



## CUSTOMER AUTHORISATION TO PORT *PSTN/ISDN to VoIP*

| Partner Code Partner | Business Name Rep Name | Contact Number |
|----------------------|------------------------|----------------|
| 1992                 | ANT                    | 02 6619 5500   |

**Read First:** The Customer Authorisation Form must be completed and forwarded with a full copy of your latest telephone bill (less the itemised call section) from your Current Service Provider.

**YOU MUST NOT CANCEL YOUR SERVICE DURING THE PORTING PROCESS. LOCAL TELEPHONE NUMBERS CAN ONLY BE PORTED WHEN THE TELEPHONE CONNECTIONS ARE ACTIVE.**

If your Current Service Provider is someone other than Telstra and Optus you will be required to obtain their 'Wholesale Account Number' which they are obligated to provide under the current Local Number Portability Industry Code.

This form will not be processed if it is not completed, or supporting documentation (e.g. a copy of a telephone bill from your Current Service Provider) is not attached. Only local Telephone Numbers will be ported, in accordance with the relevant industry code and applicable laws. For further information please refer to pages 4 through to 7.

Please ensure all details are completed clearly and all address details are exact, as incorrect, incomplete details will result in our port request being rejected by your Current Service Provider. (Existing carrier)

Please note that the average industry standard time frame for completion of a port request is approximately 4-6 weeks from the time ANT submits your port request to the time your numbers can be provisioned on the VoIP network.

Once completed, return to ANT by fax or email with your full copy of the *latest bill*.

### Account Holder

| Title | Last Name | Given Name(s) |
|-------|-----------|---------------|
|       |           |               |

E-mail Address

Mobile Phone Number

Facsimile (If Applicable)

Alternative Contact Number

|  |  |  |
|--|--|--|
|  |  |  |
|--|--|--|

**Customer Details**

**Address**

Unit Number

Suite Number

Lot Number

Street Number

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

Street Name

Suburb

|  |  |
|--|--|
|  |  |
|--|--|

State

Post Code

|  |  |
|--|--|
|  |  |
|--|--|

**Service Installation Address (The address of your Numbers, if same write 'as above')**

Unit Number

Suite Number

Lot Number

Street Number

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

Street Name

Suburb

|  |  |
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|  |  |
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State

Post Code

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**Porting Hours**

I would like to Port my Service(s) during the *Standard Hours of Operation*  
*Please refer to the 'Standard Porting Hours and Charges' section on page 4. Please note ANT cannot secure or provide a specific cut over time.*

***Please complete one of the following:***

**1. Numbers to Port**

Telephone Number

Current Service Provider

Account Number

|     |  |  |
|-----|--|--|
| ( ) |  |  |
|-----|--|--|

**Confirmation – Please read before signing**

You acknowledge that you are the Telephone Account Holder, or the Authorised Representative of the Telephone Account Holder and you authorise ANT to Port the prescribed Service/s.

You acknowledge that there may be costs and obligations (such as early termination fees and port out fees) associated with the Port which may result in the finalisation of your Current Account with the losing Carrier /CSP.

You understand that by porting the Telephone Number, the Service/s associated with that Telephone Number will be disconnected from your Current Service Provider’s network and may result in the finalisation of your account for the Service/s.

You understand that you relinquish certain contractual rights with your Current Service Provider and understand that certain functions and facilities provided by your current Service provider may not be available from ANT (e.g. Fax Duet Service, Eftpos).

It is recommended that additional and Value Added Services (e.g. Security Alarms) attached to your existing Service/s are deactivated/transferred prior to you making this order. Unnecessary Value Added Services may complicate and/or result in your Port Request being rejected by the Loosing Carrier.

You are recommended to contact your Current Service Provider following the Cut Over to ensure your accounts have been settled.

By signing this Customer Authorisation Form, you acknowledge that the provided information is true, correct and complete.

You also acknowledge that you have read all pages, including pages 4 to 7, and agree to let ANT know before the Point of No Return timeframe (see page 5) if your confirmed port date needs to be rescheduled, reversed or cancelled.

If the information you provide is incorrect, you will be liable for charges and penalties associated with an unsuccessful port (*Please refer to page 5 for Rescheduling fees*).

PLEASE NOTE: This Customer Authorisation Form is valid for 90 Calendar days as of the date provided above.

