

Number Porting

How do I move my existing phone number to Hero?

Number porting - How to move my existing numbers to Hero

Hero supports number porting which means that you can bring your current number with you to use on our network. We allow porting of Fixed, Mobile and Tollfree numbers within NZ. We can also organise porting in some overseas countries such as Australia, UK, USA etc. but these must be requested via a Ticket. Porting charges apply to each port request that is submitted.

To port an NZ number simply login to the portal

1. Log into <https://portal.herotel.uk>.
2. Click on Account > Numbers
3. Press on the Number port requests button at the top of the page
4. Fill in the porting form details. You need to select the existing carrier and enter the exact account number and name as on your current bill or the port request will fail.
5. You can track the status of any porting requests in this page and the status.
6. If a port fails then you will receive an email and can contact our support team to assist
7. On the day of the port we will provision your number at around 6am in the morning giving you time to setup the number on your equipment/devices.

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In the NZ we have two number port request types:

Simple Port: This refers to a single number and can generally be completed within a couple of days so long as the number isn't part of a larger block of numbers. For example, a port submitted on a Monday afternoon would be completed Wednesday morning.

Complex Port: More than one number. Complex ports typically take a week or more to process.

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