

# Simple Phone Number Port

Application Form



No other network compares

Internode Local Number Porting provides a way to move to NodePhone VoIP while keeping your current phone number.

This form will port your telephone number to a NodePhone VoIP service. All other services associated with the ported telephone number may be disconnected. This may include any DSL/Spectrum Sharing Services. This may also result in the finalisation of accounts for these services from your current provider(s).

## Requirements & Availability

You will require a broadband Internet speed of 512/512 kbps or greater. For best performance, we recommend Easy Broadband or a Easy Naked service connected to an Internode DSLAM. You will also require VoIP hardware. For a list of recommended hardware, see [www.internode.on.net/nodephone/hardware/](http://www.internode.on.net/nodephone/hardware/)

More information on number porting is available at: [www.internode.on.net/nodephone/number\\_porting](http://www.internode.on.net/nodephone/number_porting)

Submit your completed and signed form to Internode by:

email	sales@internode.com.au
fax	1300 848 699
post	PO Box 284 Rundle Mall Adelaide SA 5000

## 1. Customer Details

Please type in your responses, answering all relevant questions. If filling in by hand, please print neatly using the spacing provided.

\*Required fields

Applicant (individual or company name)\*

For businesses, trading name(if applicable)\*

Internode client ID (if existing)

Your client ID starts with a letter

ABN (for businesses)\*

ABN only mandatory for businesses

Date of birth (for individuals)\*

Date of birth only mandatory for individuals

Contact Name\*

Contact Email Address\*

Postal Address\*

Suburb/Town\*

State\*

Postcode\*

Telephone (business hours)\*

Mobile

Fax

### OFFICE USE ONLY

Sales Rep

Promo Code

## 2. Porting Details

### 2.1. Number Porting Details

I wish to port the following number from Easy Bundle ADSL2+ to NodePhone with an equivalent Easy Naked ADSL2+ service

A transition fee of \$99 applies for this service.

I wish to port the following number(s) to NodePhone and cancel my current phone service A setup fee of \$29.95 applies per number.

Telephone number(s)	Current service provider	Service account number
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Please use a separate form for telephone numbers at different addresses.

### 2.2. Service Location

Street Address of the above telephone number(s)\*

Suburb/Town\*

State\*


Postcode\*

Existing email address for contact purposes\*

## 3. NodePhone VoIP Plan

Once your number(s) is ported it must be associated with one of the following NodePhone plans

Plan Name	Features	Included Calls	Monthly Rental
<input type="radio"/> NodePhone2-Starter	Both way calling with voicemail	\$10 per month	\$5 per month
<input type="radio"/> NodePhone2-Value	Both way calling with voicemail	\$20 per month	\$10 per month
<input type="radio"/> NodePhone2-Premium	Both way calling with voicemail	\$40 per month	\$20 per month
<input type="radio"/> NodePhone Initial	Only available with NBN	\$0	\$0
<input type="radio"/> NodePhone Special	Only available with Easy Naked ADSL2+	\$10	\$0

 Call charges will first be deducted from any monthly call credit. Any additional calls will be charged on your monthly invoice. The pricing of calls may change over time - current prices are on our website at [www.internode.on.net/nodephone/call\\_rates](http://www.internode.on.net/nodephone/call_rates)

## 4. Directory Listing

Once your number has been ported, we will update Directory Assistance with your details. Please specify your preference for phone books and Directory Assistance:

**Standard Listing**  
List my name, number, and address

**Suppressed Address**  
List only my name and number

**Silent Number**  
Do not list my name, number, or address

Last name

First name or Initials

## 5. Preferred Cutover Date

Please port my number as soon as possible

Please port my number at the following date

d d / m m / y y y y

Cutover date must be a weekday,  
at least 5 working days from today.

## 6. Hardware and Delivery

All hardware orders will require credit card or direct debit details, or payment made prior to shipping.

Hardware required

Internode only provide support services for the NodePhone® equipment that we sell. If you will be using your own hardware, ensure that you are capable of re-configuring your device for NodePhone®.

I have my own hardware

Deliver my hardware  
(a \$15 freight charge applies)

I will pick up my hardware from the Adelaide office

Business hours equipment delivery address

We'll need a suitable business hours delivery address as the courier will require a signature upon delivery. Please enter an alternative address above if required.

 If there is no-one available to sign for the delivery, a card will be left and the parcel will be redirected to the nearest collection depot; and an additional \$15 freight charge may be applied—we therefore recommend delivery to a work address.

## 7. Billing Options

Internode invoices your services monthly, in advance. Please select your payment type:

Automatically charge my credit card  
Additional fees apply for payment by credit card.  
Please read the Additional Notes for more information.

