



Dear Customer,

Thank-you for choosing to port your number to KernWi-Fi.

## **\* IMPORTANT \***

Please ensure that a “**complete copy of your latest phone bill**” is attached and provided to minimize porting time and errors, therefore, allowing for a smooth and efficient transition.

If you currently have a line hunt or ISDN service on your bill, please contact us to discuss the relevant details.

Additionally, you may attach more information regarding your existing service.

To lodge your port request, please print and sign the completed Customer Authority form below and email / fax it to us, accompanied with **ALL** necessary paperwork, ( including a “**complete copy**” of your latest phone bill ) to:

Email: [porting@kernwi-fi.com.au](mailto:porting@kernwi-fi.com.au)

### **Please Note:**

The form below may be edited on your computer using the appropriate editable text fields in Adobe Acrobat Reader.

However, please print and sign the form where appropriate.

## Customer Authority to Port Telephone Number/s to KernWi-Fi

**1. Porting for:**

( Please Tick One ) Residential:  Business:

USER ID:

**2. Account Holder**

( If Applicable ) Business Name:

ABN / ACN:

Title:  Surname:

Given Names:

**3. Service, Site Location / Address Details**

Unit Number:  Street Number:  Street Name:

Suburb:  State:

Post-code:

Email Address:  Date of Birth: ( dd/mm/yyyy )

Telephone Number:  Alternative / Mobile Number:

**4. I wish to port the following telephone number/s to KernWi-Fi:**

Telephone Number (inc. area code)	Current Carrier:	Current Carrier s Account Number:'
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

( If more space is required, please complete the attached Schedule 1 with additional / detailed notes, page 4 )

**OR, I wish to port the following range of telephone number/s to KernWi-Fi:**

First Number in Range:	Last Number in Range:	Current Carrier:	Current Carrier s Acc Number:'
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Preferred Cutover Date: ( dd/mm/yyyy ) <input style="width: 100%;" type="text"/>		Preferred Cutover Time: <input style="width: 100%;" type="text"/>	

(at least <sup>10</sup> business days from today - if not provided, it is assumed to be required as soon as possible )

(Please Tick One ) Listed Number/s:  Unlisted Number/s:

I authorize for the telephone number/s listed above, including Schedule 1, to be ported to KernWi-Fi Pty. Ltd. ( "KernWi-Fi" )

I acknowledge that I am authorized to request the porting of the telephone number/s listed in the forms provided.

I acknowledge that I have been advised that:

- by porting the above telephone number/s, 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;
- although I have the right to port the telephone number/s, there may be costs and obligations imposed by my current Service Provider associated with the port which may include early termination fees and porting fees;

I agree that this Customer Authorisation is subject to the Terms and Conditions provided with this form.

Name:

\* ( Please Tick One ) Capacity: Customer  Agent  Authorised Representative   
 Signature: \_\_\_\_\_ Authorisation Date: \_\_\_\_\_

\* By executing this Customer Authority, the signatory warrants that the signatory is authorised to sign this on the Customer s ' behalf.

This Customer Authorisation is valid for 90 calendar days from this date.

Please fax the **completed form** and a **complete copy of your latest phone bill** to KernWi-Fi Pty. Ltd. on: 08-7100-5432  
 Alternatively, you may scan and email **ALL** relevant documents to: [porting@kernwi-fi.com.au](mailto:porting@kernwi-fi.com.au)

## Terms and Conditions

- "KernWi-Fi" means KernWi-Fi Pty. Ltd. ACN 619 040 916
- 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 by KernWi-Fi to your current Service Provider, which will be on or after the preferred cutover date specified in this form.
- KernWi-Fi does not warrant 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 authorize KernWi-Fi to correct the information and resubmit the request to port your telephone number to KernWi-Fi, 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.
- KernWi-Fi does not warrant 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 5 business days after the porting Notification Advice is sent by KernWi-Fi to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 5 business days after the request is resubmitted.
- KernWi-Fi recommends that you should always maintain an alternative phone service if you port your phone number to a VoIP service. A VoIP service is not a substitute for a standard (PSTN) telephone service, as in the event of power failure, the VoIP service will not operate. Therefore, KernWi-Fi recommends that you should not disconnect your primary phone service which provides access to 000 and other similar emergency service telephone numbers in cases of emergency.
- In the event of a port, withdrawal or reversal, KernWi-Fi is not responsible for any period of outage.
- To the extent permitted by law, KernWi-Fi is not liable to your or any person claiming through you for damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect, for or in relation to porting.
- You may have outstanding contractual obligations and costs owed to your current Service Provider. KernWi-Fi is not liable for any such costs.
- Only your telephone number will be transferred to KernWi-Fi. This may result in the loss of any Value Added Services that are associated with the service provided by your existing Service Provider (e.g. voicemail).
- If you wish to port your telephone number from KernWi-Fi to another Service Provider, then you must contact the other Provider.
- KernWi-Fi reserves the right to charge a fee for porting your telephone number to or from KernWi-Fi.
- Local Number Portability (LNP) does not guarantee you can keep your telephone number if you move to a different geographic location.
- The terms of the relevant KernWi-Fi current terms and conditions, as varied from time to time, will apply to the use of services.
- Privacy: KernWi-Fi only collects personal information from you that is necessary to perform the service sought by you. The kinds of personal information KernWi-Fi holds about you will depend on the services you request from KernWi-Fi and the use that you make of those services.





**KernWi-Fi**  
wireless solutions

