

INSTRUCTIONS:

- Save to your desktop. Open with Adobe PDF Viewer (or similar), then complete and sign the form
- Attach a copy of your current phone bill.
- Return signed form to: Inp@mynetfone.com.au or fax: (02) 8008 8005

Dependent services

Is your current phone number or line is being used with any of the following services?

- Telstra FaxStream® products
- Integrated Services Digital Network (ISDN)
- Line Hunt
- Analogue NT1

If **NO** - CONTINUE TO COMPLETE THIS FORM

If **YES** - DO NOT PROCEED WITH THIS FORM

To port your number, you must first contact your current phone provider to convert your phone line and number into a Simple Telephone Service (e.g. single line telephone service) or remove any of the above complex services associated with the number. If you proceed without removing these complex services, your number porting request may be rejected by your current carrier and you will incur a porting rejection fee of \$30. Please be aware that if you have an active DSL service that is dependent on the number being ported, the DSL service will be lost upon completion of the port.

1. Customer details

Name / MyNetFone account number

Contact number

Email address

Are you the registered number owner?

Yes

No - The number is held in another name (eg. relative, ex-partner or business)



You will need to obtain written consent from the number owner before you can port to MyNetFone.

2. Service details

2.1 Phone number you want to move to MyNetFone (eg: 03 xxxx xxxx)

2.2 Account Number with your current phone number provider

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

Service Address

Suburb/Town

State

Postcode

2.4 If you have multiple lines with MyNetFone, choose which phone line you'd like to answer on: (skip this step if you have 1 line only). Eg: 09 xx xxxx (you can find a list of your phone line IDs on your MyNetFone invoice).

3. Existing MyNetFone numbers

Keep MyNetFone number(s) in addition to the number being ported.

Note: Additional numbers, beyond your plan inclusion, can be hosted for just \$30 per year, per number.

Remove all existing phone numbers and replace with the ported number

Remove only the numbers listed here:

(You can get a list of your current phone numbers from the MyAccount Portal)

4. Fees and payment

4.1 Porting is usually free

Number porting is free if successful. In the rare event that your port fails, you will be charged a \$30 rejection fee.

4.2 Cancellation and reversal fees

You will incur a \$30 cancellation fee if you withdraw up to 1 business day before porting is scheduled to occur. If you withdraw anytime after that, you will incur a \$200 reversal fee.

4.3 Choose your payment method



You will only be charged if the port is rejected or cancelled

Charge my registered credit card:

Charge any reversal, cancellation or rejection fees to the credit card on my MyNetFone Account.

Make a once-off credit card payment:

Please provide credit card holder's contact details. Our provisioning team will be in contact soon to take payment over the phone

Authorised card holder details

Name

Phone

5. Attach your latest phone bill

Scan or photograph each page of your most recent bill for this number. Include the copy of your bill along with this form. **Why we ask:** Including your bill increases the likelihood of success, and can prevent delays and errors.

6. Applicant declaration and acceptance

Terms and conditions

1. You must not deactivate your existing service when porting. Telephone numbers can only be ported while active.
 2. You can only cancel this telephone number port request up to 24 hours before the Electronic Cutover Advice is sent to your current Service Provider, which will be on or after the cutover date (MyNetFone will advise you of this date).
 3. Call to Emergency Services '000' may not work at all times. For example, a VoIP call cannot be made when the power is out or the internet is down. Emergency Service providers are also unable to identify your physical location, so you will need to inform them.
 4. See the full Porting Terms and Conditions online ([link](#)).
- I acknowledge that I am authorised to request the porting of the telephone number(s) listed on the form.
 - I indemnify MyNetFone 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(s) listed above to be ported to MyNetFone.
 - I have read and understood the Terms and Conditions (available online) and hereby accept them.

MyNetFone, the MyNetFone logo are trademarks of MyNetFone Australia Pty Ltd ABN 73 109 671 285.

Name

Signature

Date

Please email signed form to:

Lnp@mynetfone.com.au or fax: (02) 8008 8005

1300 731 048 | **mynetfone.com.au/Residential**

My Net Fone Australia Pty Ltd | ABN 73 109 671 285

MyNetFone
Your World, Connected