Automatically Direct Debit from my bank account  
You must set up Direct Debit online or submit a Direct Debit Request Form.  
For more information see [www.internode.on.net/directdebit](http://www.internode.on.net/directdebit)

Credit card type

Other

Card number

CVN/CVV

This is the last 3 digits of the number on the signature panel on the back of your card.  
For AMEX, it is 4 digits on the front.

Name on card

Expiry

m m / y y y y

Please specify your email address for your tax invoice, notifications, and other correspondence

## 8. Customer Service Guarantee (CSG) Waiver for NodePhone® VoIP

As NodePhone is a Voice over IP (VoIP) phone service which is provided over your broadband Internet connection, Internode requests that you to agree to the following Customer Service Guarantee Waiver before Internode can supply you with a NodePhone service. In essence this means that you will not be allowed to claim compensation if we fail to meet set standards for connection times and fault restoration.

We ask you to do this because Internode cannot guarantee the restoration time of your NodePhone service if a fault occurs with the internet or your underlying physical connection that supports your Internet service.

This waiver does not stop you from contacting Internode about a fault with your NodePhone service, and it is not a waiver for Internode to avoid doing our best to restore or provision your NodePhone service as quickly as possible.

The waiver is explained in detail below, this is important information, please read it all before agreeing by signing the waiver at the bottom of the page.

### CSG Waiver Details

This waiver applies to the Internode NodePhone service, a Voice over Internet Protocol (VoIP) application used for telephony.

Service Provider's Details	Internode Pty Ltd 150 Grenfell Street Adelaide SA 5000
Phone	13 66 33

### The Customer Service Guarantee

Information about the Customer Service Guarantee (CSG) may be found on the Australian Communications and Media Authority website ([www.acma.gov.au](http://www.acma.gov.au)).

The CSG requires us to meet minimum performance standards for standard telephone services. The minimum CSG requirements are:

- The provision of written information at least every two years (or upon request at any time) about the CSG performance standards, our obligations and your right to compensation under the CSG.
- Guaranteed maximum periods to connect new services.
- Guaranteed maximum periods for fault rectification.
- Maximum time frames for customer appointments.

The CSG contains exceptions for certain events such as extreme weather. If we do not meet the requirements and an exception doesn't apply, you may be entitled to compensation under the CSG.

### Waiver of the CSG

Internode can propose that you waive your rights under the CSG.

You have no obligation to consent to the proposed waiver. However, if you do not consent Internode has the right to decline your NodePhone application.

By agreeing to this waiver you will not be entitled to any CSG rights, specifically the provision of written information about the CSG, guaranteed maximum connection periods, guaranteed maximum rectification periods and maximum time frames for appointments. You will not be entitled to compensation for failure to meet such performance standards.

This waiver will take effect when you agree to it by signing below.

**I agree to waive in whole my CSG protections and rights in relation to the Internode NodePhone service. I understand the consequences of this waiver which are summarised above.**

Signature

X

Date of this Waiver

d d / m m / y y y y

## 9. Customer Authorisation

The Applicant agrees to the Internode Customer Relationship Agreement, the NodePhone Service Description, and (if applicable) the Internode Naked ADSL Service Description (these documents are available online at [www.internode.on.net/legal](http://www.internode.on.net/legal)). The Applicant also agrees to the product specific details contained in this document including the Additional Notes.

If the Applicant is a company then the person signing this form warrants that he/she is authorised to execute this Agreement on behalf of the Applicant.

Signature\*

X

Date\*

d d / m m / y y y y

### Additional Notes

Please note that when you sign the application form you agree to the Internode Customer Relationship Agreement and NodePhone Service Description (these documents are available at [www.internode.on.net/legal](http://www.internode.on.net/legal)).

Please call us if you would like any help interpreting these documents.

### Customer Details

- Please complete all information contained in Section 1. This information will be used for the purposes of supplying you with the service, to administer your account with us and if necessary, to transfer you from your existing supplier.
- For your security and privacy, it is important that you provide all the information we request. We will use it to verify your identity when dealing with you over the phone. The requested information for registered businesses includes your Australian Business Number (ABN), and for individuals includes your date of birth.
- Your mobile number will be used to alert you of your order status via SMS.

