



Customer Authority to Port Telephone Number to Neural Networks Data Services

1. Account Holder

Business Name (if applicable)

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|-------|---------|---------------|
| Title | Surname | Given Name(s) |
|-------|---------|---------------|

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2. Address Details

| | | |
|-------------|---------------|-------------|
| Unit Number | Street Number | Street Name |
|-------------|---------------|-------------|

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|--------|-------|----------|
| Suburb | State | Postcode |
|--------|-------|----------|

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

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|------------------|------------|
| Telephone Number | Fax Number |
|------------------|------------|

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3. I wish to port the following services to Neural Networks:

Cat A for simple port (standard single number on a line), Cat C for complex port (A range of numbers, or an ISDN number)

| Telephone number | Cat A/C | Current carrier | Current carrier's 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 Neural Networks (Cat C):

| First number in range | Last number in range | Current carrier | Current carrier's account number |
|-----------------------|----------------------|-----------------|----------------------------------|
| () | () | | |

Preferred cutover date (dd/mm/yyyy)

Preferred cutover time

| | |
|------|--|
| ASAP | |
|------|--|

(At least 4 business days from today – 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 Neural Networks Data Services.

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

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Name

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Capacity (circle the appropriate option)

| | | |
|----------|-------|---------------------------|
| Customer | Agent | Authorised Representative |
|----------|-------|---------------------------|

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

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.
- Neural Networks 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 Neural Networks 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.
- Neural Networks provides no guarantee that the telephone number will be ported within any specified timeframe. Porting Hours of Operation are 8am to 5pm AEST/AEDST Monday to Friday, excluding National Public Holidays. Cutover can only be initiated at least 2 business days after the porting Notification Advice is sent by Neural Networks to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 2 business days after the request is resubmitted.
- In the event of a port, withdrawal or reversal, Neural Networks is not responsible for any period of outage.
- You may have outstanding contractual obligations and costs owed to your current Service Provider. Neural Networks is not liable for any such costs.
- Only your telephone number will be transferred to Neural Networks. 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).
- If you wish to port your telephone number from Neural Networks to another Service Provider, then you must contact the other Provider.
- Neural Networks reserves the right to charge a fee for porting your telephone number to or from Neural Networks.
- Local Number Portability (LNP) does not guarantee you can keep your telephone number if you move to a different geographic location.

