

Telephone Service - Business

**PLEASE COMPLETE THE FORM IN BLOCK LETTERS OR ELECTRONICALLY****Please print, sign and scan/upload - any photo scans must show entire form with all text legible**

Compulsory fields are marked with \*

**Step 1****Account Holder**

These should match the details as they appear on your existing telephone account.

Customer Organisation Name \*

Address \*

Suburb \*

State \*

Postcode \*

<input type="text"/>	<input type="text"/>	<input type="text"/>
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ABN/ACN

**Step 2****Authorised Person**

This is the authorised person or agent within the Customer Organisation above.

Title

First Name \*

Last Name \*

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Position \*

Contact Number \*

Alternate Contact Number

<input type="text"/>	<input type="text"/>
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Email address \*

**Step 3**

**Numbers to Port**

Please list the services you would like to port to Breeze Connect Pty Ltd. Please include the supplemental numbers form if more space is required.

Service Number or Range *	Current Retail Service Account Number *	Port Type *

**Step 4**

**Current Service Provider**

The Current Carrier or Carriage Service Provider to port Service Numbers from.

Service Provider \*

**Step 5**

**Porting Authority**

To be read and signed for all service numbers being ported to Breeze Connect

I certify that the Customer Organisation set out in step 1 is the legal lessee of the Service Numbers set out in Step 3 and that I am authorised to act on behalf of the Customer Organisation in the position described below.

I hereby engage and authorise Breeze Connect Pty. Ltd. ("Breeze Connect") to facilitate the porting of these Service Numbers from the Current Service Provider to Breeze Connect.

I understand that porting will result in disconnection of these telephone numbers from the Current Service Provider and finalisation of the current account(s) for the Service Number(s) being Ported.

I indemnify Breeze Connect against any loss or damage it may suffer as a result of any information included in this form or the above information being incorrect.

I authorise Breeze Connect to obtain from my Current Service Provider any incomplete or further details which are required to facilitate the port of the Service Numbers set out in Step 3.

I acknowledge that I have read and agree to the terms and conditions of the Porting Authority Form (see below) including any applicable porting fees.

Authorised signature \*

Position *	Date *
<input type="text"/>	<input type="text"/>

**Step 6**

**Agency Section**

If you don't want to provide Breeze Connect with authority, please rule through this section.

If you do not provide Breeze Connect with authority, any changes or port re-submissions will require you to sign and complete a new Porting Authority Form.

I authorise Breeze Connect to act on my behalf and to sign and complete a Porting Authority Form (PAF) and associated paperwork for the purposes of porting the number range set out in Step 3. I confirm that all telephone numbers nominated in Step 3 are to be ported unless otherwise specified.

I also authorise Breeze Connect nominated representative to complete and sign a new PAF for the purposes of carrying out the port to Breeze Connect in circumstances where:

- this PAF expires
- additional details are to be added
- additional details are to be added
- Breeze Connect requires an agent or 3rd party to perform part or all of the port

Authorised signature \*

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Position \*

Date \*

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**Terms and conditions**

**1. Freephone/Local Rate Number Portability**

- 1.1. The Porting of a Freephone (1800) or Local Rate (13/1300) service will be conducted in conjunction with Industry Numbering Management Services Ltd (INMS). The INMS is a not-for-profit company which has been established by a number of Carriage Service Providers (CSP) to facilitate number portability of Freephone (1800) and Local Rate (13/1300) telephone services. The Australian Communication Authority (ACA) under s 467 of the Telecommunications Act 1997 (the Act), from 16th November 2000, will allow INMS to manage the pool of portable freephone/local rate numbers declared in writing by the ACA under s 11.10 of the Telecommunication Numbering Plan 1997.
- 1.2. If you wish to Port your Service Number from Breeze Connect to another Supplier, you must contact that other supplier. Porting from Breeze Connect to another Supplier will be conducted in accordance with the INMS business rules and any other bilateral arrangements.
- 1.3. The porting of a Freephone (1800) and Local Rate (13 / 1300) telephone service will be subject to the terms and conditions of the Standard Form of Agreement of your CSP.
- 1.4. In order for Breeze Connect to Port your Service Number you must complete and sign the Porting Authority Form (PAF).
- 1.5. In accordance with the INMS business rules, a request for Porting shall be deemed invalid if:
  - a) mandatory information supplied is illegible, inaccurate or missing; or
  - b) the PAF is not signed by an authorised person; or
  - c) the PAF is not dated; or
  - d) the PAF is dated more than 90 days before the porting request is sent by the recipient Prime Service Deliverer (PSD) via INMS to the donor PSD.
- 1.6. The Porting Authorisation Form (PAF) must be fully completed by the customer and is valid for 90 days.
- 1.7. Breeze Connect cannot Port your Service Number and move the address of your Service Number on the same day.
- 1.8. If your Service Number(s) is/are inactive at the time of the Porting by Breeze Connect, you must notify Breeze Connect as soon as the Phone number(s) become(s) active.

- 1.9. Breeze Connect reserves the right to charge you for the Porting of a Service Number.
- 1.10. You are responsible for settling your final account with your current Service Provider.

**2. Emergency Return**

- 2.1. Prior to signing the Porting Authority Form, you must negotiate and agree with your previous Supplier regarding the service that could be provided in the event that an Emergency Return is required.
- 2.2. If you have Ported your Phone Number away from Breeze Connect, the terms and conditions set out herein and in the Breeze Connect Standard Form of Agreement will apply to your Service in the event that an Emergency Return to Breeze Connect is required.
- 2.4. Breeze Connect will endeavour to assist you in the event of an Emergency Return to Breeze Connect, in which you may experience an extended period of outage whilst the telephone numbers from Breeze Connect are being restored.
- 2.5. Acting in accordance with the LNP Code and any other bilateral arrangements, in the event of an Emergency Return to your previous Supplier, Breeze Connect:
  - a) will notify your previous Supplier of the Emergency Return requirement;
  - b) is not responsible for any period of outage; and
  - c) is not liable to you or any person claiming through you for any damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect, for or in relation to the Emergency Return (including the negligent act or omission of Breeze Connect).
- 2.6. In the event of an Emergency Return to Breeze Connect, Breeze Connect:
  - a) is not responsible for any period of outage; and
  - b) is not liable to you or any person claiming through you for any damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect, for or in relation to the Emergency Return (including the negligent act or omission of Breeze Connect).

**3. Porting Fees and Payment**

- 3.1. In the event your port is rejected by the losing carrier, Breeze Connect reserves the right to charge you a “Number Porting Fee” for any subsequent port submissions required as outlined in the table below.
- 3.2. In the event you request to re-schedule a port after a porting date has been booked we reserve the right to charge you the “Reschedule Fee” as outlined in the table below.
- 3.3. In the event you request us to perform an Emergency Return we reserve the right to charge you the “Emergency Return Fee” as outlined in the table below.

	Category A	Category C	13/1300/1800
Number Port Submission Fee	\$15.00 per number	\$330.00 per batch	\$15.00 per number
Reschedule Fee	Not applicable	\$450.00	Not applicable
Emergency Return Fee	\$450.00	\$450.00	\$450.00