

Skymesh Voice for NBN Authority to Port Number



Local Number Portability is the process of transferring (porting) a fixed line telephone number from one participating carrier to another. Local Number Portability does not guarantee you can keep your telephone number if you move to a different geographic location.

If you have a residential (not business) landline number that you'd like to use with your existing Skymesh Voice service, this completed and signed form gives Skymesh the authority to transfer your residential phone number from your carrier's network to our carrier's network.

Skymesh Voice services are not available to Priority Assist Customers.

Account Holder Details (as per your current telephone bill)

Title (Please tick one) Mr Mrs Ms Dr Other

Surname

Given Names

Street Number and Street Name

Suburb, State and Postcode

Phone Number to be Ported (including Area Code)

Carrier Name

Account Number

Account Holder Date of Birth

Skymesh Username

Preferred email address (to advise progress of your request)

Alternate Contact Numbers (must include at least one phone number)

Business Hours

After Hours

Mobile

Preferred Cutover Date (at least 5 business days from receipt of form)

Please note: Local Number Porting is not available from all carriers and port requests can take one to two weeks (or more) to process. Skymesh does not guarantee when the cutover will happen and is not notified by your carrier when the cutover has occurred. Once the port has been successful, your Skymesh Voice service will have your ported telephone number and your existing telephone service will cease to work. Your current carrier will send you a final account in due course. You should not cancel your existing service.

Declaration by Account Holder

By applying to have my residential phone number ported from my existing carrier to Skymesh, I am agreeing to the following points:

- I have trialled Skymesh Voice for at least a month and I'm happy with the quality of the phone calls.
- The residential phone number I wish to port to Skymesh Voice is not my only means of calling for help in an emergency.
- I declare that I am the account holder of the number being ported and I have the authority to authorise the porting of this number.
- I have attached a copy of my recent telephone account showing the account number and confirming that I am the account holder.
- I understand that Skymesh does not port business telephone numbers and I confirm this is a residential only phone number.
- I understand that Skymesh does not guarantee that my number can be ported from my existing carrier to Skymesh.
- I confirm that the phone number is a single phone number, not a Duet line or part of a line hunt group and doesn't have ADSL.
- I understand my number can only be ported while active, and cancelling my service with my carrier will cause the port to fail.
- I understand that by porting this number my account with my existing carrier will be terminated and cancellation fees may apply.
- I understand that if there is a spectrum sharing service (ADSL) attached to that line, that service will be disconnected as well.
- I understand that Skymesh does not charge a fee to port my phone number from my existing carrier to Skymesh Voice.
- I understand that once the porting process has commenced it cannot be stopped, even if I cancel my porting request.
- I acknowledge that my existing carrier may reject the port request if any of the information I have provided is not correct.
- If the port is unsuccessful because the information, I provided was not correct, I understand that there is no Failed Port Fee.
- If I port my number away from Skymesh in the future, I understand that my new carrier may charge me a Port Fee.

By signing below, you confirm that the above declaration is true and correct and you agree to having your residential telephone number ported from your existing carrier to Skymesh Voice.

By signing below, you further agree that you have read, and you understand the Skymesh VoIP Standard Form of Agreement available at www.skymesh.com.au/sfoa and you agree to those standard terms and conditions.

Signature	Day	Month	Year
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Please post, or scan, and email the signed form with a copy of a telephone account from your current carrier to:

Skymesh Pty Ltd

ABN 62 113 609 439

Phone 1300 759 637

PO Box 255 51 Alfred Street - FORTITUDE VALLEY QLD 4006

www.skymesh.net.au

Email accounts@skymesh.com.au

Our Standard Form of Agreement is available at www.skymesh.com.au/sfoa.