

Porting Authority Form

Business VoIP - 1300/1800

FreePhone & Local Rate Numbers (FLRN)

Network Technology (Aust) Pty Ltd (ABN 71 096 864 836) t/as OntheNet
 • Level One 165 Varsity Parade Varsity Lakes Qld 4227
 • PO Box 102 Varsity Lakes Qld 4227
 • Phone: 07 5553 9222 • Fax: 07 5593 3557
 • Email: sales@onthenet.com.au • www.onthenet.com.au



Please Note:

- Your Business VoIP service must be active and tested before this form is completed.
- A separate Porting Authority Form (PAF) is to be completed for each number to be ported. If multiple numbers are being ported each number will be ported independently.
- You may also be asked to provide a copy of your most recent phone bill for the number to be ported.
- The PAF must be completed in FULL by an Authorised Representative for the number to be ported AND the OntheNet Business VoIP Service the number is to be ported to. Please contact OntheNet if you are unsure how to complete this form.
- **Inbound calls charges apply to all calls received by a 1300 or 1800 number as per the Business VoIP Call Rates on our website www.onthenet.com.au/business-voip**
- **1300 and 1800 numbers are virtual numbers that are routed to a single destination number (answering point) therefore you must have another telephone number to route inbound calls to. If the destination number is not hosted by OntheNet outbound call charges will also apply.**

CUSTOMER INFORMATION

1. Customer Details - provide details of the Business VoIP service the number is to be ported to.

OntheNet Account Name		Account Number	
VoIP Service ID	(refer to Toolbox or Service Details)		

2. Authorised Representative - will receive updates regarding this porting request. Must be an existing Authorised Representative for the service AND the number to be ported. An email address MUST be supplied and will be used as the primary method of contact.

Name			
Contact Number		Alternate Contact Number	
Email			

NUMBER TO BE PORTED

3. Telephone Number - specify the number to be ported, the destination number and your preference for scheduling the cutover date.

- It is essential that you read and understand all Terms and Conditions before submitting this PAF to OntheNet.
- OntheNet does not guarantee that your number can be ported.
- ALL associated services will be permanently lost once the port is complete.
- The port may take 1-2 weeks or more to complete. You must indicate below whether you require the port to occur ASAP or if you would prefer to specify a date. A time cannot be specified. Porting will take place Monday-Friday only, between 9am - 4pm (AEST).

Number to be Ported			
Destination Number	<i>Refer to notes at top of form.</i>		
Preferred Cutover Date	<input type="checkbox"/> I want to port the number as soon as possible. OntheNet will advise you of the the cutover date once it has been scheduled. <input type="checkbox"/> I want to specify the date that the number is ported. OntheNet will contact you to schedule the cutover date once the port has been approved.		

4. Current/Losing Service Provider Details - OntheNet require the name of the provider that currently hosts the number and your account details as they appear on your account with the current provider. This information must match the data held by the current provider.

Current/Losing Provider			
Account Name			
Account Number			
Account Billing Address			
	Suburb		Post Code
Wholesale Provider Name	<i>Not required for all ports. Contact OntheNet to confirm.</i>		
Wholesale Account No.	<i>Not required for all ports. Contact OntheNet to confirm.</i>		

5. Smartnumber Details - only required for smartnumbers. Must match the ACMA's smartnumber database.

Current RoU Holder Name	<i>The Rights of Use holder for the smartnumber</i>
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NOTES OR SPECIAL INSTRUCTIONS

6. Record Notes or Special Instructions

BILLING INFORMATION

7. Number Porting and Hosting Fees

Number Porting Fee	\$150 per number per attempt
Ongoing Hosting Fee	\$27.50 per month per number
Emergency Return Fee	\$605 per number

8. Call Charges

Inbound calls charges apply to all calls received by a 1300 or 1800 number as per the Business VoIP Call Rates on our website. If the destination number is not a number that is hosted by OntheNet outbound call charges will also apply. www.onthenet.com.au/business-voip

9. Payment Method

Porting Fees <input type="checkbox"/> Pay on Invoice <input type="checkbox"/> Pay by Credit Card - Debit the credit card below.	Ongoing Fees/Call Charges As per existing account payment arrangements. To change your payment method contact the OntheNet Accounts Team.
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10. Credit Card Details (if selected above)

Card Type	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> VISA
Card Number		Expiry Date /
Cardholder Name		
Cardholder Signature	✘	

