yourhub
internet service provider

"StayConnected"

Customer Authority to Port Telephone Number to Yourhub

1. Customer Details

Business Name (if applicable)

Title	Surname	Given Name(s)

2. Address Details

Unit Number	Street Number	Street Name

Suburb	State	Postcode

E-mail Address	Date of Birth (dd/mm/yyyy)

Telephone Number	Fax Number

3. I wish to port the following services to Yourhub:

Telephone number	Cat A/C	Current Retail Service Provider	Current retail 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 Yourhub (Cat C):

First number in range	Last number in range	Current Retail Provider	Current retail account number
( )	( )		

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

(Cat A: min 5 business days, Cat C: min 21 business days. If not provided then it is assumed to be required as soon as possible)

I authorise for the telephone number(s) listed above to be ported to Yourhub.

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 telephone number(s) listed on this form, the service associated with that telephone number is disconnected from the existing service provider's network and may result in finalisation 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 finalisation of the DSL Spectrum Sharing account for that service; and
- although I have the right to port the telephone number(s), there may be costs and obligations associated with the port which may include early termination fees and porting fees.

Signature	*Date

Name

Capacity (circle the appropriate option)

Customer	Agent	Authorised Representative

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By executing this Customer Authority the signatory warrants that they are authorised to sign this Customer Authorisation on the Customer's behalf.

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

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 to your current Service Provider, which will be on or after the preferred cutover date specified in this form.

- Yourhub 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. In this case you authorise Yourhub to correct the information and resubmit the request to port your telephone number 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.

- Yourhub provides no guarantee that the telephone number will be ported within any specified timeframe. Cat A cutovers typically take occur at 9am NSW time, however this can vary depending on the losing provider. Cat C porting hours of operation are 8:30am to 4pm AEST/AEDST Monday to Friday, excluding National Public Holidays. Cutover can only be initiated at least 5/21 business days (Cat A / Cat C) after the porting Notification Advice is sent by Yourhub to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 5/21 business days after the request is resubmitted.

- In the event of a port, withdrawal or reversal, Yourhub is not responsible for any period of outage.

- You may have outstanding contractual obligations and/or port-out costs owed to your current Service Provider. Yourhub is not liable for any such costs.

- Only your telephone number will be transferred to Yourhub. This may result in the loss of any Value Added Services that are associated with the service provided by your existing Service Provider (eg voicemail, broadband).

- If you wish to port your telephone number from Yourhub to another Service Provider, then you must contact the other Provider.

- Yourhub reserves the right to charge a fee for porting your telephone number to or from Yourhub.

- Local Number Portability (LNP) does not guarantee you can keep your telephone number if you move to a different geographic location.

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Schedule 1

I wish to port the following services to Yourhub:

Telephone number	Cat A/C	Current Retail Service Provider	Current retail account number
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LNP Porting Guidelines

Porting Agreement Forms (PAF) need to be completed using either scenario below:

1. End-user Authority Method
   a. End user signs Yourhub form directly, authorising the transfer of their number to Yourhub.
   b. Yourhub signs carrier form, authorising transfer of number to carrier.

2. Reseller Authority Method
   a. End user signs Yourhub's form, authorising transfer of their number to Yourhub.
   b. Yourhub signs Wholesalers form.
   c. Wholesaler signs carrier form.

Cat A (Simple) ports

Port request is submitted to losing carrier. Response is usually received within 3-5 business days.

Typical responses and consequent actions are:

- <u>Port Accepted.</u> A time may now be scheduled for the port to take place. Cutover can be scheduled as soon as Acceptance has been received. Customer needs to provide a cutover time when the number can be deactivated and transferred across. The cutover time must fall between the hours of 9am & 3pm business days only. Yourhub recommends 9am as it allows time during business hours for the port to be reversed if there is a problem. If there are problems the port can be reversed up to 4 hours from the initial start time. Most successful ports are complete within 30-60 minutes, but this is not guaranteed. If the port is not complete within 2 hours a fault may be logged with Telstra to investigate. Once port is complete it is advisable to test inbound calls from several carriers (such as Telstra, Optus, Vodafone, etc).

