

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: **onboarding@connexus.com.au**
- Fields marked with * are required

Customer details

Organisation name*

Connexus account number (for existing customers)

ABN/ACN*

First name*

Last name*

Position (Owner, Director, Partner, etc.)*

Mobile*

Email*

1. Type of number porting

OR

OR

Simple:

Standalone number, with no dependant services (Cat A, **go to 3**)

Complex:

Number(s) used with other dependant services (Cat C, **go to 3**)
- see examples below

Inbound numbers:

Inbound 1300 / 1800
Smartnumbers® (**go to 2**)

Not sure if it is a simple or complex port? At times it can be difficult to identify if your numbers qualify for a simple or complex port. Your invoice can be a good guide to see the numbers that you have and the way those are connected. If you have any of the following services, you will most likely need a complex port:

- Telstra DOT™
- Line hunt / Hunt groups (you will need to port multiple numbers)
- Number ranges (in dial ranges)
- DSL Internet
- Medical alarms/ security alarms
- ISDN services / Analogue NT1
- Telstra FaxStream™ / Duet line
- EFTPOS line



Numbers with dependent services can take longer (up to 12 weeks) to port. To avoid the long lead time, you can talk to your current provider to remove/move the dependent services associated with numbers you wish to port.

Information about number porting charges

Number porting with Connexus

- Cat A and Cat C number porting is free if successful. In the rare event that your port fails, you will be charged a rejection fee per number.
- 1300 / 1800 numbers will incur a charge of \$99(incl. GST) for each number being ported.

Special rates and charges

You will also be charged if 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. <https://mnf.box.com/v/cnxs-transfer-rates>

Cancellation and emergency return fees

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

2. Inbound numbers (1300/1800)

2.1. Request type

Smartnumbers® activation - You have procured 1300/1800 number(s) from the ACMA Smartnumbers® service, and you would like to activate it on the Connexus. **Go to 2.2.**

OR

Porting existing Smartnumbers® - You have an existing Smartnumbers® hosted with another service provider. You would like Connexus to start hosting these Smartnumbers® on your behalf. **Go to 3**

2.2. Smartnumbers® activations

Only complete if you are activating Smartnumbers® that you have already procured from the ACMA.


1800/ 1300 number

Rights of Use (ROU) holder name

Note:

- ROU holder name is the name under which Smartnumbers® were procured from ACMA
- Please attach the proof of purchase showing ROU holder name with this application

3. Number ownership

 Mark Yes, if you or your business (that is moving its services over to Connexus) own the numbers or are the registered number holder, else mark as No. If you mark NO, you will need to obtain a signed and dated letter of consent from the registered number owner before the number port can begin.

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

Yes – the number(s) are held in the following name (make sure the name matches the latest invoice):

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

4. Number and service details

4.1 Number / range you want to move to Connexus (including area code if landline number)

Numbers / range (with region code)

Account number (refer to your latest phone bill)

Eg., 02 8008 8001 to 80088100	

4.2 Address where the phone number(s) connected (PO box is not valid)

Only fill in this section if you are porting landline number/s

Numbers are spread across multiple addresses
<https://mnf.box.com/v/cnxs-address-itemisation>

All numbers are connected at one address

Service Address

Suburb/town

State

Postcode

5. Proof of right to use the number

If you are bringing your own number to be hosted by Connexus, we would need the following document/s that you have the appropriate rights to use the number.

For landline numbers (Cat A or Cat C ports)

Scenario	Document needed	Attached
Number hosted by another service provider	Most recent phone bill listing the number/s to be ported (Mandatory)	<input type="checkbox"/>
Number ownership held by another person or entity	Signed and dated letter of consent providing you right to the use the number	<input type="checkbox"/>
Numbers spread across multiple addresses	Filled and signed Address Itemisation Form	<input type="checkbox"/>

For inbound numbers (Smartnumbers®)

Scenario	Document needed	Attached
Smartnumbers® hosted by another service provider	Most recent phone bill listing the number/s to be ported	<input type="checkbox"/>
ROU held by another person or entity	Signed and dated letter of consent providing you right to the use the number	<input type="checkbox"/>
New Smartnumbers® procured from ACMA	Proof of purchase showing ROU holder name	<input type="checkbox"/>

Why we ask for your phone bill: Including your bill increases the likelihood of success and can prevent delays and errors. This also serves as a verification that the numbers are owned by your business.

6. Terms and conditions

Special Inbound Number Terms and Conditions

- 1300 and 1800 numbers are licensed and regulated by law. Your right to a 1300 or 1800 number may cease on cancellation of this service or where the 1300 and 1800 number is required by law, a regulatory authority or licensor of the number to be either returned or cancelled.
- Calls to this service must originate from Australia and terminate to an Australian landline or mobile number only.

General Porting Terms and Conditions

- The Porting Authority Form (PAF) must be fully completed by the authorised representative and is valid for 30 days.
- Connexus reserves the right to charge a fee for porting the telephone number to or from Connexus.
- You are responsible for settling your financial account with your current Service Provider if you owe them outstanding contractual obligations and costs. Connexus is not liable for any such costs.
- Connexus provides no guarantee 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.
- Connexus provides no guarantee that the telephone number will be ported within any specified timeframe.
- 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 to your current Service Provider, which will be on or after the cutover date (Connexus will advise you of this date).
- Only your telephone number will be ported to Connexus. This may result in the loss of any value added services (such as broadband) that are associated with the service provided by your existing Service Provider.
- In the event of a porting withdrawal or reversal, Connexus is not responsible for any period of outage of the service or features of your current service or any value added service provided by your current Supplier.
- If you wish to port your telephone number from Connexus to another Service Provider, then you must contact the other Provider.

7. Customer declaration and acceptance

I acknowledge that I have been advised that:

- There may be costs and obligations with the port which may include early termination fees and porting fees by your current provider.
- I indemnify Connexus 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 listed above to be ported to Connexus.

To be read and signed for all service numbers that are to be ported to Connexus

I agree the goods and services selected and agree to pay all charges in connection with them. I agree to the terms stated on this form and the [Connexus Terms](#) as set out on the website, which I have read and understood and to receive notice by email of any changes.


Signatory must be an Authorised Representative - such as a company director, proprietor, partner or senior executive

Name

Position (eg. director, proprietor, partner)

Signature

Date



Smartnumbers® logos and brands are trademarks of the Australian Communications and Media Authority (the ACMA)

Please email the completed document to: onboarding@connexus.com.au

5 | 1800 430 944 | connexus.com.au

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