



## Customer Authority to Port Telephone Number to Valve Networks

### 1. Account Holder

Business Name (if applicable)		ABN (if applicable)
Title	Surname	Given Name(s)

### 2. Address Details

Unit Number	Street Number	Street Name	
Suburb		State	Postcode
E-mail Address		Date of Birth (dd/mm/yyyy)	
Telephone Number		Fax Number	

### 3. I wish to port the following services to Valve Networks:

Cat A for simple port (standard single number on a line), Cat C for complex port (A range of numbers, or an ISDN number)

Telephone number	Cat A/C	Current carrier	Current carrier's account number
( )			
( )			
( )			
( )			

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

### OR I wish to port the following range of telephone numbers to Valve Networks (Cat C):

First number in range	Last number in range	Current carrier	Current carrier's account number
( )	( )		
( )	( )		

Preferred cutover date (dd/mm/yyyy)	Preferred cutover time
<b>ASAP</b>	<b>ASAP</b>

*(At least 4 business days from today – if not provided then it is assumed to be required as soon as possible)*

I authorise for the telephone number(s) listed above to be ported to Valve Networks Pty. Ltd.

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;
- 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.

I understand and accept the terms and conditions found on page two of this document.

Signature	*Date
x	

Name

Capacity (circle the appropriate option)		
<b>Customer</b>	<b>Agent</b>	<b>Authorised Representative</b>

By executing this Customer Authority the signatory warrants that they are authorised to sign this Customer Authorisation on the Customer's behalf. \* This Customer Authorisation is valid for 90 calendar days from this date.

## Terms and Conditions

- ***You must not deactivate your existing service when porting. Telephone numbers can only be ported while active.***
- ***It is the customer's responsibility to ensure all details provided on this form are correct. Incorrect details may result in a failed port, which may incur additional failed porting fees.***
- 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.
- Valve Networks 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 Valve Networks 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.
- Valve Networks provides no guarantee 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 2 business days after the porting Notification Advice is sent by Valve Networks to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 2 business days after the request is resubmitted.
- In the event of a port, withdrawal or reversal, Valve Networks is not responsible for any period of outage.
- You may have outstanding contractual obligations and costs owed to your current Service Provider. Valve Networks is not liable for any such costs.
- Only your telephone number will be transferred to Valve Networks. 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 Valve Networks to another Service Provider, then you must contact the other Provider.
- Valve Networks reserves the right to charge a fee for porting your telephone number to or from Valve Networks or if porting request is rejected or fails for any reason.
- Local Number Portability (LNP) does not guarantee you can keep your telephone number if you move to a different geographic location.

Initial: \_\_\_\_\_

### SUBMITTING THIS FORM

Please scan and e-mail this document (all pages) to [porting@valvenetworks.com.au](mailto:porting@valvenetworks.com.au)

Porting updates will be provided via e-mail to the primary e-mail address listed on your account.