Signature

Date

|  |  |
|--|--|
|  |  |
|--|--|

Name Account number or

VoIP Number

|  |  |
|--|--|
|  |  |
|--|--|

Capacity (Please select appropriate option)

Customer

Authorised Representative

|  |  |
|--|--|
|  |  |
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**By executing this Customer Authorisation Form, you warrant that:**

- 1. You are authorised to sign this Form on the Customer’s behalf.**

2. **You agree to pay a Porting Fee of \$50.00 that will be charged as per your authorized Direct Debit Authority with ANT**
3. **YOU UNDERSTAND THAT THE ANT SERVICE CANNOT BE UTILISED IF THERE IS A POWER OUTAGE, WHEN YOUR INTERNET CONNECTION IS INTERRUPTED OR IF THE HARDWARE YOU ARE USING TO ACCESS THE SERVICE IS IN ANY WAY FLAWED. We recommend that you have an alternative telecommunications service such as a cellular, fixed line or satellite telephone connection to contact Emergency Services in the event of the unforeseen.**

### **Terms of Service**

The Standard Form of Agreement for the IP PBX Service (the **SFOA**) determines the general terms and conditions by which the Service will be offered to you. Definitions supplied in the SFOA apply to this document.

Porting is offered to you in accordance with the terms contained in the SFOA as well as the terms provided below. In the event that there is an inconsistency between the terms contained in this document and the SFOA, the terms contained in the SFOA will prevail.

### **Points to Consider**

- You must not cancel your service during the porting process. Local telephone numbers can only be ported when the telephone connections are active.
- You acknowledge that there may be outstanding contractual obligation owed to your existing Service Provider, and that ANT are not liable for these costs.
- The only aspect of your Telephone Service that will be transferred is your Local Telephone Number. You understand that Value Added Services (e.g. Voicemail, Spectrum Sharing, DSL Connections, Security Alarms etc.) will not be transferred as a result of Porting.
- We reserve the right to charge fees for porting your Telephone Number to or from ANT in order to recover costs passed on to us in order to facilitate your request.
- You may not be able to keep your Telephone Numbers if you relocate your business to a geographic location beyond the boundaries of your local telephone exchange.

### **Standard Porting Hours**

Please be advised that the Standard Hours in which a Port will be facilitated are between 8:00 a.m. and 5:00 p.m. AEST/AEDT on Business Days. A preferred time cannot be secured.

### **Reversing a Port Order**

You may at any time prior to the Point of No Return ask to reverse a Port Order. Once the Point of No Return been reached, the Prescribed Rescheduling Fees (see below) will be applied, and will vary depending on the number of Services you wish to reverse. You accept that you are liable for all costs accumulated during the Porting process and will be required to pay these charges in full. For a definition of the Point of No Return and associated potential charges, please refer to Glossary.

### **Service Provision**

ANT cannot guarantee that the nominated Service/s you would like Ported in can be transferred. We may not be able to facilitate the Port if your Current Service Provider rejects the Port Request or if it is technically or financially unfeasible for ANT to provide you with a Service.

Please note that each time a Port Request is rejected, the Porting process will be delayed. If the Port is not completed within 90 days of you having signed this Customer Authorisation Form, you will be required to begin the process afresh.

### **Rescheduling a Port**

There are a number of reasons why a Port may need to be rescheduled. In the following cases you will be charged an administration fee to facilitate this change:

- Should you ask to reschedule the Cut Over date for the Port within 8 Business Days of the determined Cut Over date, you will be charged the Prescribed Rescheduling Fee.

- Should you not be present 60 minutes prior to the designated Cut Over time for the Port, you will be charged the Prescribed Rescheduling Fee
- Should you have provided incorrect information, which may cause the Cut Over of a Port to be rescheduled, you will be charged the Prescribed Rescheduling Fee.

The Prescribed Rescheduling Fees are:

Number of Services Rescheduling Fee (inc. GST)  
1-10 \$450.00

### **Credit Information**

For the purpose of processing your application, ANT may need to disclose the details contained in this document to a credit management agency. Please be advised that these details will be provided in accordance with the National Privacy Principles and the Privacy Act 1988 (Cth).

The following details may need to be disclosed – company name, company address, A.B.N or A.C.N. You authorise ANT or its agent to disclose this information to a credit management agency, and to use the derived credit information for the purpose of determining your application to port.

