



**Faktortel**



Dear Customer,  
Thank you for wishing to port your number to Faktortel.



Please ensure that **complete copy** of your **latest phone bill** is attached to minimise porting time and reduce errors.

If you currently have a line hunt or ISDN service on your bill, please contact us separately or attach further information regarding your existing service.

To lodge your port request, please fax or scan and email the necessary paperwork to:

Fax: **07 5574 1637**

Email: **porting@faktortel.com.au**

Once again, thank you for choosing to port to Faktortel!

# Local Number Porting Porting Authority Form (PAF)

Telephone Service - Business

PLEASE COMPLETE THIS FORM IN BLOCK LETTERS

Sheet  1  of  1

FaktorTel Pty. Ltd.  
ACN 109 117 204

**STEP 1.**  
Please write your details  
(in block letters, as they  
appear on your  
existing Freephone/Local Rate  
telephone account)

Customer Organisation Name \_\_\_\_\_

Title \_\_\_\_\_ First Name \_\_\_\_\_

Surname \_\_\_\_\_

Position (business only) \_\_\_\_\_

Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

ACN/ARBN (business only) \_\_\_\_\_

Daytime Contact No. ( \_\_\_\_\_ ) Other Contact No. ( \_\_\_\_\_ )

Preferred Time to Call \_\_\_\_\_

**STEP 2.**  
Please list the services  
you would like to Port to  
FaktorTel Pty. Ltd.  
Please supply additional  
paperwork if more space  
is required.

Service Number	Current Service Account Number (only applicable if you are porting your number)	Port to FaktorTel Please tick	Office use only Account Number
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>

**STEP 3.**  
Current Carrier or Carriage  
Service Provider  
Date of Agreement between  
Customer Organisation  
and Current Service Provider

("Current Service Provider")

\_\_\_\_\_

**STEP 4.**  
To be read and signed  
for all service numbers that  
are to be Ported to  
FaktorTel

The Customer Organisation has an agreement with the Current Service Provider, which has the date set out in step 3. Under this Agreement, the Customer Organisation is the legal lessee of the Freephone/Local Rate Service Numbers set out in step 2, which has the existing account numbers also set out in step 2.

I am authorised to act on behalf of the Customer Organisation in the position described below. I hereby engage and authorise FaktorTel Pty Ltd ("FaktorTel") to facilitate the porting of these Service Numbers from the Current Service Provider to FaktorTel, including the cancellation of the service with the Current Service Provider.

I indemnify FaktorTel 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 FaktorTel to obtain from my Current Service Provider any incomplete or further details, which are required under step 2 to facilitate the port of the Service Numbers set out in Step 2.

Authorised signature \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Name: \_\_\_\_\_ d m y

Position (Business Only): \_\_\_\_\_

**Step 5.**  
Agency Section  
If you do not wish to provide  
FaktorTel with authority,  
please rule through this  
section

I authorise FaktorTel to act on my behalf and to sign and complete an FaktorTel Porting Authority Form (PAF) and associated paperwork for the purposes of porting the Number range set out in Step 2. I confirm that all telephone numbers listed in Step 2 are to be ported unless otherwise specified.

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

Please tick

this PAF expires

additional details are to be added

editing or deleting details as required

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

Authorised signature \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**OFFICE USE ONLY**

Sale Representative & Company (please print) **FaktorTel Pty Ltd**

Sales Channel Business Address **Level 2, 2 Holden Place, Bundall, Qld, 4217, Australia**

Customer ID:  Drivers Lic  Other ID  DOB

I have verified the applicant's signature and confirm that the appropriate identification has been sighted.

Rep. Signature \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

d m y

# Terms and Conditions

## 1. Freephone/Local Rate Number Portability

- 1.1 The Porting of a Freephone (1800) or Local Rate (13/1300) service will be conducted in conjunction with Industry Numbering Management Services Ltd (INMS). The INMS is a not-for-profit company which has been established by a number of Carriage Service Providers (CSP) to facilitate number portability of Freephone (1800) and Local Rate (13/1300) telephone services. The Australian Communication Authority (ACA) under s 467 of the Telecommunications Act 1997 (the Act), from 16th November 2000, will allow INMS to manage the pool of portable freephone/local rate numbers declared in writing by the ACA under s 11.10 of the Telecommunication Numbering Plan 1997.
- 1.2 If you wish to Port your Service Number from FaktorTel to another Supplier, then you must contact that other supplier. Porting from FaktorTel to another Supplier will be conducted in accordance with the INMS business rules and any other bilateral arrangements.
- 1.3 The porting of a Freephone (1800) and Local Rate (13 / 1300) telephone service will be subject to the terms and conditions of the Standard Form of Agreement of your CSP.
- 1.4 In order for FaktorTel to Port your Service Number you must complete and sign the Porting Authority Form (PAF) and the Application for FaktorTel Total Access Services form.
- 1.5 In accordance with the INMS business rules, a request for Porting shall be deemed invalid if:
  - a) Mandatory information supplied is illegible, inaccurate or missing
  - b) The PAF is not signed by an authorised person
  - c) The PAF is not dated
  - d) The date of the PAF is more than 90 days before the porting request is sent by the recipient Prime Service Deliverer (PSD) via INMS to the donor PSD
- 1.6 The Porting Authorisation Form (PAF) must be fully completed by the customer and is valid for 90 days.
- 1.7 FaktorTel cannot Port your Service Number and move the address of your Service Number on the same day.
- 1.8 If your Service Number(s) is inactive at the time of the Porting by FaktorTel you must notify FaktorTel as soon as the Phone number(s) become active.
- 1.9 FaktorTel reserves the right to charge you for the Porting of a Service Number.
- 1.10 You are responsible for settling your final account with your current Service Provider.

## 2. Privacy Information

- 2.1 For the purpose of processing your application and ongoing credit management of your account, FaktorTel may need to disclose to a credit reporting agency;
  - \* personal identifying details, including your name, current and previous addresses, driver's licence, date of birth and employer;
  - \* the fact that you have applied for FaktorTel Services, and any credit limit on your account;
  - \* the amount of any payments which are overdue for at least 60 days, when steps have been taken by FaktorTel to recover those overdue payments;
  - \* where an overdue payment has been previously reported, advise that the payment is no longer overdue;
  - \* cheques or credit card payments which have been dishonoured;
  - \* court judgments or bankruptcy orders made against you;
  - \* that, in the opinion of FaktorTel, you have committed a serious credit infringement; and
  - \* when FaktorTel ceases to provide service to you.
- 2.2 You authorise FaktorTel to disclose that information to a credit reporting agency. You also authorise FaktorTel to seek from or give to any credit providers nominated by you or named in a credit report or to other telecommunications providers, and FaktorTel's franchisees, contractors, agents and outlets, the same information and any other information on this form and any other information on your credit worthiness, credit history or credit capacity that credit providers are allowed to give under the Privacy Act.
- 2.3 You authorise FaktorTel to obtain and use personal credit information (eg; your existing household loans and personal credit card history) for the purpose of considering an application by you for commercial credit; (to use the FaktorTel service and your phone as a sole trader). You authorise FaktorTel to obtain and use commercial information about your commercial credit worthiness or commercial history (your existing credit record as a sole trader) when considering an application for consumer credit, for example where the Service will be used for domestic purposes.
- 2.4 FaktorTel may refuse or cancel the service on the basis of its credit assessment of you. You are entitled to see, and to correct, any credit information which FaktorTel holds about you.