



Customer Number Porting Authority Form (PAF)

1. CUSTOMER DETAILS

FULL BUSINESS NAME		ABN/ACN
Title	Surname	Given Name(s)

2. Address Details

Unit / Suite Number	Street Number	Street Name
Suburb		State
Postcode		
Account Holders E-mail Address		
Account Holders Office Telephone No.		Account Holders Mobile No.

3. I wish to port the following service numbers to 1Cloud Voice & Data:

Telephone Number(s)	Cat-A / Cat-C	Current Retail Service Providers Name	Current Retail Account Number (as appears on your Bill)

(If more space is required, please complete the attached Schedule 1)

OR I wish to port the following range of telephone numbers to 1Cloud Voice & Data (Cat C):

First number in DID range	Last number in DID range	Current Retail Service Providers Name	Current Retail Account Number (as appears on your Bill)

Preferred Cutover Date (dd/mm/yyyy) *(Refer to Terms & Conditions below)*

Preferred Cutover Time *(Refer to Terms & Conditions below)*

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(Cat A: minimum 7 Business days, Cat C: minimum 21 Business days. If not provided then it is assumed to be required as soon as possible)

4. Customer Acceptance & Authorisation:

I authorise for the telephone number(s) listed above to be ported to 1Cloud Voice & Data.
 I acknowledge that I am authorised to request the porting of the telephone number(s) listed on this form.
 I acknowledge that I have been advised that:

- by porting the telephone number(s) listed on this form, 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; and
- although I have the right to port the telephone number(s), there may be costs and obligations associated with the port which may include early termination fees and porting fees.
- there will be a period of disruption to the service number(s) during the port process and that 1Cloud Voice & Data will not be held responsible for such outage, nor will 1Cloud Voice & Data be held liable for any potential loss of business during this outage period.
- 1Cloud Voice & Data does not provide any guarantees on when or how long a number will take to port from the losing Service Provider to 1Cloud Voice & Data.

Signature

***Date**

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Name *(please print)*

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Capacity *(select the appropriate option below)*

Customer	Authorised Representative
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By executing this Customer Authority the signatory warrants that they are authorised to sign this Customer Authorisation on the Customer's behalf and that they have read, understood and hereby accept the Terms & Conditions, including all associated fees and charges, as attached to this Authority Form.

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



IMPORTANT NOTE:

PLEASE SUPPLY A FULL COPY OF A MOST RECENT TELEPHONE BILL FROM YOUR CURRENT SERVICE PROVIDER(S) THAT LISTS ALL OF THE NUMBERS THAT ARE BEING REQUESTED TO BE PORTED UPON THIS FORM.

NUMBER PORTING ORDERS CANNOT BE PLACED UNTIL THIS HAS BEEN RECEIVED BY 1CLOUD VOICE & DATA

Terms & Conditions

- 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 to your current Service Provider, which will be on or after the preferred cutover date specified in this form.
- 1Cloud Voice & Data provides no 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 1Cloud Voice & Data 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 the LNP Industry Code.
- 1Cloud Voice & Data Group provides no guarantee that the telephone number will be ported within any specified timeframe. Cat-A type porting orders typically take seven business days and normally occur at 9am AEST/AEDST Monday to Friday, however this can vary depending on the losing provider. Cat C type porting orders can take between 4-12 weeks under the LNP porting rules and requirements, with standard porting hours of operation being 8:00am to 4pm AEST/AEDST Monday to Friday, excluding National Public Holidays. Cutover can only be initiated at least 5/21 business days minimum (Cat A / Cat C) after the porting Notification Advice is sent by 1Cloud Voice & Data to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 5/21 business days minimum after the request is resubmitted.
- In the event of a port order request for withdrawal or reversal, 1Cloud Voice & Data is not responsible for or liable for any period of outage on your number(s) or service(s) due to this request being made by you.
- You may have outstanding contractual obligations and/or port-out costs owed to your current Service Provider. 1Cloud Voice & Data is not liable for any such costs and it is your obligation to clarify these costs with your current Service Provider prior to your submitting this order to 1Cloud Voice & Data.
- Only your nominated telephone number(s) will be transferred to 1Cloud Voice & Data. 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, broadband internet etc.).
- If you wish to port your telephone number from 1Cloud Voice & Data to another Service Provider, then you must contact the other Service Provider and make the necessary arrangements with that gaining Provider. Porting from 1Cloud Voice & Data to another supplier will be conducted in accordance with the INMS business rules and any other bilateral arrangements.
- 1Cloud Voice & Data reserves the right to charge for and pass on, any Network Carrier fees for the porting your telephone number either to or from 1Cloud Voice & Data.
- Local Number Portability (LNP) does not guarantee you can keep your telephone number if you move to a different geographic location.
- The porting of a Tollfree (1800) and Local Rate (13/1300) telephone service will be subject to the terms and conditions of the Standard Form of Agreement (S F O A) of your Carriage Service Provider (CSP).
- 1Cloud Voice & Data reserves the right to charge you for the porting of a Service Number. Port Rejection charges from other Providers/Carriers will be passed on to customer where the end customer has provided incorrect or incomplete information that leads to a Port Rejection occurring and a rejection fee being applied.



