



## Customer Authority to Port Telephone Number to Australian Phone Company

### 1. Account Holder

Business Name (if applicable)

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Title	Surname	Given Name(s)
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### 2. Address Details

Unit Number	Street Number	Street Name
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Suburb	State	Postcode
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E-mail Address	Date of Birth (dd/mm/yyyy)
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Telephone Number	Fax Number
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### 3. I wish to port the following services to Australian Phone:

Telephone number	Cat A/C	Current carrier	Current carrier's account number
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Preferred cutover date (dd/mm/yyyy)	Preferred cutover time
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ASAP	ASAP
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*(At least 4 business days from today – if not provided then it is assumed to be required as soon as possible)*

I authorise for the telephone number(s) listed above to be ported to Australian Phone.

I acknowledge that I am authorised to request the porting of the telephone number(s) listed on this form.

I acknowledge that I have been advised that:

- By porting the telephone number(s) listed on this form, the service associated with that telephone number is disconnected from the existing service provider's network and may result in finalisation of the account for that service;
- By porting the telephone number(s) listed on this form, any DSL/Spectrum Sharing service associated with that telephone number is disconnected and may result in finalisation of the DSL Spectrum Sharing account for that service; and
- Although I have the right to port the telephone number(s), there may be costs and obligations associated with the port which may include early termination fees and porting fees.

Signature

Date

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Name

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## Local Number Portability - Terms and Conditions

- You must not deactivate your existing service when porting. Telephone numbers can only be ported while active
- You can only withdraw your authority to port this telephone number before the Electronic Cutover Advice is sent by Australian Phone to your current Service Provider, which will be on or after the preferred cutover date specified in this form.
- Australian Phone does not guaranty that it can port your telephone number from your current Service Provider. Your current Service Provider may reject this port request if the information you provide is incorrect, or does not match the data held by them. In this case, you authorize Australian Phone to correct the information and resubmit the request to port your telephone number to Australian Phone, or dispute the rejection by your current Service Provider. A porting request may also be rejected for other reasons as stated in the LNP Industry Code.
- Australian Phone does not guaranty that the telephone number will be ported within any specified timeframe. Porting hours of operation are 8am to 5pm AEST/AEDST Monday to Friday, excluding national public holidays. Cutover can only be initiated at least 5 business days after the porting Notification Advice is sent by Australian Phone to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 5 business days after the request is resubmitted.
- Australian Phone recommends that you should always maintain an alternative phone service if you port your phone number to a VoIP service. A VoIP service is not a substitute for a standard (PSTN) telephone service, as in the event of power failure, the VoIP service will not operate. Therefore, Australian Phone recommends that you should not disconnect your primary phone service which provides access to 000 and other similar emergency service telephone numbers in cases of emergency.
- In the event of a port, withdrawal or reversal, Australian Phone is not responsible for any period of outage.
- To the extent permitted by law, Australian Phone is not liable to you or any person claiming through you for damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect, for or in relation to porting.
- You may have outstanding contractual obligations and costs owed to your current Service Provider. Australian Phone is not liable for any such costs.
- Only your telephone number will be transferred to Australian Phone. This may result in the loss of any Value Added Services that are associated with the service provided by your existing Service Provider ( e.g. voicemail ).
- If you wish to port your telephone number from Australian Phone to another Service Provider, then you must contact the other Provider.
- Australian Phone reserves the right to charge a fee for porting your telephone number to or from Australian Phone.
- Local Number Portability (LNP) does not guarantee you can keep your telephone number if you move to a different geographic location.
- The terms of the relevant Australian Phone current terms and conditions, as varied from time to time, will apply to the use of services.
- Privacy: Australian Phone only collects personal information from you that is necessary to perform the service sought by you. The kinds of personal information Australian Phone holds about you will depend on the services you request from Australian Phone and the use that you make of those services.
- Australian Phone respects your privacy. As a result, Australian Phone does not trade, rent or sell your personal information to provide you with a communications service. In the course of providing this service to you, we may also use your personal information for the following related services: provisioning or connecting your service, network routing, providing you with customer service, credit checking, billing, investigating complaints & fixing faults in relation to your service and any payment follow ups that you may owe us. We may also use your personal information to tell you about our other products and services or bundled offerings, provided by Australian Phone in conjunction with either our related bodies corporate or our business partners and associates. You agree that Australian Phone may exchange information about those credit providers named in this application or named in a consumer credit report issued by a credit reporting agency for the following purposes to:
  - a) assess an application for credit
  - b) notify other credit providers of a default by the Applicant
  - c) exchange information with other credit providers as to the status of this account where you are in default with other credit providers
  - d) assess your credit worthiness
  - e) provide information to you about other goods or services which we or any of our Related Bodies Corporate, or any of our partners and associates or the partners and associates of suppliers (such as telecommunication entities, providers of products or services which are related to the services, media entities, event organizers, equipment suppliers and the suppliers of any other product or service with whom we have engaged in a joint initiative) may offer to you.Generally you have the right to see or obtain a copy of personal information about you that we may hold. Australian Phone will handle requests for access to personal information in accordance with the National Privacy Principles. To request access to your personal information, please [contact us](#).