



Dear Customer,

Thank-you for choosing to port your number to FaktorTel.

*** IMPORTANT ***

Please ensure that a “**complete copy of your latest phone bill**” is attached and provided to minimise porting time and errors, therefore, allowing for a smooth and efficient transition.

If you currently have a line hunt or ISDN service on your bill, please contact us to discuss the relevant details.

Additionally, you may attach more information regarding your existing service.

To lodge your port request, please print and sign the completed Customer Authority form below and email / fax it to us, accompanied with **ALL** necessary paperwork, (including a “**complete copy**” of your latest phone bill) to:

Fax: 02 8007 6676

Email: porting@faktortel.com.au

Please Note:

The form below may be edited on your computer using the appropriate editable text fields in Adobe Acrobat Reader.

However, please print and sign the form where appropriate.

Customer Authority to Port Telephone Number/s to FaktorTel

1. Porting for:

(Please Tick One) Residential: Business: FaktorTel USER ID:

2. Account Holder

(If Applicable) Business Name: ABN / ACN:

Title: Surname: Given Names:

3. Service, Site Location / Address Details

Unit Number: Street Number: Street Name:

Suburb: State: Post-code:

Email Address: Date of Birth: (dd/mm/yyyy)

Telephone Number: Alternative / Mobile Number:

4. I wish to port the following telephone number/s to FaktorTel:

Telephone Number (inc. area code)	Current Carrier:	Current Carrier's Account Number:
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

(If more space is required, please complete the attached Schedule 1 with additional / detailed notes, page 4)

OR, I wish to port the following range of telephone number/s to FaktorTel:

First Number in Range:	Last Number in Range:	Current Carrier:	Current Carrier's Acc Number:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Preferred Cutover Date: (dd/mm/yyyy) Preferred Cutover Time:

(at least ¹⁰ business days from today - if not provided, it is assumed to be required as soon as possible)

(Please Tick One) Listed Number/s: Unlisted Number/s:

I authorize for the telephone number/s listed above, including Schedule 1, to be ported to FaktorTel Pty. Ltd. ("FaktorTel")

I acknowledge that I am authorised to request the porting of the telephone number/s listed in the forms provided.

I acknowledge that I have been advised that:

- by porting the above telephone number/s, the service associated with that telephone number is disconnected from the existing Service Provider's network and may result in finalisation of the account for that service;
- by porting the telephone number/s listed on this form, any DSL/Spectrum Sharing service associated with that telephone number is disconnected and may result in finalisation of the DSL Spectrum Sharing account for that service;
- although I have the right to port the telephone number/s, there may be costs and obligations imposed by my current Service Provider associated with the port which may include early termination fees and porting fees;

I agree that this Customer Authorisation is subject to the Terms and Conditions provided with this form.

* Signature: _____ Authorisation Date:

Name:

(Please Tick One) Capacity: Customer Agent Authorised Representative

* By executing this Customer Authority, the signatory warrants that the signatory is authorised to sign this on the Customer's behalf.

This Customer Authorisation is valid for 90 calendar days from this date.

Please fax the **completed form** and a **complete copy of your latest phone bill** to FaktorTel Pty. Ltd. on: 07 5574 1637
Alternatively, you may scan and email **ALL** relevant documents to: porting@faktortel.com.au

Terms and Conditions

- “FaktorTel” means FaktorTel Pty. Ltd. ACN 109 117 204
- You must not deactivate your existing service when porting. Telephone numbers can only be ported while active
- You can only withdraw your authority to port this telephone number before the Electronic Cutover Advice is sent by FaktorTel to your current Service Provider, which will be on or after the preferred cutover date specified in this form.
- FaktorTel does not warrant 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 FaktorTel to correct the information and resubmit the request to port your telephone number to FaktorTel, or dispute the rejection by your current Service Provider. A porting request may also be rejected for other reasons as stated in the LNP Industry Code.
- FaktorTel does not warrant that the telephone number will be ported within any specified timeframe. Porting hours of operation are 8am to 5pm AEST/AEDST Monday to Friday, excluding national public holidays. Cutover can only be initiated at least 5 business days after the porting Notification Advice is sent by FaktorTel to your 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.
- FaktorTel recommends that you should always maintain an alternative phone service if you port your phone number to a VoIP service. A VoIP service is not a substitute for a standard (PSTN) telephone service, as in the event of power failure, the VoIP service will not operate. Therefore, FaktorTel recommends that you should not disconnect your primary phone service which provides access to 000 and other similar emergency service telephone numbers in cases of emergency.
- Porting typically results in a service outage of approximately 20 minutes, but the duration of the outage can vary. In the event of a port, withdrawal or reversal, FaktorTel is not responsible for any period of outage.
- To the extent permitted by law, FaktorTel is not liable to you or any person claiming through you for damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect, for or in relation to porting.
- You may have outstanding contractual obligations and costs owed to your current Service Provider. FaktorTel is not liable for any such costs.
- Only your telephone number will be transferred to FaktorTel. 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 from FaktorTel to another Service Provider, then you must contact the other Provider.
- FaktorTel reserves the right to charge a fee for porting your telephone number to or from FaktorTel.
- Local Number Portability (LNP) does not guarantee you can keep your telephone number if you move to a different geographic location.
- The terms of the relevant FaktorTel current terms and conditions, as varied from time to time, will apply to the use of services.
- Privacy: FaktorTel only collects personal information from you that is necessary to perform the service sought by you. The kinds of personal information FaktorTel holds about you will depend on the services you request from FaktorTel and the use that you make of those services.
- FaktorTel respects your privacy. As a result, FaktorTel does not trade, rent or sell your personal information to provide you with a communications service. In the course of providing this service to you, we may also use your personal information for the following related services: provisioning or connecting your service, network routing, providing you with customer service, credit checking, billing, investigating complaints & fixing faults in relation to your service and any payment follow ups that you may owe us. We may also use your personal information to tell you about our other products and services or bundled offerings, provided by FaktorTel in conjunction with either our related bodies corporate or our business partners and associates. You agree that FaktorTel may exchange information about those credit providers named in this application or named in a consumer credit report issued by a credit reporting agency for the following purposes to:
 - a) assess an application for credit
 - b) notify other credit providers of a default by the Applicant
 - c) exchange information with other credit providers as to the status of this account where you are in default with other credit providers
 - d) assess your credit worthiness
 - e) provide information to you about other goods or services which we or any of our Related Bodies Corporate, or any of our partners and associates or the partners and associates of suppliers (such as telecommunication entities, providers of products or services which are related to the services, media entities, event organizers, equipment suppliers and the suppliers of any other product or service with whom we have engaged in a joint initiative) may offer to you.

Generally you have the right to see or obtain a copy of personal information about you that we may hold. FaktorTel will handle requests for access to personal information in accordance with the National Privacy Principles. To request access to your personal information, please contact us on 1300 731 625.

