

Number Porting Terms of Service

The Standard Form of Agreement for the IP PBX Service (the **SFOA**) determines the general terms and conditions by which the Service will be offered to you. Definitions supplied in the SFOA apply to this document.

Porting is offered to you in accordance with the terms contained in the SFOA as well as the terms provided below. In the event that there is an inconsistency between the terms contained in this document and the SFOA, the terms contained in the SFOA will prevail.

Points to Consider

- You must not cancel your Service during the Porting process. Local Telephone Numbers can only be ported when the telephone connections are active.
- You acknowledge that there may be outstanding contractual obligation owed to your existing Service Provider, and that Ace is not liable for these costs.
- The only aspect of your Telephone Service that will be transferred to Ace is your Local Telephone Number. You understand that Value Added Services (e.g. Voicemail, Spectrum Sharing, DSL Connections, Security Alarms etc.) will not be transferred to Ace as a result of Porting.
- We reserve the right to charge fees for porting your Telephone Number to or from Ace in order to recover costs passed on to us in order to facilitate your request.
- You may not be able to keep your Telephone Numbers if you relocate your business to a geographic location beyond the boundaries of your local telephone exchange.

Standard Porting Hours

Please be advised that the Standard Hours in which a Port will be facilitated are between 8:00 a.m. and 5:00 p.m. AEST/AEDT on Business Days. A preferred time cannot be secured.

Reversing a Port Order

You may at any time prior to the Point of No Return ask to reverse a Port Order. Once the Point of No Return has been reached, the Prescribed Rescheduling Fees (see below) will be applied, and will vary depending on the number of Services you wish to reverse. You accept that you are liable for all costs accumulated during the Porting process and will be required to pay these charges in full. For a definition of the Point of No Return and associated potential charges, please refer to Glossary.

Service Provision

Ace cannot guarantee that the nominated Service/s you would like Ported can be transferred. We may not be able to facilitate the Port if your Current Service Provider rejects the Port Request or if it is technically or financially unfeasible for Ace to provide you with a Service.

Please note that each time a Port Request is rejected, the Porting process will be delayed. If the Port is not completed within 90 days of you having signed this Customer Authorisation Form, you will be required to begin the process afresh.

Rescheduling a Port

There are a number of reasons why a Port may need to be rescheduled. In the following cases you will be charged an administration fee to facilitate this change:

- Should you ask to reschedule the Cut Over date for the Port within 10 Business Days of the determined Cut Over date, you will be charged the Prescribed Rescheduling Fee.
- Should you not be present 60 minutes prior to the designated Cut Over time for the Port, you will be charged the Prescribed Rescheduling Fee.
- Should you have provided incorrect information, which may cause the Cut Over of a Port to be rescheduled, you will be charged the Prescribed Rescheduling Fee.

The Prescribed Rescheduling Fees are:

Number of Services	Rescheduling Fee (inc. GST)
1-10	\$495.00
11- 20	\$990.00
>20	\$2200.00

Credit Information

For the purpose of processing your application, Ace may need to disclose the details contained in this document to a credit management agency. Please be advised that these details will be provided in accordance with the National Privacy Principles and the Privacy Act 1988 (Cth).

The following details may need to be disclosed – company name, company address, A.B.N or A.C.N.

You authorise Ace to disclose this information to a credit management agency, and to use the derived credit information for the purpose of determining your application to port.

What You Should Know

Porting Processes

In order to Port your Telephone Number across to the Ace Network, Ace will action two types of Ports – Category A Ports and Category C Ports, colloquially referred to as Simple and Complex Ports respectively.

A Category A Port is used to Port in a stand alone Telephone Number. This refers to a standard POTS (Plain Old Telephone Service) or PSTN Line that has no Value Added Services, such as Voicemail attached.

A Category C Port is used to Port a Telephone Service which has been enhanced with Value Added Services such as Voicemail, Line Hunt, Faxstream Duet etc., or when porting a batch or range of numbers.

It is recommended that prior to Porting, you deactivate all Value Added Services (refer to Appendix) in order to facilitate a quicker and less complicated transfer to the Ace Network.

To put the Porting process in context, the average standard lead time for a Category A Port is 18 business days, however it can take longer. By contrast, the average lead time for a Category C Port is 51 business days, so it is probably in your best interests to remove all Value Added Services prior to initiating a Port. With a Simple Port, you can start taking advantage of Ace's low rates sooner.

Please be advised that there will be a period of downtime when your Telephone Service is transferred to the Ace Network, which may last up to 4 hours, but is only expected to be approximately 20 minutes.

Appendix

Value Added Services

Value Added Services are enhanced services that go beyond the standard scope of providing voice communications. A standard residential Service without enhancement such as Voicemail, DSL, Fax streaming etc. can be Ported across to the Ace Network via a Simple Port.

A standard residential Service with enhancements will need to be ported via a Complex Port. Complex Ports are also used when you are porting a batch or range of numbers.

Examples of Value Added Services include:

- Fax Streaming / Faxstream Duet
- Enhanced Faxstream
- Spectrum Sharing
- DSL
- Siteline
- Line Hunt
- ANT1
- Analogue Indial
- Onramp 10, 20, 30
- CVPN
- Centel
- Onramp2
- Security Alarm / Back to Base Alarm

This list is not exhaustive. The reason this is the case is because Value Added Services are not governed by a unified standard. Ultimately, all CSPs will determine their own classification system; however this system of classification is formulated based on industry norms, so divergences in definition are minimal.

It should be noted that when trying to Port a range or batch of numbers, if the numbers are all lined to a single Value Added Service, then all the numbers will need to be ported using a Category C process. If a Category A or C Port is attempted for only some of the Telephone Numbers in the range or batch, the Port will fail.

Glossary

Ace means Ace Internet Services Pty Ltd ABN: 23071944 959

Authorised Representative means the person who has the authority to deal with a supplier on behalf of a customer as their authorised agent. An authorised representative must be authorised via written confirmation for the purposes of porting a local telephone number across.

Business Day refers to any day that is not a Saturday, Sunday, National Public Holiday or a public holiday in your state or territory.

CSP refers to a Carriage Service Provider, such as Ace.

Current Service Provider refers to the Losing CSP / Carrier from whose network the Telephone Number is being transferred.

Customer Authorisation Form refers to this form and any appendices and schedules attached.

Cut Over refers to the time when your Telephone Number will be Ported across to the Ace Network. There will be a period of downtime where your Service will be inactive. In most cases it last roughly 20 minutes, however it could last up to 4 hours.

Extended Hours of Operation refers to the hours in which a Service will be Cut Over as described above.

Gaining CSP refers to Ace, to whose network your Telephone Number will be ported across.

Losing CSP or Losing Service Provider is used interchangeably with Current Service Provider in this Customer Authorisation Form.

Point of no return refers to the 10 Business Days prior to the confirmed date of Cut Over.

Port refers to the transfer of a local telephone number/s between CSPs using the processes described in the Local Number Portability Code C540:2007, registered with the Australian Communications and Media Authority. The words Porting, Ported etc. have corresponding meanings.

Standard Hours of Operation refers to the hours in which a Service will be Cut Over as described above.

Telephone Account Holder is the person who is the registered as the Losing CSP's primary account contact.

Telephone Number or **Telephone Service** refer to the local telephone number you have been issued with in accordance with the Telecommunications Act 1997 (Cth), the Numbering Plan 1997 (Cth) and all auxiliary Acts, Determinations and Industry Codes.

Value Added Services refers to the enhanced services such as Voicemail etc. as described above.