

Application form

VoIP: Porting Authorisation



Only fill in this section if you are porting a number to our VoIP service

The Porting Authorisation Form must be completed and returned to us along with a full copy of your latest telephone bill (without the itemised call section, if applicable) from your current service provider.

Only local telephone numbers can be ported.

Note that the average timeframe for the completion of a port request from the date that we receive your form is 4-6 weeks.

| | | |
|---|--|--|
| Account Holder Details | | |
| Business name (optional): <input type="text"/> | | |
| First name <input type="text"/> | Last name <input type="text"/> | |
| Date of birth <input type="text"/> | Contact phone <input type="text"/> | Mobile phone <input type="text"/> |
| Email address <input type="text"/> | | |
| Service Details | | |
| Current service provider <input type="text"/> | Account number <input type="text"/> | Phone number to port <input type="text"/> |
| Address Details (must be the service location) | | |
| Unit/suite number <input type="text"/> | Street number <input type="text"/> | Street name <input type="text"/> |
| Street type <input type="text"/> | Suburb <input type="text"/> | Post code <input type="text"/> |

Terms and conditions

1. You must not deactivate your existing service when porting. Telephone numbers can only be ported while active. If your service is terminated before porting completes, you may lose the number and you may not be able to reactivate it.
2. You understand that during a port, a period of downtime will occur. The length of this downtime can vary, but may be several hours or longer.
3. By transferring your service to VoIP you understand it is a voice only service. Fax, EFTPOS, back-to base alarm monitoring, medical emergency systems will usually not function correctly, or at all using a VoIP service.
4. You can only withdraw your authority to port this telephone number before the cutover date.
5. Rescheduling a port may incur additional costs. You will be responsible for all costs accumulated.
6. We provide no guarantee that we 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 authorise us to correct the information and resubmit the request to port your telephone number or dispute the rejection by your current service provider. A porting request may also be rejected for other reasons as

Application form

VoIP: Porting Authorisation



stated in the LNP Industry Code. If we cannot complete the port within 90 days, you will be required to complete this form again and restart the porting process.

7. We cannot guarantee 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. If a porting request is rejected and needs to be resubmitted, additional delays will be encountered.
8. You may have outstanding contractual obligations and costs owed to your current service provider. You will still be bound by these obligations and payment of any outstanding costs. We are not liable for any such costs you incur from your current service provider.
9. The port process only transfers your telephone number. This may result in the loss of any “value added services” associated with the service and your current service provider (e.g. Voicemail, ADSL broadband services spectrum sharing).
10. We reserve the right to charge a fee for porting your telephone number to, or from us.
11. Standard (CAT-A) Ports are \$50 Including GST per number and Complex (CAT-C) ports are \$299 per number.
12. Local Number Portability (LNP) does not guarantee you can keep your number if you move to a different geographic location.
13. For the purpose of processing your application, we will be required to disclose some of the details you have provided to us to a third-party. This includes, but may not be limited to your name, business name, address, phone numbers and accounts details.
14. If your number port is combined with an nbn connection, we will coordinate your number port and connection to occur on the same day. The number port will take place on the day your nbn connection is booked for installation with nbn co. There is a possibility nbn co will be unable to complete your connection to the nbn on the same day. If nbnco encounter issues requiring your installation to be rebooked, you will be without a phone connection and/or internet connection if it relies on the same line. Rebooking an nbn installation appointment may take 4-6 weeks. The cancellation of your installation and any delays in rebooking are outside of our control.