

Porting Form

Local Number Portability

Number portability will allow the client / end user program partner's customer the ability, to maintain their existing numbers from their current service provider. To start the process of porting numbers, complete the porting agreement form below, and upload a recent invoice from the current service provider.

If the client / end user program partner's customer has geographic numbers hosted with a range of service providers, the client / end user program partner must submit a separate porting agreement form for each service provider. Please note a single porting application form is classed as a single batch and can only include numbers for one physical address. Each application is classed as a separate batch. The LNP industry code is strictly followed with all local number portability applications.

Important:

The information in this form **must match** details stored by the **current (losing) provider**. Any details that do not match will cause rejection by losing the provider and attract rejection costs.

Current service provider, as it appears on a recent invoice:

☐

Account number, as it appears on a recent invoice:

☐

Account name, as it appears on a recent invoice:

☐

ABN:

☐

Full Geographical address of the **account holder** (PO Boxes are not accepted):

☐

Please note:

CAT A - Category A or simple porting. This type of porting category should be selected for a single service number such as a standard copper line (PSTN), or a single VoIP number, which have no line hunting configured or faxing services. CAT A porting applications have lead times of 2-10 business days, on acceptance, from the losing service provider.

CAT C - Category C or complex porting. This type of porting category should be selected for a range of numbers connected to the same service, such as an ISDN, or VoIP numbering range. In some cases, a single number may have to be submitted as CAT C if there are any additional services attached, to the number wishing to be ported. As an example, line hunting on a PSTN service. CAT C porting applications have lead times of 5-28 business days, on acceptance, from the losing service provider. Unused numbers, that are part of a number range ported as a Category C, can be deleted via your wholesale customer portal, once the porting application has the completed status.

We strongly recommend that the client / end user program partner contacts the existing service provider, to confirm the porting category required for your numbers to successfully port, the current service provider will dictate the acceptance of the porting application, and the category required to port the numbers successfully.

The client / end user program partner will need to select the porting category, enter all the numbers that the client / end user program partner's customer wishes to port and add a preferred porting date. The preferred porting date is not guaranteed and must be in line with the porting category lead times.

Please fill all the numbers you wish to port over.

[illegible]

Please note: Rejection Information

Porting can only be rejected by the losing carrier (the provider the DID is ported from). Rejections attract charges for both category A and category C number porting. Rejection charges are non-reoccurring charges, per rejection. However, if rejection occurs multiple times for the same DID or same porting application, the rejection fee will also be charged multiple times. It is important services with the current service provider are not terminated until the porting status has been confirmed as completed.

Category A Rejection

A charge of \$22.00 inc GST per number.

Category C Rejection

A charge of \$99 for a PNV rejection. After PNV is accepted a charge of \$25.80 inc GST per number within batch(es).

Category C rejections can occur at several stages:

- PNV Rejection – Not all linked numbers/services are included on the application. PNV will provide a list of services to remove or add to the application.
- Post-PNV Acceptance Rejection - If changes are made to the service (service cancellation, change of technology, disconnection request) after PNV is accepted and before porting is complete, the porting application will be rejected and would incur a post PNV rejection charge. For example, the application form contains two category C ports, one for a single number and the second for a 100 number range.
- Rejected at the PNV stage, the rejection will be \$99.00 inc GST
- Rejected at the Post-PNV stage, the rejection fee would be \$2588.00 inc GST

Category A pricing:

Porting charge	Rejection charge
\$22.00	\$22.00

Category C pricing:

Porting charge	PNV rejection charge	Post PNV rejection
\$220.00 1-100 number(s)	\$99.00	\$25.80 per DID

If a port reversal or emergency return is requested, a chargeable fee will apply. For pricing on port reversal or emergency return, see our client / end user program commercials.

Porting Acceptance:

The clients acknowledge, that they have been advised on the following conditions, and accept all number portability service terms and conditions:

- | | |
|--------------------------|--|
| ☐ | The wholesale account has sufficient credit to process the porting fees |
| ☐ | The client / end user program partner's customer has been made aware that, by porting geographic numbers, which have been entered on this porting agreement form, will result in the service associated with each geographic telephone number being disconnected, from the current service provider's network. |
| ☐ | Although the client / end user program partner's customer has the right to port the geographic numbers entered on this porting agreement form, there may be costs and obligations associated with the porting of these numbers, which may include early termination fees and porting out fees. The client / end user program partner and their customer accept that they will be responsible for any fees imposed by the current service provider. |
| ☐ | The client / end user program partner or their customer must not deactivate any existing service when the geographic porting application is in process. Geographic numbers can only be ported while in active service. |
| ☐ | The client / end user program partner accepts rejection fees may apply, imposed by the current service provider if any of the details provided are incorrect. |
| | The client / end user program partner accepts that they are responsible for resolving any rejection clauses with the current service provider, should they arise. |

Before submitting it has been confirmed that:

- | | |
|--------------------------|--|
| ☐ | The service / services are active and ready to be ported. |
| ☐ | The account number provided for this number is correct. |
| ☐ | There are no pending orders or port requests in progress for this service. |
| ☐ | Type of port is required. Note: CAT A ports are for simple, single line numbers only, with no complexity attached. Complex services include (but are in no way limited to) line hunts, ISDN, DOT, and number ranges - ensure that your customer has confirmed with losing provider. |
| ☐ | Number is not associated with dependent services. Note: Porting numbers can sometimes impact the connection or the account can have repercussions on any remaining services. |
| ☐ | I accept all number portability terms and conditions, please find the details at: https://clients.hashtech.com.au/knowledgebase/67/Porting-TOC.html |

Acceptance:

Full Name

Date

Signature