### Customer Number Porting

- Please refer to [www.internode.on.net/nodephone/number\\_porting](http://www.internode.on.net/nodephone/number_porting) for further important information on Internode Number Porting. By signing this form and agreeing to port your telephone number you confirm and accept the following:
- that the telephone number(s) you have listed in section 2 Porting Details has/have been issued to you and that you acknowledge that you are authorised to request the porting of the number(s);
- that you acknowledge that by porting the telephone number(s):
  - your telephone service with your current service provider is disconnected and may result in the finalisation of your account for that service; except in the case of porting from Easy Bundle to Easy Naked.
  - any DSL/spectrum sharing service associated with that telephone number(s) is disconnected and may result in the finalisation of your account for that service; except in the case of porting from Easy Bundle to Easy Naked.
  - there may be costs associated with the port which may include early termination fees and porting fees. You are responsible for any and all such charges that may be imposed by your current service provider; and
  - if you are changing address on the same day that this porting request is to be actioned then no reversal or emergency return (as applicable) of the ported telephone number is possible.
- that you are aware and understand that a NodePhone service has limitations and is not designed to replace a Traditional Landline Telephone Service. Details of the limitations of NodePhone are contained in the Nodephone Service Description. Particularly, calls to 190 premium rate services and the priority assistance service feature are not available on the NodePhone service. Priority assist is for people who may be reliant on a telephone service because of a serious medical condition – we do not recommend Internode NodePhone in these circumstances
- that you authorise the telephone number(s) listed in section 2 above to be Ported to Internode. This Customer Authorisation is effective today and is valid for 90 days.
- You must not deactivate your existing service when porting a telephone number because a telephone number can only be ported while active.
- Withdrawal of your authority to port the listed telephone number(s) can only occur before the Cutover Advice is sent to your current Service Provider. This will be on or after the preferred cutover date specified on this form.
- Internode offers no guarantee that it can port your telephone number from your current Service Provider. Your current Service Provider may reject a request if there is a mismatch between the information provided by you on this form and the data they have stored. If this is the case you authorise Internode to either correct the information and resubmit your request to port, or dispute the rejection. A number port request may also be rejected for the reasons stated in the Local Number Portability LNP Industry Code.
- LNP does not guarantee you can retain your telephone number if you move to a different geographical location.
- Internode does not warrant that the telephone number will be ported within any specified time frame.
- In the event of a port, withdrawal or reversal, Internode is not responsible for any period of outage.

## Additional Notes (continued)

### Billing Information

- Tax invoices and other notifications are sent to your Internode email address, unless you have supplied an alternative email address. Please refer to the configuration sheet (supplied when your service is activated) for details of your Internode email address. Posting of paper invoices is available but discouraged for environmental reasons, and if requested will attract a \$1.50 surcharge per invoice.
- As per the Customer Relationship Agreement, payment is required in advance. You will be required to pay the setup fee and any equipment costs (if applicable) and the first monthly fee upon provisioning of your service. Billing will begin within 7 days of the service being provisioned by our carrier, or earlier if you have registered a successful login.
- Full details on our payment options and credit card surcharges are available at [www.internode.on.net/payments](http://www.internode.on.net/payments).

### Hardware

- A NodePhone service requires Voice-over-IP hardware at your premises to function. Internode sells and supports a range of FRITZ!Box and Gigaset VoIP DECT systems, fully tested and configured for use with NodePhone.
- If you have ordered hardware, please ensure that you have provided a suitable daytime delivery address in Section 6, as the courier will require a signature upon delivery.

### Easy Bundle To Easy Naked With Number Porting

- If using this form to move from an Easy Bundle service ([www.internode.on.net/easybundle](http://www.internode.on.net/easybundle)) to an Easy Naked service ([www.internode.on.net/easynaked](http://www.internode.on.net/easynaked)), you agree to the following:
- Any contract term that you originally agreed to when you applied for your Easy Bundle service continues unaffected.
- You agree to the Internode Naked ADSL Service Description (available at [www.internode.on.net/legal](http://www.internode.on.net/legal)) and you agree that all other documents you agreed to at the time you applied for your Easy Bundle service continue to apply to your Easy Naked service (except for the Internode Ultra Service Description which no longer applies).
- Your Easy Naked service will have the same data quota as your Easy Bundle Service and will be the same monthly price.
- The monthly quota on Easy Naked ADSL2+ services is counted as the sum of your downloads plus your uploads; unless you select a Power Pack or a Business Pack in which case it is counted as the download amount only. Excess traffic (beyond your monthly quota) is shaped to 256 kbps on Easy Naked ADSL2+; unless you select a Power Pack (this increases the excess shaping to 512 kbps); or a Business Pack (no shaping is applied – instead excess traffic is charged as 0.5 cents per MB downloaded). Please refer to [www.internode.on.net/easynaked](http://www.internode.on.net/easynaked) for more detailed product information; as well as more information about the additional features and benefits of the Power Pack and Business Pack options.
- Easy Naked ADSL2+ is delivered on either Internode broadband infrastructure (an ADSL2+ port on an Agile DSLAM); or Optus Wholesale broadband infrastructure; depending on availability.
- Single location only – Easy Naked ADSL2+ plans are designed to allow one concurrent router login on one specific physical line (you can of course have multiple users sharing this connection). A charge of \$1 per hour per additional login may be applied in the case of concurrent logins on different physical lines. Further information is available in the Account Application Notes section at [www.internode.on.net/easynaked/plans](http://www.internode.on.net/easynaked/plans).
- Information is current as of 31 July 2014 and is subject to change without notice. All prices quoted include GST.