. To receive service on the Telstra network you will be required to have the device unlocked from this particular carrier.

What is the best time to arrange the porting of my mobile service?

- ▶ It is preferable to contact imei in the morning, as this should allow enough time for the port to be processed that day.

We hope you have found this document useful, for any assistance required please see below links:

- ▶ For technical assistance please call the imei Support Helpdesk on 1300 65 77 99 (Option 2,1) or email support@imei.com.au
- ▶ For pricing or sales enquiries please contact the imei Enterprise Sales Support Team on 1300 65 77 99 (Option 1) or email 'yourcompanyname'@imei.com.au