

Australia
Letter of Authorization

Account Holder

Customer Name (as appears on bill):

Account Name:

Account Number:

<input type="text"/>	<input type="text"/>
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Address (as appears on bill):

City/Suburb :

State :

Post Code:

<input type="text"/>	<input type="text"/>	<input type="text"/>
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ABN:

Carrier Contact

Customer Name:

Position:

Contact Number:

Alternate Contact Number:

<input type="text"/>	<input type="text"/>
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Email Address (Please note, this is the address that we will contact for follow up questions with this port):

Cutover Dates

- I would like the number(s) ported as soon as possible:
Telnix will advise you of the cutover date once it has been scheduled.
- I would like to specify the date the number is to be ported:
Telnix will contact you to schedule the cutover date once the port has been approved.

Port type

CAT A

CAT C

CAT SPECIAL

Mobile

I wish to port the following services to Telnix from:

Losing Carrier:

Losing Account Number:

<input type="text"/>	<input type="text"/>
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Telephone Number(s) to port:

For Porting Authority

- I certify that I have the authority as lessee of the telephone numbers listed on this form, or as the authorised agent for the lessee, to request porting of these telephone numbers to Telnyx and that I, or the lessee (as the case may be), do not have a contractual obligation with another carrier or service provider, relating to these telephone numbers
- I request that Telnyx and/or its agents port the telephone numbers listed and understand that porting will result in disconnection of these telephone numbers from our current carrier and finalisation of the current account(s) for these telephone numbers. I indemnify Telnyx against any loss or damage it may suffer as a result of any information included in this form or the above certification being incorrect.
- I also authorise Telnyx and/or its agents to obtain from my current carrier service details to facilitate this port for services listed in Section 4.

Emergency Return Authority

- Emergency Return means the establishment of an interim service by return to your original service, or if that is not possible, establishment of an alternative service. The interim service will operate during the Emergency Return Request period.
- You will agree to and will seek agreement from your previous supplier to the terms and conditions of the supply of this service prior to the Porting. This includes agreeing to the timeframe in which it will be restored in the event that an Emergency Return is required.
- You agree that if an Emergency Return is required Telnyx will request an Emergency Return from your previous carrier during the Emergency Return Request Period without further consultation with you. You acknowledge that you have read and agree to the terms and conditions of this Porting Authority Form.

Scheduling

- Due to our need to communicate with your originating carrier, the timeframe for a Single Number Port is typically 10 WORKING DAYS (5 for the port verification and 5 for the actual port). A precise timeframe cannot be guaranteed due to elements beyond NetSIP's control.
- Once a porting date has been selected, any rescheduling of the port requested by the client will be charged according to the section Porting Fees and Payment above.

Agency Section

I authorise the Telnyx nominated representative to complete and sign a new PAF for the purposes of carrying out the port to Telnyx in circumstances where:

- this PAF expires
- additional details are to be added
- editing or deleting of details is required
- Telnyx requires an agent or 3rd Party to perform part or all of the port

This authority will remain in place for 12 months from the date of signature or until such time as Telnyx is otherwise notified.

Signed:

Date:

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Name:

Position:

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Customer Authorization (Initials Only):

TERMS & CONDITIONS

Local Number Portability

1. The Porting of your Phone Number will be conducted in accordance with the "Australian Communications Industry Forum, Industry Code - Local Number Portability ACIF C540:2013 Dec 2013" ("LNP Code") and any bilateral arrangements. Subject to the terms and conditions of the Telnix Standard Form of Agreement, you may Port your Phone Number from your previous Supplier to Telnix if that Phone Number is declared Portable under the ACA Numbering Plan 1997 and no exemption has been granted by the ACA.
2. If you wish to Port your Phone Number from Telnix to another Supplier, then you must contact that other Supplier. Porting from Telnix to another Supplier will be conducted in accordance with the LNP Code and any other bilateral arrangements.
3. In order for Telnix to Port your Phone Number you must complete and sign this Porting Authority Form (PAF), which also includes authority for an Emergency Return. In order for the Port to proceed this form must be completed in accordance with the LNP Code and any other bilateral arrangements.
4. In accordance with the LNP Code, a request for Porting shall be rejected if:
 - a) the request is for the Porting of Out of Area Numbers;
 - b) the request is for the Porting of non-portable telephone numbers;
 - c) the LNP Code requires the request to be rejected; or
 - d) Telnix cannot otherwise provide portability for that Phone Number in that circumstance.
5. Telnix is able to provide you with the facility to implement the Porting of your telephone numbers(s) outside of your normal business hours of operation, if required. Telnix cannot Port your Phone Number and move the address of your Phone Number on the same day.
6. If your Phone Number(s) is inactive at the time of the Porting by Telnix, you must notify Telnix as soon as the Phone number(s) become active.
7. 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, Telnix is not responsible for any period of outage.
8. You acknowledge that by Porting the Telephone Number, any DSL/Spectrum Sharing Service associated with that Telephone Number is disconnected and may result in finalisation of the Customer's DSL/Spectrum Sharing account for that service
9. You acknowledge that although you have the right to Port your Telephone Number(s) to Telnix, there may be costs and obligations associated with the Port which may include early termination fees and Porting fees for your existing carrier.

Emergency Return

1. Prior to signing the Porting Authority Form, you must negotiate and agree with your previous Supplier regarding the service that could be provided in the event that an Emergency Return is required.
2. If you have Ported your Phone Number away from Telnix the terms and conditions set out herein and in the Telnix Standard Form of Agreement will apply to your Service in the event that an Emergency Return to Telnix is required.
3. In the event of an Emergency Return to your previous Supplier, you may experience an extended period of outage whilst the Service from your Supplier is restored.
4. Telnix will endeavour to assist you in the event of an Emergency Return to Telnix, in which you may experience an extended period of outage whilst the telephone numbers from Telnix are being restored.
5. Acting in accordance with the LNP Code and any other bilateral arrangements, in the event of an Emergency Return to your previous Supplier, Telnix:
 - a) Will notify your previous Supplier of the Emergency Return requirement;
 - b) Is not responsible for any period of outage; and
 - c) Is not liable to you or any person claiming through you for any damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect, for or in relation to the Emergency Return (including the negligent act or omission of Telnix).
6. In the event of an Emergency Return to Telnix;
 - a) is not responsible for any period of outage; and
 - b) 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 the Emergency Return (including the negligent act or omission of Telnix).

Customer Authorization (Initials Only):