

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

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 you must either remove those services or complete the Business VoIP Complex Porting Authority Form instead. 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).

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>
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4. Current / Losing Service Provider Details - OntheNet require the name of the provider that currently supplies 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	

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NOTES OR SPECIAL INSTRUCTIONS

5. Record any Notes or Special Instructions

PORTING FEES AND PAYMENT

6. Porting Fees - Simple (CAT A) 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.

Number Porting Fee	\$20 per attempt
Reversal Fee	\$605

7. Payment Method

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

8. 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 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 OntheNet service, and any associated OntheNet Hosted 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 Simple (Cat A) port is for 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.
- 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, 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. 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.
- The Customer can only withdraw authority to port the number before the porting request is sent to the current service provider.
- A reversal may not be possible and can only be actioned within four (4) hours of the scheduled cutover.
- 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.

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16. 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.
17. In accordance with the LNP Industry Code, a request for Porting shall be rejected if:
- the request is for the porting of a non-portable number;
 - the LNP Industry Code requires the request to be rejected; or
 - OntheNet cannot otherwise provide portability for the number.
18. OntheNet charge fees for porting the number as specified on the Porting Authority Form.
- 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.
 - An monthly or annual fee will apply for the ported number.
 - If a reversal is required a reversal fee will be charged by OntheNet.

CUSTOMER AUTHORISATION

9. 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.

10. 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 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	

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