

**Customer Details (As they appear on the existing invoice/bill)**

Organization \_\_\_\_\_ ABN \_\_\_\_\_

Contact Name \_\_\_\_\_ Position \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

Billing Name (same as on existing provider's bill) \_\_\_\_\_

Billing Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_

Post Code \_\_\_\_\_ Country \_\_\_\_\_

Site Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_

Post Code \_\_\_\_\_ Country \_\_\_\_\_

**Number Details**

Phone Number, or Start of Number Range	Last Number (in the range)	Current Supplier (as it appears on current invoice/bill)	Account Number

**Third Party Services:**

Do any of the phone numbers above currently have one or more of the following services active?

- ISDN Services (OnRamp, etc.)
- Line Hunt Groups, Rotary Groups, Carrier Redirection or Distribution services
- Data Services (Internet)
- FaxStream™, FaxStream Duet™, EFTPOS Service
- Back-to-Base Alarm Services
- Other: \_\_\_\_\_

Any of the above services may cause this port request to be treated as a Complex Port. This will impact both the time taken and the fee charged for the number(s) to be ported. We will advise you of this.

**Terms and Conditions:**

1. It is your responsibility to establish whether there are complex services (Internet, line hunt, fax stream, fax duet, ISDN etc) on the phone number to be ported. Porting fees are charged per porting attempt and are non-refundable even if the order is rejected.
2. This Porting Authorization Form (PAF) must be fully completed by the authorized representative and is valid for 90 days.
3. We reserve the right to charge a fee for porting the telephone number to or from us.
4. We are not liable for any outstanding financial issues with the Current Provider.
5. We provide no guarantee that we 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. A porting request may also be rejected for other reasons as stated in the Local Number Portability Code (C540), which is available on the Australian Communications and Media Authority website.
6. We provide no guarantee that the telephone number will be ported within any specified timeframe.
7. You must not deactivate your existing service when porting. Telephone numbers can only be ported while active.
8. You can only withdraw your authority to port this telephone number before the Electronic Cutover Advice is sent to your current Service Provider, which will be on or after the cutover date (we will advise you of this date).
9. Only your telephone number will be ported. This may result in the loss of any value added services (such as broadband) that are associated with the service provided by your existing Service Provider. It is your responsibility to check with your current Service Provider to determine the effect of a port on any other services.
10. In the event of a port, withdrawal or reversal, we are not responsible for any period of outage of the service or features of your current service or any value added service provided by your current Supplier.
11. If you wish to port your telephone number from us to another Service Provider, then you must contact the other Service Provider.

**I acknowledge that I have been advised that:**

- By porting the telephone number(s) listed on this form, any services (including xDSL) associated with that telephone number will be disconnected and may result in finalisation of the account for that service.
- There may be costs and obligations with the port which may include early termination fees and porting fees.
- We will advise you of these charges and may perform the requested porting as either a Cat A (Simple) or Cat C (Complex) as required under Industry Codes and practices.
- I indemnify Jingl against any loss or damage it may suffer as a result of any information included in this form being incorrect.

I authorize Jingl to make inquiries and/or minor changes to this form in order to expedite the process of porting numbers on behalf of the Customer.

I acknowledge that I am authorized to request the porting of the telephone number(s) listed on this form.

I authorize for the telephone number(s) listed above to be ported to Jingl.

Signed for and on behalf of the Customer	Name	
	Position	
	Date	