



Local Number Porting Porting Authority Form (PAF)

Telephone Service - Business

PLEASE COMPLETE THIS FORM IN BLOCK LETTERS

Compulsory fields are marked with *

Sheet _____ of _____

Symbio Networks Pty Ltd
ACN 102 756 123

STEP 1.

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:

Business Hours:

Please write your details

(in block letters, as they appear on your existing Freephone/Local Rate telephone account)

STEP 2.

Please write YOUR Freephone/Local Rate service number(s) below:

Please list the services you would like to Port to Symbio Networks.

Please supply additional paperwork if more space is required.

***Service Number**

Service Number

Service Number

***Current Retail Service Account Number**

Current Retail Service Account Number

Current Retail Service Account Number

**Port Category
CAT A or CAT C**

(Account Number located on customer's invoice with current service provider)

	Service Number	Current Retail Service Account Number	
	Service Number	Current Retail Service Account Number	

STEP 3.

*Current Carrier or Carriage Service Provider	("Current Service Provider")
Date of Agreement between Customer Organisation and Current Service Provider	

STEP 4.

To be read and signed for all service numbers that are to be Ported to Symbio

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 Symbio Ltd ("Symbio") to facilitate the porting of these Service Numbers from the Current Service Provider to Symbio, including the cancellation of the service with the Current Service Provider.

I indemnify Symbio 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 Symbio 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:
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Customer Service Coordinator

Step 5. Agency Section

I authorise Symbio to act on my behalf and to sign and complete an Symbio 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 nominated in Step 2 are to be ported unless otherwise specified. listed in Step 2 are to be ported unless otherwise specified.

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

Please tick

If you do not wish to provide Symbio with authority, please rule through this section

<input type="checkbox"/>	this PAF expires
<input type="checkbox"/>	additional details are to be added
<input type="checkbox"/>	editing or deleting details as required

s authority will remain in place for 12 months from the date of signature or until such time as Symbio is otherwise notified

*Authorised signature: _____

Date: _____

OFFICE USE ONLY

Sale Representative & Company (please print)

Symbio Networks Pty Ltd

Sales Channel Business Address

Level 2, 10 - 14 Waterloo Street Surry Hills NSW 2010

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: _____

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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 Symbio to another Supplier, then you must contact that other supplier. Porting from Symbio 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 Symbio to Port your Service Number you must complete and sign the Porting Authority Form (PAF) and the Application for Symbio 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 Symbio 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 Symbio, you must notify Symbio as soon as the Phone number(s) become active.
- 1.9 Symbio 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, Symbio 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 Symbio Total Access Service, 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 Symbio 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 Symbio, you have committed a serious credit infringement; and
- * when Symbio ceases to provide service to you.

2.2 You authorise Symbio to disclose that information to a credit reporting agency. You also authorise Symbio to seek from or give to any credit providers nominated by you or named in a credit report or to other telecommunications providers, and Symbio' 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 and allowed to give under the Privacy Act.

2.3 You authorise Symbio 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 Symbio service and your phone as a sole trader). You authorise Symbio 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 Symbio 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 Symbio holds about you.

Additional Numbers to Port

Separate phone numbers using commas.