

MOVING AND TRANSFERRING NUMBERS IN THE INMS SYSTEM

1. Decide whether it is a “move” or a “transfer”:

- **Transfer** – A transfer is where INMS Subscribers agree to transfer a number permanently between themselves. Only Active numbers can be transferred and the transfer must have been recorded in writing, dated and signed by both parties before you record the transfer in the INMS system. So a transfer is where both parties agree that the customer can migrate.
- **Move** - A move is where the Rights of Use (ROU) holder moves their number from one INMS subscriber to another (like porting). Only Active numbers can be moved. Subscribers must follow the procedure set out in the *ACIF Rights of Use Code for Premium Rate Numbers* prior to recording a Move in the INMS database. So this can only happen if the customer has the “rights of use” of the number in question. You will need to look at their contract to see if they have rights of use. Once you’ve completed the process in the *ACIF Code*, then you can record the move in the INMS system. A copy of the Rights of Use Code for Premium Rate Numbers can be found at

http://commsalliance.com.au/_data/assets/pdf_file/0010/1333/ACIF-C554_2004.pdf

So this is basically how it works:

- You do a transfer where both parties agree that the customer can go;
- You do a move where the customer has the rights of use of the number but the losing party won’t agree to a transfer.

2. Complete the relevant paperwork:

Once you have determined whether you are doing a move or a transfer, then you must complete the paperwork mentioned above for a transfer or in the *ACIF Rights of Use Code for Premium Rate Numbers* for a move.

3. Record the move or transfer in the INMS system:

- Go into the INMS system and setup your email address so that the INMS system will send you email updates during the transfer/move process. To setup your email details, click on “Admin” and then click on the “Email Addresses”.
- The party receiving the number has to start the transfer transaction in the INMS system.
- Start the transfer/move by clicking on the “Search and Initiate” tab. Type in the number and click on “transfer” or “move”. INMS will send an email to the losing party and they then go into the system to accept or reject that transfer request. If you have set up your email address in the INMS system, INMS will email you to let you know the outcome.

How Much Will It Cost?

The Recipient will be charged as follows when they record a transfer/move in the INMS system:

- Transfer/Move Initiation Fee = \$11 per number (GST incl).
- Transfer/Move Completion Fee - \$44 per number (GST incl).

So if the transfer/move is rejected, the Recipient only pays \$11 per number. If the transfer/move is completed, the Recipient pays \$55 total per number.

Notifying Carriers

You will need to separately notify the mobile carriers (Vodafone, Telstra etc) when there has been a transfer or move.