

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- Authority to port this telephone number can only be withdrawn before scheduled port date.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.
- Port rejections due to incorrect or incomplete information provided on the Port Authority Form may incur charges. Should charges apply, they are per number and are forwarded to the signatory/representative.

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 *
X		

6. REPRESENTATIVE AUTHORISATION

If you are the owner of the number/s, see Step 5*

- 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 *
X		
Date *		

IPND – EMERGENCY SERVICES CONTACT INFORMATION

IPND is a legal requirement for Emergency Services should they be contacted from one of your numbers and need to know the location/contact of that number.

PLEASE COMPLETE ALL MANDATORY FIELDS MARKED WITH (*)

Customer Contact First Name*:			
Customer Contact Last Name or Business Name*:			
Unit Number:			
Unit Number Suffix:			
Second Unit Number:			
Second Unit Number Suffix:			
Floor Number:			
Floor Number Suffix:			
Building Property Name:			
Property Location:			
Building Number*:			
Building Number Suffix:			
Second House Number:			
Second House Number Suffix:			
Street Name*:			
Street Type*:			
Street Suffix:			
Customer Service Suburb*:			
Customer Service State*:			
Customer Service Post Code*:			
Usage Code (Business / Government / Residential):			
Emergency Contact First Name*:			
Emergency Contact Last Name*:			
Emergency Contact Number*:			
Listing (ie White Pages, unlisted by default)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Yes</td> <td style="width: 50%; text-align: center;">No</td> </tr> </table>	Yes	No
Yes	No		

FAQ

Cat A or Cat C?

Phone numbers have different porting categories depending on physical and service configuration

Simple numbers (Cat A):

- Simple numbers refer to numbers that do not have any complex service or numbers associated
- Cat A numbers generally are either straight PSTN, or existing VoIP numbers
- Numbers containing ADSL and Fax services are usually Cat A, however exceptions exist
- Cat A numbers require minimal human intervention to release from a system

Complex Numbers (Cat C):

- Complex numbers refer to services such as ISDN Line Hunts, Faxstream, Telstra DOT services.
- Numbers in consecutive ranges are generally Cat C
- A suggested approach in determining complexity of a number is gauging the amount of human intervention to release a number from a system

If you are unsure on the category of your numbers, it is recommended to make a call to your current provider to confirm complexity.

13/1300/1800 numbers (Special numbers):

- 13/1300/1800 numbers are treated as Special numbers and are lodged differently
- These numbers are regulated by the ACMA
 - For more information, see: <https://www.thenumberingsystem.com.au/>

How long to port?

The lead-time on ports depends on the Losing Carrier's LNP team's scheduling availability and the category of the number.

Cat A:

- **Simple numbers will port between 5-10 days** of lodgement
- Should a Cat A port need to be delayed, MBIT can delay the port cut-over up to 1 month from the lodgement date

Cat C:

- Complex number cut-over scheduling depends on the Losing Carrier's availability. There is no firm estimate on when a Cat C number will port. Predominately, **Complex numbers port within 5-8 weeks**, varying between carriers
- If there is incorrect or missed information on the request (address mismatch, incorrect numbers, associated numbers, disconnected numbers), the port can take additional time
- If accurate information is provided, port scheduling is determined 15-20 business days after lodgement. A preferred date/time can be requested, but the final scheduled date depends on the Losing Carrier

Special Numbers:

- 13/1300/1800 numbers will usually port within 5 business days