



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!



Customer Authority to Port Telephone Number to FaktorTel

1. Account Holder

Business Name (if applicable)

Title	Surname	Given Names

2. Address Details

Unit Number	Street Number	Street Name	
Suburb	State	Postcode	
Email address		Date of Birth (dd/mm/yyyy)	
Telephone Number	Fax Number		

3. I wish to port the following telephone number(s) to FaktorTel:

Telephone Number	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 FaktorTel:

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

Preferred cutover date (dd/mm/yyyy) Preferred cutover time

--	--

(at least 5 business days from today - if not provide, then it is assumed to be required as soon as possible)

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

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 above telephone number(s), the service associated with that telephone number is disconnected from the existing Service Provider's network and may result in finalization 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 finalization 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 imposed by my current Service Provider associated with the port which may include early termination fees and porting fees

I agree that this Customer Authorisation is subject to the terms on the reverse of this form

Signature	* Authorisation Date

Name	Capacity (circle the appropriate option)
	Customer / Agent / Authorised Representative

By executing this Customer Authority, the signatory warrants that the signatory is authorised to sign this on the Customer's behalf. *

This Customer Authorisation is valid for 90 calendar days from this date.

Please fax completed form to FaktorTel Pty. Ltd. on 07-55-741-637

Terms & Conditions

- "FaktorTel" means FaktorTel Pty Ltd ACN 109 117 204
- 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 before the Electronic Cutover Advice is sent by FaktorTel to your current Service Provider, which will be on or after the preferred cutover date specified in this form.
- FaktorTel does not warrant 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 FaktorTel to correct the information and resubmit the request to port your telephone number to FaktorTel, 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.
- FaktorTel does not warrant 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 5 business days after the porting Notification Advice is sent by FaktorTel to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 3 business days after the request is resubmitted.
- FaktorTel recommends that you should always maintain an alternative phone service if you port your phone number to a VoIP service. A VoIP service is not a substitute for a standard (PSTN) telephone service, as in the event of power failure, the VoIP service will not operate. Therefore, FaktorTel recommends that you should not disconnect your primary phone service which provides access to 000 and other similar emergency service telephone numbers in cases of emergency.
- In the event of a port, withdrawal or reversal, FaktorTel is not responsible for any period of outage.
- To the extent permitted by law, FaktorTel 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 porting.
- You may have outstanding contractual obligations and costs owed to your current Service Provider. FaktorTel is not liable for any such costs.
- Only your telephone number will be transferred to FaktorTel. 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 FaktorTel to another Service Provider, then you must contact the other Provider.
- FaktorTel reserves the right to charge a fee for porting your telephone number to or from FaktorTel.
- Local Number Portability (LNP) does not guarantee you can keep your telephone number if you move to a different geographic location.
- The terms of the relevant FaktorTel current terms and conditions, as varied from time to time, will apply to the use of services.
- Privacy: FaktorTel only collects personal information from you that is necessary to perform the service sought by you. The kinds of personal information FaktorTel holds about you will depend on the services you request from FaktorTel and the use that you make of those services.
- FaktorTel respects your privacy. As a result, FaktorTel does not trade, rent or sell your personal information to provide you with a communications service. In the course of providing this service to you, we may also use your personal information for the following related services: provisioning or connecting your service, network routing, providing you with customer service, credit checking, billing, investigating complaints & fixing faults in relation to your service and any payment follow ups that you may owe us. We may also use your personal information to tell you about our other products and services or bundled offerings, provided by FaktorTel in conjunction with either our related bodies corporate or our business partners and associates. You agree that FaktorTel may exchange information about those credit providers named in this application or named in a consumer credit report issued by a credit reporting agency for the following purposes to:
 - a) assess an application for credit
 - b) notify other credit providers of a default by the Applicant
 - c) exchange information with other credit providers as to the status of this account where you are in default with other credit providers
 - d) assess your credit worthiness
 - e) provide information to you about other goods or services which we or any of our Related Bodies Corporate, or any of our partners and associates or the partners and associates of suppliers (such as telecommunication entities, providers of products or services which are related to the services, media entities, event organisers, equipment suppliers and the suppliers of any other product or service with whom we have engaged in a joint initiative) may offer to you.

Generally you have the right to see or obtain a copy of personal information about you that we may hold. FaktorTel will handle requests for access to personal information in accordance with the National Privacy Principles. To request access to your personal information, please contact us on 1300 731 625.