Terms and Conditions

- Porting is the process of transferring a telephone number between suppliers of telecommunication services.
- The Customer must have an active Business VoIP Service with OntheNet.
- The Customer must successfully test the OntheNet Business VoIP Service with any associated telephony/PBX equipment or service for inbound and outbound calls prior to the PAF being submitted to OntheNet.
- The PAF must be completed in full by an Authorised Representative and is valid for 90 days. OntheNet may also request a copy of the most recent phone bill to verify the information provided.
- The number to be ported must not be deactivated. A number can only be ported while active.
- By porting the number, any service associated with the number is disconnected from the current service provider's network and may result in finalisation of the account for that service.
- There may be costs and obligations imposed by the current service provider, associated with the port, which may include early termination fees, and/or porting fees. The Customer must check with their current service provider prior to submitting the PAF to OntheNet.
- OntheNet is not liable for any outstanding contractual obligations or costs imposed by the current service provider.
- Only the number will be transferred to OntheNet. This may result in the loss of any value added services that are associated with the service provided by the current service provider (e.g. voicemail, call routing, directory listing).
- There will be a period during the porting process where the number is unavailable for use. OntheNet is not liable for any direct, indirect or consequential losses during this period.
- OntheNet does not guarantee that the number will be ported within any specified timeframe. Porting hours of operation are 9am to 4pm AEST Monday to Friday, excluding nationally gazetted public holidays.
- The Customer can only withdraw authority to port the number before the porting request is sent to the current service provider.
- In the event of a port withdrawal or Emergency Return OntheNet is not responsible for any costs, period of outage of the service or features of the current service or any value added service provided by the current service provider.
- OntheNet does not guarantee that it can port the number from the current service provider. The current service provider may reject the port request if the information provided is incorrect or incomplete, or does not match the data held by them. A porting request may also be rejected for other reasons in accordance with Industry Numbering Management Services Ltd (INMS).

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15. In accordance with INMS business rules, a request for Porting shall be deemed invalid if:
- mandatory information supplied is ineligible, inaccurate or missing;
 - the PAF is not signed by an authorised person;
 - the PAF is not dated; or
 - the date of the PAF is more than 30 days before the porting request is sent by the recipient Prime Service Deliverer (PSD) via INMS to the donor PSD.
16. OntheNet charge fees for porting as specified on the Porting Authority Form.
- 16.1. The Number Porting Fee will be charged each time the porting request needs to be submitted by OntheNet and is not refundable should the porting request be unsuccessful.
17. Emergency Return
- 17.1. Emergency Return means the establishment of an interim service by the original service provider which may be in the form of the Customer's original service, or if that is not possible, an alternative service.
- 17.2. Emergency Return may not be possible and can only be actioned within four (4) hours of the scheduled cutover unless previously agreed between the current service provider, OntheNet and any Third Party required to perform part or all of the port.
- 17.3. Prior to submitting the Porting Authority Form to OntheNet the Customer must obtain agreement from the current service provider in regards to the supply of the interim service in the event an Emergency Return is required. This includes agreeing to the timeframe in which the service will be restored.
- 17.4. In the event of an Emergency Return, an extended period of outage may be experienced whilst the service from the previous service provider is restored.
- 17.5. If an Emergency Return is required OntheNet will request an Emergency Return from the original service provider without further consultation with the Customer.
- 17.6. In the event of an Emergency Return, OntheNet and/or a Third Party:
- will notify the previous service provider of the Emergency Return requirement;
 - is not responsible for any period of outage;
 - is not liable to the Customer or any person claiming through the Customer for any damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect, for or in relation to the Emergency Return (including the negligent act or omission of OntheNet); and
 - will pass on to the Customer any costs incurred for the Emergency Return.

CUSTOMER AUTHORISATION

11. Service Testing - you must test your OntheNet Business VoIP service before submitting this PAF to OntheNet.

- Yes**, the OntheNet Business VoIP service has been successfully tested with the associated telephony/PBX equipment or service (if appl) for both inbound and outbound calls.

12. Customer Declaration

- Yes**, I have read, understood and agree to the Terms and Conditions on this PAF and the OntheNet Terms and Conditions at www.onthenet.com.au and I certify that I am the Rights of Use Holder for the number/s to be ported, or have the authority to request porting of the number to OntheNet on behalf of the Rights of Use Holder.
- Yes**, I indemnify OntheNet against any loss or damage it may suffer as a result of any information provided or the above certification being incorrect.
- Yes**, I authorise OntheNet and/or its agents to provide details to an agent or Third Party, or obtain details from the current service provider, to facilitate the port for the number listed on this form.
- Yes**, I authorise OntheNet to complete and sign a new PAF for the purposes of carrying out porting to OntheNet in circumstances where:
 - additional details are to be added;
 - editing or deleting of details is required; or
 - OntheNet requires an agent or Third Party to perform part or all of the port.
- Yes**, I request that OntheNet and/or its agents port the number listed and I understand this authorisation will remain in place for 90 days from the date of signature or until such time as OntheNet is otherwise notified in writing.

Name			
Position			
Signature	x	Date	

**Print and sign the Customer Authorisation and Credit Card section (if applicable)
then scan and email or fax/post all pages to OntheNet**