MIGRATION · OPERATIONS PLAYBOOK · 2026

Changing Business Phone Providers Without Losing a Call

Most business phone changeovers are uneventful. The ones that are not fail on the same handful of things, and almost none of them are the phones.

Six weeks, one inventory, and never cut over on a Friday. Start with your **exit terms**, a port is not a cancellation, and porting a number away does not end a contract or its early termination charges. Establish whether yours is a **simple port** (a single number) or a **complex port** (a number range, multiple services, or legacy technology), because the second takes longer and has more failure modes; number portability in Australia runs under an **industry Local Number Portability framework** that sets inter-provider procedures, hours of operation and activation timeframes. **1300 and 1800 numbers move by a different mechanism** to geographic numbers, treat them as a separate workstream. Then do the part almost everyone skips: inventory every **non-telephone device** on a line.

The short version

What to look for	Why it matters
The end date, per service	Businesses commonly have several services on different dates, lines, internet, mobiles, often signed at different times.
Early termination charges	Usually the remaining months of the service charge, sometimes plus unamortised hardware. Get a written figure, per service, before you commit to anything
Notice period	30 days is typical. A notice period that runs past your intended cutover means paying for two services for a period, which is often the correct decision anyway, but should be a choice.
Bundling and hardware	If phones, internet and mobiles are bundled, removing one may reprice the rest. And leased handsets usually have to be returned or bought out

Also worth knowing

Simple port	Complex port	
Typically	A single standalone number	A number range, multiple services, or legacy technology such as ISDN
Timeframe	Days	Weeks, plan on several, and more if anything is unusual
Cutover	Often same-day, sometimes near-immediate	Scheduled window, agreed in advance between providers
Main risk	Details on the authority not matching the losing provider's records	Range splitting, incomplete inventories, and dependent services nobody listed

The distinction that catches people

Porting a number away is not the same as cancelling the service, and it does not terminate your contract. The port moves the number. The contract, and any early termination charge, continues to exist until it is dealt with separately. Businesses that assume the port ends everything discover the position on the next invoice. Conversely, and this is the more expensive mistake. **never cancel a service in order to move it**. See the porting section below.

Questions the full guide answers

- [ ] Will I lose my business phone number if I change providers?
- [ ] How long does changing business phone providers take?
- [ ] Does porting my number cancel my old contract?
- [ ] What breaks when you change phone providers?
- [ ] Do 1300 and 1800 numbers move the same way?
- [ ] When should we schedule the cutover?
- [ ] What should we check in the first week after cutover?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 881 662** or visit **unidenvoice.com/get-started**.