Cat-A (Simple Port) Pricing Schedule

Simple Single Number	\$100	Per number
Simple Single Number PNV Port Rejection	\$50	Per number
Simple Single Number Emergency Return	\$200	Per Emergency return/retarget

- Prices are subject to change without notice, pricing effective as of 01/07/19. All prices are Excluding GST.
- Porting Number Validation (PNV) – A regulatory form to allow the gaining carrier to request service number details and confirmation from the losing carrier.

Cat-C (Complex Port) Pricing Schedule

Complex 1-5 Numbers	\$150	Per port order acceptance
Complex 6-100 Numbers	\$250	Per port order acceptance
Complex 100+ Numbers	\$300	Per port order acceptance
Complex PNV Initial Rejection	\$50	Per port order
Complex PNV Rejection 1-5 Numbers	\$80	Per port order
Complex PNV Rejection 6-100 Numbers	\$150	Per port order
Complex PNV Rejection 101+ Numbers	\$190	Per port order
Complex Port Rejection (after PNV stage)	\$25	Per number
Complex 1-5 Numbers Emergency Return	\$390	Per Emergency return/retarget
Complex 6-20 Numbers Emergency Return	\$850	Per Emergency return/retarget
Complex 21-100 Numbers Emergency Return	\$1850	Per Emergency return/retarget
Complex 101+ Numbers Emergency Return	\$2650	Per port order

- Prices are subject to change without notice, pricing effective as of 01/07/19. All prices are Excluding GST.
- Porting Number Validation (PNV) – A regulatory form to allow the gaining carrier to request service number details and confirmation from the losing carrier.

1300/1800 Porting Pricing Schedule

Single 1300/1800 Number	\$70	Per number
Single 1300/1800 Number Port Rejection	\$45	Per number

- Prices are subject to change without notice, pricing effective as of 01/07/19. All prices are Excluding GST.
- Porting Number Validation (PNV) – A regulatory form to allow the gaining carrier to request service number details and confirmation from the losing carrier.



Local Number Porting Guidelines

Cat-A (Simple) Port Type

A port request is submitted to the losing Network Carrier. Response is usually received within 3-5 business days, subject to the losing Service Provider and Network Carrier.

Typical responses and consequent actions are:

Port Accepted. A time may now be scheduled for the port to take place. The carrier will then automatically select the earliest cutover date and book it in. Unfortunately, we currently do not have the option to request a specific cutover date and time on submission. For this to happen, the port will need to be withdrawn and resubmitted closer to the requested cutover date. If there are problems the port can be reversed up to 4 hours from the initial start time. Most successful ports are complete within 30-60 minutes, but this is not guaranteed. If the port is not complete within 2 hours a fault may be logged with the carrier to investigate. Once the port is complete it is advisable to test inbound calls from several carriers (such as Telstra, Optus, Vodafone, etc.) to ensure their records have updated and calls are routing correctly across all Network Carriers.

Port Rejected. The most common reasons for a rejected port include:

- o Complex port ordered as a Simple port. There are many reasons why a number would be considered as complex – (refer to Appendix below for more detail). In this scenario the port needs to be re-ordered as a Complex port, or the customer may be able to remove the features from their line that would classify it Complex, and then re-submit the port request as
- o Incorrect details submitted. Check the phone number, losing carrier and account number with the customer to ensure they are correct.

Cat-C (Complex) Port Type

The Cat C porting process involves several stages. Any rejections or problems with each stage will need to be corrected, and then resubmitted.

NOTE - 1Cloud Voice & Data requires you to supply a copy of the most recent bill with this Porting Form showing your account name, number and address. This will provide us with a chance to review the document and potentially circumvent any rejections.

Stage 1: PNV (Pre-Number Validation). The numbers on the request, customer details, & service address are confirmed with the losing carrier. Response time is approximately 10-15 business days, and is subject to the losing Service Provider and Network Carrier's response times. If any details are subsequently deemed missing or incorrect, then these will need to be corrected and then the PNV is resubmitted.

