

Porting Authority Form

Personal Prepaid VoIP - Simple (Cat A)

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 Personal Prepaid VoIP service must be active before this form is completed and submitted to OntheNet.
- The Porting Authority Form (PAF) must be completed in FULL by an Authorised Representative for both the number to be ported and the Personal Prepaid VoIP Service the number is to be ported to. Please contact OntheNet if you are unsure how to complete this form.
- You also need to provide a copy of your most recent phone bill for the number to be ported.

CUSTOMER INFORMATION

1. Customer Details - provide details of the OntheNet Personal Prepaid VoIP Service the number is to be ported to.

OntheNet Account Name		Account Number	
VoIP Service ID		VoIP User/Line ID	

2. Authorised Representative - the person nominated here will receive updates regarding this porting request and must be an existing Authorised Representative for the Personal Prepaid VoIP Service specified above and the number to be ported. An email address MUST be provided and will be used as primary method of contact.

Name			
Contact Number		Alternate Contact Number	
Email			

PORTING DETAILS

3. Telephone Number to be Ported to OntheNet

Important Notes:

- 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.
- If the number is associated with any other number (part of a number range) or is used to supply ANY complex services it cannot be ported to a Personal Prepaid VoIP Service. Complex services must be removed prior to this PAF being submitted to OntheNet. Examples of complex services: Exchange Based Diversion (EBD)/Redirection, EFTPoS, Line Hunt Group, Fax Duet, Security Line.
- Any Internet service (eg DSL/Spectrum Sharing) associated with the telephone number will be disconnected or result in rejection of the porting request. Disconnection of the Internet service may occur any time after the porting request is sent to the current service provider.
- Porting requests may take up to 10-20 business days, or more to complete. Porting will take place between 9am - 4pm (AEST).
- Personal Prepaid VoIP Services are limited to one DID per service. Any existing DID will be permanently removed from the service once the port is complete.

Number to be Ported			
<i>Please Note: Porting can take up to 10-20 business days, or more to complete. Porting will be scheduled to occur ASAP, a date and time cannot be specified.</i>			

4. Current / Losing Service Provider and Account Details - We require the name of the provider that currently supplies the number to be ported and your account details as they appear on your account with the current service provider. **This information must match the data held by the current service provider.**

Current / Losing Provider			
Account Name			
Account Number			
Account Billing Address			
	Suburb		Post Code

PORTING FEES AND PAYMENT

5. Number Porting Fees and Payment - The fees stated below will be processed accordingly using the credit card held on the account for the Personal Prepaid VoIP Service. These fees are NOT deducted from prepaid call credit.

Number Porting Fee: \$20 per attempt	Annual Ported DID Fee: \$15 per annum.
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NOTES OR SPECIAL INSTRUCTIONS

5. Record any Notes or Special Instructions

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Terms and Conditions

1. Porting is the process of transferring a Telephone Number or Direct In-Dial (DID) Number between suppliers of telecommunication services.
2. The Customer must have an active Personal Prepaid VoIP Service with OntheNet.
3. The Porting Authority Form (PAF) must be completed in full by an Authorised Representative and is valid for 90 days. OntheNet also request a copy of the most recent phone bill to verify the information provided.
4. Only Category A / Simple ports are available to OntheNet Personal Prepaid VoIP services. A Category A / Simple port is porting of a single number with no associated complex services. Examples of complex services: Exchange Based Diversion (EBD)/Redirection, EFTPoS, Line Hunt Group, Fax Duet, Security Line.
5. The number to be ported must not be deactivated. A number can only be ported while active.
6. 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.
7. Any Internet service (eg DSL/Spectrum Sharing) associated with the telephone number will be disconnected or result in rejection of the porting request. Disconnection of the Internet service may occur any time after the porting request is sent to the current service provider.
8. 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 Porting Authority Form to OntheNet.
9. OntheNet is not liable for any outstanding contractual obligations or costs imposed by the current service provider.
10. 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).
11. 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.
12. 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. Cutover can only be initiated at least 5 business days after the porting advice is sent to the 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.
13. The Customer can only withdraw authority to port the number before the porting request is sent to the current service provider.
14. In the event of a port withdrawal or reversal 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.
15. 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 as stated in the Local Number Portability (LNP) Industry Code.
16. In accordance with the LNP Industry Code, a request for Porting shall be rejected if:
 - a) the request is for the porting of a non-portable number;
 - b) the LNP Industry Code requires the request to be rejected; or
 - c) OntheNet cannot otherwise provide portability for the number.
17. OntheNet charge fees for porting the number as specified on the Porting Authority Form.
 - 17.1. The 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.
 - 17.2. An annual fee will apply for the ported number.
18. Personal Prepaid VoIP Services are limited to one (1) Direct In-Dial (DID) number per Service. If the Customer requests to port a number to a Service with an existing DID, the existing DID will be permanently removed from the Service once the porting request is complete.

CUSTOMER AUTHORISATION

6. 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.
- **Yes**, 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 request that OntheNet and/or its agents port the number listed and understand that porting will result in disconnection of the number from the current service provider and finalisation of the current account(s) for the number.
- **Yes**, I indemnify OntheNet against any loss or damage it may suffer as a result of any information included in this form 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 the port 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 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			
Signature	✕	Date	

IMPORTANT: Please send completed PAF to OntheNet with a copy of your most recent phone bill for the number to be ported.