### **What You Should Know**

#### Porting Processes

In order to Port your Telephone Number across to the VoIP Network, ANT or its agent will action two types of Ports –

Category A Ports and Category C Ports, colloquially referred to as Simple and Complex Ports respectively.

A Category A Port is used to Port in a stand alone Telephone Number. This refers to a standard POTS (Plain Old Telephone Service) or PSTN Line that has no Value Added Services, such as Voicemail attached.

A Category C Port is used to Port a Telephone Service which has been enhanced with Value Added Services such as Voicemail, Line Hunt, Faxstream Duet etc., or when porting a batch or range of numbers.

It is recommended that prior to Porting, you deactivate all Value Added Services (refer to Appendix) in order to facilitate a quicker and less complicated transfer to the VoIP Network.

To put the Porting process in context, the average standard lead time for a Category A Port is 18 business days, however it can take longer.

By contrast, the average lead time for a Category C Port is 51 business days, so it is probably in your best interests to remove all Value Added Services prior to initiating a Port.

With a Simple Port, you can start taking advantage of ANT's low rates sooner.

Please be advised that there will be a period of downtime when your Telephone Service is transferred to the VoIP Network, which may last up to 4 hours, but is only expected to be 20 minutes.

### **Appendix**

#### Value Added Services

Value Added Services are enhanced services that go beyond the standard scope of providing voice communications. A standard residential Service without enhancement such as Voicemail, DSL, Fax streaming etc. can be ported across to the VoIP Network via a Simple Port.

A standard residential Service with enhancements will need to be ported via a Complex Port. Complex Ports are also used when you are porting a batch or range of numbers.

Examples of Value Added Services include:

- Fax Streaming / Faxstream Duet
- Enhanced Faxstream
- Spectrum Sharing
- DSL
- Siteline
- Line Hunt
- ANT1
- Analogue Indial
- Onramp 10, 20, 30
- CVPN
- Centel
- Onramp2
- Security Alarm / Back to Base Alarm

This list is not exhaustive. The reason this is the case is because Value Added Services are not governed by a unified standard. Ultimately, all CSPs will determine their own classification system; however this system of classification is formulated based on industry norms, so divergences in definition are minimal.

It should be noted that when trying to Port a range or batch of numbers, if the numbers are all lined to a single Value Added Service, then all the numbers will need to be ported using a Category C process. If a Category A or C Port is attempted for only some of the Telephone Numbers in the range or batch, the Port will fail.

## Glossary

**Authorised Representative** means the person who has the authority to deal with a supplier on behalf of a customer as their authorised agent. An authorised representative must be authorised via written confirmation for the purposes of porting a local telephone number across.

**Business Day** refers to any day that is not a Saturday, Sunday, National Public Holiday or a public holiday in your state or territory.

**CSP** refers to a Carriage Service Provider, such as ANT.

**Current Service Provider** refers to the Losing CSP / Carrier from whose network the Telephone Number is being transferred.

**Customer Authorisation Form** refers to this form and any appendices and schedules attached.

**Cut Over** refers to the time when your Telephone Number will be Ported across to the VoIP Network. There will be a period of downtime where your Service will be inactive. In most cases it last roughly 20 minutes, however it could last up to 4 hours.

**Gaining CSP** refers to ANT or its agent, to whose network your Telephone Number will be ported across.

**Losing CSP or Losing Service Provider** is used interchangeably with Current Service Provider in this Customer Authorisation Form.

**Point of no return** refers to the 7 Business Days prior to the confirmed date of Cut Over.

**Port** refers to the transfer of a local telephone number/s between CSPs using the processes described in the Local Number Portability Code C540:2007, registered with the Australian Communications and Media Authority. The words Porting, Ported etc. have corresponding meanings.

**Standard Hours of Operation** refers to the hours in which a Service will be Cut Over as described above.

**Telephone Account Holder** is the person who is the registered as the Losing CSP's primary account contact.

**Telephone Number** or **Telephone Service** refer to the local telephone number you have been issued with in accordance with the Telecommunications Act 1997 (Cth), the Numbering Plan 1997 (Cth) and all auxiliary Acts, Determinations and Industry Codes.

**Value Added Services** refers to the enhanced services such as Voicemail etc. as described above.