

Dear Customer,

Thank-you for choosing to port your number to ClicknCall.

IMPORTANT

Please ensure that a “complete copy of your latest phone bill” is attached and provided to minimize porting time and errors, therefore, allowing for a smooth and efficient transition.

If you currently have a line hunt or ISDN service on your bill, please contact us to discuss the relevant details. Additionally, you may attach more information regarding your existing service.

To lodge your port request, please print and sign the completed Customer Authority form below and email / fax it to us, accompanied with ALL necessary paperwork, (including a “complete copy” of your latest phone bill) to:

Email:

info@clickncallnow.com

Please Note:

The form below may be edited on your computer using the appropriate
editable

text fields in Adobe Acrobat Reader. However, please print and sign the form
where appropriate.

Customer Authority to Port Telephone Number/s to ClicknCall

1. Porting for (residential/business) purpose

10-digit ClicknCall username:

2. Account Holder

(If Applicable) Business Name:

ABN / ACN:

Title:

Surname:

Given Names:

3. Service, Site Location / Address Details

Street Address:

Suburb:

State:

Post-code:

Email Address:

Date of Birth: (dd/mm/yyyy)

Alternative contact/ Mobile Number:

4. I wish to port the following telephone number/s to ClicknCall:

Telephone Number (inc. area code) :

Current Carrier:

Current Carrier's Account Number:

Preferred Cut over Date: (dd/mm/yyyy)

Preferred Cut over Time:

(at least 10 business days from today - if not provided, it is assumed to be required as soon as possible)

I authorize for the telephone number/s listed above, to be ported to ClicknCall.

I acknowledge that I am authorized to request the porting of the telephone number/s listed in the forms provided.

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 Authorization is subject to the Terms and Conditions provided with this form.

Signature:

Authorization Date:

Name:

(Please pick one)

Capacity: Customer Agent Authorized Representative

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

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

Please scan and email ALL relevant documents to: info@clickncallnow.com or fax it to us.

Terms and Conditions

- 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 ClicknCall to your current Service Provider, which will be on or after the preferred cutover date specified in this form.
- ClicknCall 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 authorize ClicknCall to correct the information and resubmit the request to port your telephone number to ClicknCall, 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.
- ClicknCall does not warrant that the telephone number will be ported within any specified time frame. 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 ClicknCall to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 5 business days after the request is resubmitted.
- ClicknCall 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, ClicknCall 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, ClicknCall is not responsible for any period of outage.
- To the extent permitted by law, ClicknCall is not liable to your 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. ClicknCall is not liable for any such costs.
- Only your telephone number will be transferred to ClicknCall. 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 ClicknCall to another Service Provider, then you must contact the other Provider.
- ClicknCall reserves the right to charge a fee for porting your telephone number to or from ClicknCall.
- 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 ClicknCall current terms and conditions, as varied from time to time, will apply to the use of services.
- Privacy: ClicknCall only collects personal information from you that is necessary to perform the service sought by you. The kinds of personal information ClicknCall holds about you will depend on the services you request from ClicknCall and the use that you make of those services.
- ClicknCall respects your privacy. As a result, ClicknCall 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 ClicknCall in conjunction with either our related bodies corporate or our business partners and associates. You agree that ClicknCall 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 organizers, 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. ClicknCall 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 via the contact information provided on our website www.clickncallnow.com.