- <u>Port Rejected.</u> The most common reasons for a rejected port include:
  o Complex port ordered as a Simple port. There are many reasons why a number would be considered Complex – Appendix 1 below for more detail. In this scenario the port needs to be re-ordered as a Complex port, or the customer may be able to remove the features from their line that would classify it Complex, and then re-submit the port request as Simple.
  o Incorrect details submitted. Check the phone number, losing carrier and account number with the customer to ensure they are correct.

Cat C (Complex) ports

The Cat C porting process involves several stages. Any rejections or problems with each stage will need to be corrected, and then resubmitted.

- **Stage 1: PNV**. The numbers on the request, customer details, & service address are confirmed with the losing carrier. Response time is 5-10 days. If any details are missing or incorrect, these need to be corrected and then the PNV is resubmitted.

- **Stage 2: Submission**. Once a PNV has been approved, the port request is fully submitted. Response time 5-10 days.

- **Stage 3: Cutover**. Once the submission has been accepted, a cutover appointment may be booked with the losing carrier. Cutover appointments must be booked a minimum of 10 business days in advance, and are subject to availability. We recommend morning cutovers. Cutovers are generally completed 30-60 minutes from when they are initiated, but can be up to 2 hours. A cutover can be reversed up to 4 hours from the appointment time.

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Appendix 1 – Simple or Complex?

The two most common types of ports are Category A and Category C.

Cat A - simple services use an automated porting process, able to port within 4-5 business days of sending a porting request
Cat C - complex services that require project management to facilitate porting in a negotiated lead time of at least 30 days but can be up to 60 days.

Please be advised that it is the carrier that the number is being ported away from that determines whether it is a single port or a complex port however the below clarifies the two.

A 'simple service' is generally a single standard PSTN voice service with no 'enhancements'. Typically most residential lines would be considered simple services hence the Cat A process would apply. The Cat C process applies when porting a batch of numbers, or when porting a number that is associated to more complex products, like any of the following:
- MSN/Faxstream Duet
- Enhanced Faxstream
- Siteline
- Spectrum
- Line Hunt
- ANT1
- Analogue Indial
- Onramp 10, 20, 30
- CVPN
- Centel/Centel Plus
- Onramp2

However there is still some ambiguity with regards to what should be classified as a simple or complex service. Ultimately, responsibility for classifying a service as simple or complex rests with the losing C/CSP. The list of complex products given above has been provided by Telstra as what Telstra considers to be complex products. However I wouldn't rely on this as an exhaustive list, so if you are ever in doubt about a particular product please let me know and I'll try to find out more for you.

If a business customer wants to port a group of numbers then that will be a Cat C port (unless it is a small batch of unrelated numbers that can each be ported separately). However in scenarios say where a customer wants to port a single number that is associated with one of the products above, it would be preferable to try to avoid the Cat C port if possible (particularly in the case of residential customers). For instance, if a number is an auxiliary line in a line hunt, then the customer could request for the auxiliary line to be removed before proceeding with the port. This will enable the service to be ported as a Cat A port (assuming there are no other 'complex' products associated with the service).

Please also bear in mind that if a group of numbers are linked to a single product (e.g. all numbers on an ISDN service or in a hunt group), then those numbers must be ported together in a Cat C port. If a Cat C port is attempted for only some of those numbers, it will be rejected.

Appendix 2 – Porting from 2nd tier service providers / resellers

Yourhub is able to port numbers from the majority of major Australian carriers. Lead times and costs vary between carriers.

Often a retail service provider will not be the top level carrier associated with the number to be ported. As of 1st of March 2014, only the name of the retail service provider and retail account number need to be provided with a port request. The wholesale carrier account number is no longer required.