

Porting Authority Form - Complex (Cat C)

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 OntheNet service must be active and tested before this form is submitted to OntheNet.
- All numbers specified on this Porting Authority Form (PAF) will be ported together. If you need to port numbers separately you will need to complete a separate form for each batch.
- You also need to provide a copy of your most recent phone bill for the number/s to be ported.
- The PAF must be completed in FULL by an Authorised Representative for the number to be ported AND the OntheNet service that the number is to be ported to. Please contact OntheNet if you are unsure how to complete this form.
- This form is for Complex (Cat C) ports only. A Complex port is required if:
 - If the number is associated with any other number (part of a number range).
 - Is used to supply ANY complex service. Examples of complex services: Exchange Based Diversion (EBD)/Redirection, EFTPoS, Line Hunt Group, Fax Duet, Security Line, ISDN.
 - There are multiple numbers that need to be ported together, even if they individually qualify for a Simple (Cat A) port.
- If you are porting a 1300 or 1800 number to OntheNet the 1300/1800 Porting Authority Form is to be completed instead.

CUSTOMER INFORMATION

1. Customer Details - provide details of the service the number/s is to be ported to.

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

2. Authorised Representative - the person nominated here will receive updates regarding this porting request and must be an existing Authorised Representative for the service specified above 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/s or number range/s to be ported and your preference for scheduling the cutover date.

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/s can be ported.
- Any Internet service (eg. DSL/Spectrum Sharing) associated with the number (or any number within the range) 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 submitted.
- ALL associated services will be permanently lost once the port is complete.
- Complex ports can take 4-6 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/s to be Ported	(Provide first - last number for a number range. Use notes section on page 2 if more space is required.)		
Preferred Cutover Date	<input type="checkbox"/> I want to port the number/s 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/s 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 supplies the number/s and your account details as they appear on your account with the current provider. This information must be the same for all numbers and match the data held by the current provider.

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

5. Service Address - Provide the physical address of the telephone service/s. This information must be the same for all numbers and match the data held by the current provider.

Street Address			
Suburb		Post Code	

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NOTES OR SPECIAL INSTRUCTIONS

6. Record any Notes or Special Instructions

PORTING FEES AND PAYMENT

7. Porting Fees - Complex (Cat C) Number Porting is subject to the following fees.

If porting is successful monthly/yearly fees will apply for the ported number/s. These charges are determined by the type of service you have with OntheNet. Please contact OntheNet to confirm these charges.

Complex Number Porting Fee	\$365 per attempt (per batch)
Cutover Reschedule Fee	\$550 per batch
Emergency Return Fee	\$605 per number or 100 number range

8. Payment Method

Pay on Invoice
 Pay by Credit Card - Debit the below credit card with the porting fees

9. Credit Card Details (if selected above)

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

Terms and Conditions

- Porting is the process of transferring a Telephone Number or Direct In-Dial (DID) Number between suppliers of telecommunication services.
- The Customer must have an active Business VoIP or Business Phone service with OntheNet.
- The Customer must successfully test the service, with any associated PBX 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 also request a copy of the most recent phone bill to verify the information provided.
- A Complex (Cat C) port is for number ranges, multiple single numbers that are to be ported together or a single number that is associated with any other number (ie part of a number range) or that is used to supply a complex service. Examples of complex services: Exchange Based Diversion (EBD)/Redirection, EFTPoS, Line Hunt Group, Fax Duet, Security Line, ISDN.
- The number/s to be ported must not be deactivated. A number can only be ported while it is active.
- By porting the number/s, any service associated with the number/s 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/s 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, directory listing).
- There will be a period during the porting process where the number/s 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/s 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 10 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 10 business days after the request is resubmitted.

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13. The Customer can only withdraw authority to port the number/s before the porting request is sent to the current service provider.
14. An Emergency Return may not be possible and can only be actioned within four (4) hours of the scheduled cutover appointment.
15. 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.
16. OntheNet does not guarantee that it can port the number/s 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.
17. 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.
18. OntheNet charge fees for porting the number/s as specified on the Porting Authority Form.
 - 18.1. The Complex 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.
 - 18.2. If for any reason the number/s listed on the PAF are required to be ported independantly of each other the Complex Number Porting Fee will be charged per port (batch).
 - 18.3. If the cutover date needs to be rescheduled for any reason the Cutover Reschedule Fee will apply.
 - 18.4. A monthly or annual fee will apply for the ongoing supply of the ported number/s.
19. Emergency Return
 - 19.1. 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.
 - 19.2. Emergency Return 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.
 - 19.3. 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.
 - 19.4. 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.
 - 19.5. If an Emergency Return is required OntheNet will request an Emergency Return from the original service provider without further consultation with the Customer.
 - 19.6. In the event of an Emergency Return, OntheNet and/or a Third Party:
 - a) will notify the previous service provider of the Emergency Return requirement;
 - b) is not responsible for any period of outage;
 - c) 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
 - d) will pass on to the Customer any costs incurred for the Emergency Return.

CUSTOMER AUTHORISATION

10. Service Testing - you must successfully test your OntheNet service for inbound and outbound calls before submitting this PAF to OntheNet.

Yes, the OntheNet service has been setup as required and has been successfully tested for both inbound and outbound calls.

11. 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/s 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/s 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	

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