Stage 2: CNA (Complex Notification Advice). Once the PNV has been approved, the port request is fully submitted. Response time is approximately 10-15 business days, and is subject to the losing Service Provider and Network Carrier's response times

NOTE: If the PNV or CNA stages are rejected, once corrected and resubmitted the porting timeline restarts from the date of submission, which is another 10-15 business days per stage, and is subject to the losing Service Provider and Network Carrier's response times

Stage 3: Cutover. Once the submission has been accepted, a cutover appointment may be booked with the losing Network Carrier. Cutover appointments must be booked a minimum of 10 business days in advance, and are subject to Network Carrier's availability. We recommend AM cutovers and we highly recommend avoiding Friday PM cut overs. 1Cloud Voice & Data will generally request the next available AM cutover unless specified otherwise by you. Cutovers are generally completed 45-60 minutes from when they are initiated, but can be up to 2 hours and we cannot provide any guaranteed time frames of downtime. A cutover can only be reversed up to 4 hours from the designated cutover appointment time.

13/1300 & 1800 Inbound Number Ports

When porting 13, 1300 & 1800 numbers, we only require a signed Porting Authority Form and the copy of the most recent bill from the current Service Provider. The losing Carrier's Wholesale Account Number is no longer required in this process. This type of port can normally take up to 10 business days for 1Cloud Voice & Data to receive the final confirmation from the losing Network Carrier and cutover can be booked within 2-3 business days.



Appendix 1 – Simple or Complex Porting?

The two most common types of ports are **Category A** (Simple) and **Category C** (Complex)

Cat-A - simple services use an automated porting process, able to port within 7 business days of sending a porting request, subject to the losing Service Provider & Network Carrier.

Cat-C - complex services that require project management to facilitate porting in a negotiated lead time of at least 30 business days but can be up to 90 days or longer, subject to the losing Service Provider & Network Carrier.

Please be advised that it is the Network Carrier that the number is being ported away from that determines whether it is a simple port or a complex port, however the below helps to clarify the points of difference.

A 'simple service' is generally a single standard PSTN voice service with no 'enhancements'. Typically, most standalone residential/business lines would be considered simple services, hence the Cat-A process would apply.

The Cat-C process applies when porting a batch of numbers (e.g. 100 number Direct Inward Dial or DID range), or when porting a number that is associated to more complex products, like any of the following:

- Fax Stream services
- Line Duet
- ADSL
- Line Hunt
- ISDN2 & ISDN 10/20/30 and Multiline

Ultimately, responsibility for classifying a service as simple or complex rests with the losing Carrier/Service Provider. The short list of complex products given above has been provided by Telstra as to what Telstra considers to be complex products, among many. In some cases, the retail invoice can generally guide you to determine the category of a port however not all Service Provider bills are sufficiently detailed to be able to do so.

If a business customer wants to port a group of numbers then that will be a Cat C port (unless it is a small batch of unrelated numbers that can each be ported separately). However, in scenarios where a customer wants to port a single number that is associated with one of the products above, it would be preferable to try to avoid the Cat C port if possible. For instance, if a number is an auxiliary line in a line hunt arrangement, then the customer could request for the auxiliary line to be removed before proceeding with the port. This will enable the service to be ported as a Cat A port (assuming there are no other 'complex' products associated with the service) therefore reducing both cost and porting cutover lead times. 1Cloud Voice & Data can provide you with some guidance and instruction if required.

Please also keep in mind, that if a group of numbers are linked to a single product (e.g. all numbers are on an ISDN or Telstra DOT service, in a hunt group, or attached to a SIP trunk), then those numbers must be ported together in a Cat C port. If a Cat C port is attempted for only some of those numbers, it will be rejected and port rejection fees will apply.

Appendix 2 – Porting from 2nd tier Service Providers/Resellers

1Cloud Voice & Data are able to port numbers from the majority of major Australian Network Carriers such as Telstra, Optus, AAPT, Engin, Symbio. Note that we cannot port numbers from TRANSACT, and there may be other less common Carriers that do not allow numbers to be Ported out from their network. It is ultimately the end customer's responsibility to confirm with their current Service Provider as to whether the number(s) in question can be Ported Out from their network.

Porting lead times vary between Service Providers and Network Carriers.

As of 1st of March 2014, only the name of the current Retail Service Provider (RSP) and the current retail account number need to be provided with a port request. The Wholesale Network Carrier account number is no longer required, and this applies to all number port categories.

