

## Axecom Porting Terms & Conditions

NOTE: 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(s) before the electronic cutover advice has been sent to your current service provider, which will be on or after the preferred cutover date specified in this form.
- Axecom provides no guarantee that it can port your telephone number(s) 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 Axecom to correct the information and resubmit the request to port your telephone number(s) 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.

### PORTING TIMES

- Axecom provides no guarantee that the telephone number(s) will be ported within any specified timeframe.
- Porting hours of operation are 8am to 5pm AEST Monday to Friday, excluding national public holidays.
- Cutover times can only be initiated at least 4 business days after the porting notification advice is sent by Axecom to your current Service Provider.
- If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 4 business days after the request is resubmitted.
- In the event of a port, withdrawal or reversal, Axecom is not responsible for any period of outage.
  
- You may have outstanding contractual obligations and/or port-out costs owed to your current Service Provider. Axecom is not liable for any costs that may occur with your current Service Provider.
- Only your telephone number(s) will be transferred to Axecom. This may result in the loss of any value added services that are associated with the service provided by your existing Service Provider (eg Voicemail, ADSL, line hunt, fax etc.).
- If you wish to port your telephone number(s) from Axecom to another Service Provider, then you must contact the gaining Service Provider. Axecom reserves the right to charge a fee for porting your telephone number(s) to or from Axecom, as well as any rejections that may occur.
- Local Number Portability (LNP) does not guarantee you can keep your telephone number(s) if you move to a different geographic location or if your number(s) are 'out of area number', or you attempt to port your telephone number(s) to a PSTN or fixed line service.
- Number Porting fees apply, ranging from a \$99.95 for a Cat A port to \$199.95 for a Cat C port. These are best estimates of potential charges known at the time of quotation based on the information provided by the Customer in regards to the port, or otherwise listed. Costs are charged on successful or unsuccessful ports.

### 13/1300/1800 number portability

If you wish to port your service number(s) from Axecom to another supplier, then you must contact the gaining service provider. The porting of your 1800 and 13/1300 telephone service will be subject to the terms and conditions of the Standard Form of Agreement of your CSP. In order for Axecom to port your service number(s) you must complete and sign the porting authority form (PAF).

A request for porting shall be deemed invalid if:

- Mandatory information supplied is illegible, inaccurate or missing
- The PAF is not signed by an authorised person
- The PAF is not dated

The porting authorisation form (PAF) must be fully completed by the customer and is valid for 60 days.

If your service number(s) are inactive at the time of the porting by Axecom you must notify us as soon as the phone number(s) become active.

Axecom is not responsible for settling your final account with your current service provider, porting of your number(s) will not automatically close your account.