



NBN/AIRSTREAM CUSTOMER AUTHORISATION TO PORT
PSTN/ISDN/NBN or AIRSTREAM

This form is for porting numbers to Ace Internet Services.

To complete this form you will need an electronic (or scanned) copy of the latest phone bill from your current Service Provider.

Partner Details

Wholesale Partner Code	Partner Business Name	Rep Name and Contact Number
10068748	Ace Internet Service Pty Ltd	Allen Cupitt – 02 4861 8888

Read First Before Submitting:

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.

Only local Telephone Numbers will be ported, in accordance with the relevant industry code and applicable laws. For further information please refer to our Number Porting Terms of Service online.

Please ensure all details are exact, as incorrect, incomplete details will result in our port request being rejected by your Current Service Provider. Please note that the average industry standard time frame for completion of a port request (Cat C) is approximately 4-6 weeks; from the time Ace submits your port request to the time Ace can provision your numbers.

Account Holder

Title	Last Name	Given Name(s)

Business Name	A.B.N / A.C.N

Position in Company

E-mail Address

Mobile Phone Number	Contact Number

Customer Details

Address – for billing purposes

Unit Number	Suite Number	Lot Number	Street Number
Street Name			Suburb
State	Post Code		

Address – where the phone number is located (as per the current phone bill)

☐ Same as billing address

Unit Number	Suite Number	Lot Number	Street Number
Street Name			Suburb
State	Post Code		

Porting Hours

I would like to Port my Service(s) during the *Standard Hours of Operation*
Please note Ace cannot secure or provide a specific cut over time.



Numbers to Port

Telephone Number	Current Service Provider / Carrier	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 Ace 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 to Ace, 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 Ace (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 Losing Carrier.

You are recommended to contact your Current Service Provider following the Cut Over to Ace to ensure your accounts have been settled. **Do not disconnect the service prior to a successful cutover as this will cause the cutover to fail.**

You understand that by porting your number to Ace that you are nominating Ace to be the provider of your Local calls, National Long Distance calls, International Calls, Operator Assisted Calls and Calls to Mobiles, and you have the authority to make this change.

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 the online Terms of Service and agree to let Ace know before the Point of No Return timeframe if your confirmed port date needs to be rescheduled, reversed or cancelled.

You are also giving Ace Internet Services authority to progress this port on your behalf and to provide a signature on your behalf.

If the information you provide is incorrect, you will be liable for charges and penalties associated with an unsuccessful port.

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

UPLOAD CURRENT PHONE BILL (Less itemised call section)

By submitting this application you agree that the nominated Account Holder owns the phone number and that you are authorised to conduct this port on behalf of the Account Holder

Name of person submitting request	Ace Account number or Ace VoIP Number

Capacity (Please select appropriate option)

I am the Account Holder	Authorised Representative
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Signature

Date

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Number Porting 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 Ace is not liable for these costs.
- The only aspect of your Telephone Service that will be transferred to Ace 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 to Ace as a result of Porting.
- We reserve the right to charge fees for porting your Telephone Number to or from Ace 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 has 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

Ace cannot guarantee that the nominated Service/s you would like Ported 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 Ace 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 10 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	\$495.00
11- 20	\$990.00
>20	\$2200.00

Credit Information

For the purpose of processing your application, Ace 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 Ace 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 Ace Network, Ace 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 Ace 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 Ace's low rates sooner.

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

Ace means Ace Internet Services Pty Ltd ABN: 23071944 959

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 Ace.

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 Ace 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.

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

Gaining CSP refers to Ace, 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 10 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.