



**PLEASE PRINT IN BLOCK LETTERS**

**Terms and Conditions**

- The Porting Authority form is valid for 90 days from date of signing.
- Existing service must not be deactivated when porting. Telephone numbers can only be ported while active.
- Authority to port this telephone number can only be withdrawn before scheduled port date.
- The gaining service provider cannot provide a guarantee that it 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 the gaining service provider 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 stated in your local porting code.
- The gaining service provider cannot provide a guarantee that the telephone number will be ported within any specified timeframe. Porting hours of operation in Australia are 8am to 5pm AEST/AEDST Monday to Friday, excluding National Public Holidays.
- In the event of a port, withdrawal or reversal, the gaining service provider is not responsible for any period of outage.
- You may have outstanding contractual obligations and costs owed to your current service provider. You are responsible for settling your final account with your service provider. The gaining service provider is not liable for any such costs.
- Only your telephone number will be transferred to the gaining service provider. This may result in the loss of any Value Added Services that are associated with the service provided by your existing service provider (e.g. Voicemail).
- If you wish to port your telephone number to another service provider, then you must contact the other provider.
- The gaining service provider reserves the right to charge a fee for porting your telephone number to or from itself.
- Local Number Portability (LNP) does not guarantee you can keep your telephone number if you move to a different geographic location.

**5. CUSTOMER AUTHORISATION**

**If you are an agent or authorised representative, skip to Step 6**

- I accept the Terms & Conditions listed above and authorise for the telephone number(s) listed in this form to be ported to the gaining service provider.
- I acknowledge that I am authorised to request the porting of the telephone number(s) listed on this form.
- I indemnify the gaining service provider against any loss or damage it may suffer as a result of any information included in this form.
- I also authorise the gaining service provider to obtain from the current service provider any incomplete or further details, which are required to facilitate the port of the numbers listed in this form.

Signature

Name

Date

**6. REPRESENTATIVE AUTHORISATION**

**If you are the owner of the number/s, please skip this Step**

- I am authorised to act on behalf of the Customer Organisation in the Position described below. I hereby engage and authorise the gaining service provider to facilitate the porting of these Service Numbers from the current service provider to the gaining service provider, including the cancellation of the service with the current service provider.
- The Customer Organisation has an agreement with the current service provider whereby the Customer Organisation is the legal lessee of the numbers set out in step 4.
- I indemnify the gaining service provider against any loss or damage it may suffer as a result of any information included in this form.
- I also authorise the gaining service provider to obtain from the current service provider any incomplete or further details, which are required to facilitate the port of the numbers listed in this form.

Signature

Name

Position

Date

**RETURN THE COMPLETED AND SIGNED DOCUMENT  
TO YOUR AGENT**