

PLEASE PRINT IN BLOCK LETTERS

INSTRUCTIONS

1. **Save to your desktop. Open with Adobe PDF Viewer (or similar), then complete and sign the form.**
2. **Attach a copy of your current phone bill.**
3. **Return signed form to: business@mynetfone.com.au or fax: (02) 8008 8008**

TYPE OF NUMBERS TO PORT

STEP 1

☐ Standalone number, with no dependant services **(Cat A)**

☐ Number(s) used by other services **(Cat C)**

Please specify

☐ DSL Internet

☐ ISDN Services

☐ Telstra Fax / Duet

☐ Line Hunt / Hunt Groups

☐ EBD / Redirection

☐ Other _____

You will need to port multiple numbers

! Cat C numbers are more complex to port. Consequently, your port will take longer and may have higher rejection charges. You can speed up the porting process by removing any dependant services before porting your numbers.

NUMBER OWNERSHIP

STEP 2

Are you the registered number owner? (Check your phone bill to make sure).

☐ Yes – the number(s) are held in the following name: _____

☐ No – The number is held in another name: (eg. business partner, trust or company) _____

! You will need to obtain written consent from the number owner before you can port to MyNetFone.

NUMBER AND SERVICE DETAILS

STEP 3

1. **Number / range you want to move to MyNetFone:** _____
eg: 03 xxxx xxxx or 03 xxxx xxxx – yyyy

2. **Current provider:** ☐ Telstra ☐ Optus ☐ Primus ☐ AAPT/TPG ☐ Other _____

3. **Account number with current provider:** _____

4. **Address where the phone number is connected:** (PO box is not valid)

☐ Numbers are spread across multiple addresses (ask your sales rep for a porting address itemisation page)

☐ All numbers are connected at one address

Service Address _____

Suburb/Town _____ State _____ Postcode _____

5. **Once ported, how would you like to answer the phone number?** (You can change this at anytime after porting)

☐ Send calls to my Virtual PBX

Optional: Specify a particular line / DID / ISN etc.

☐ Send calls to my SIP Trunk / VoiceLink

FEES AND PAYMENT

STEP 5

Porting is usually free

Number porting is free if successful. In the rare event that your port fails, you will be charged a rejection fee per number.

Cancellation and emergency return fees

You will incur a cancellation fee if you withdraw up to 1 business day before porting is scheduled to occur. If you withdraw anytime after that, you will incur a emergency return fee.

Special rates and charges

Although successful porting is free, you will be charged if your port is rejected, cancelled, reversed or if you request a return at short-notice. You will also be charged if you choose to have your numbers ported out of our usual business hours, or where you wish to port from a third-party service provider.

A complete list of applicable charges are set out in the Number Porting Price Book ([available online](#)).

ATTACH YOUR LATEST PHONE BILL

STEP 6

Scan or photograph each page of your most recent phone bill. Include the copy of your bill along with this form.

Why we ask: Including your bill increases the likelihood of success, and can prevent delays and errors.

APPLICANT DECLARATION AND ACCEPTANCE

STEP 7

Terms and Conditions

1. You must not deactivate your existing service when porting. Telephone numbers can only be ported while active.
 2. You can only cancel your number porting request up to 24 hours before the Electronic Cutover Advice is sent to your current Service Provider, which will be on or after the cutover date (MyNetFone will advise you of this date).
 3. Call to Emergency Services '000' may not work at all times. For example, a VoIP call cannot be made when the power is out or the internet is down. Emergency Service providers are also unable to identify your physical location, so you will need to inform them.
 4. See the full Porting Terms and Conditions online ([link](#)).
- I acknowledge that I am authorised to request the porting of the telephone number(s) listed on the form.
 - I indemnify MyNetFone against any loss or damage it may suffer as a result of any information included in this form being incorrect.
 - I authorise for the telephone number(s) listed above to be ported to MyNetFone.
 - I have read and understood the Terms and Conditions ([available online](#)) and hereby accept them.

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Name	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>