

1. Agreement

1.1 The Local Number Portability ("Agreement") is between Alltel Pty Ltd (ACN 126 744 116) ("Alltel") and You for the purpose of porting numbers.

2. The Service

- 2.1 Alltel provides no guarantee that it can port a number from the current service provider. A full description of the LNP operation processes is available via the document title "C540 Local Number Portability Code", available on the [Communications Alliance](#) web site.
- 2.2 Number ports can be rejected for any number of reasons, they may include Incorrect or Insufficient information, not the owner of the number, or additional services associated with the number like Fax stream or ADSL.
- 2.3 If a number port is rejected, You may incur additional costs as part of the number port.
- 2.4 You acknowledge that Alltel will port only the number and not any other services associated with the number.
- 2.5 You acknowledge that there may be a disruption to the service during the port process. Alltel will not be held responsible for such an outage.
- 2.6 Alltel does not provide any guarantees on when or how long a number will take to port: as a guide, a simple port can take 1-2 weeks and a complex port can take 6-12 weeks.
- 2.7 You acknowledge that by submitting a number port to Alltel it has obtained permission of the end-user of the telephone number to be ported. You also agree to supply a completed [Porting Authority Form \(PAF\)](#).
- 2.8 You acknowledge that should you wish to port any services away from Alltel, you will need to contact the carrier who you will be porting to and discuss porting requirements.

3. Supported Carriers

3.1 Alltel is not able to port numbers from all carriers. We can port numbers from either Telstra or Optus, which represents around 80% of the market in Australia. If You want to port a number that is not on the Telstra or Optus networks, You will need to contact Alltel before submitting a port request and we will inform you what is required.

4. Porting Categories

- 4.1 Number ports are classed as either "Simple" or "Complex", Alltel does not have any control on what Your number port will be and cannot provide a guarantee what your number port will be classified as.
- 4.2 Number ports are classified once the number port has been entered to the system. The classification depends on Alltel's providers and the losing carrier's providers.

5. Porting In

- 5.1 Alltel strongly recommends that You remove all advanced services from your line prior to porting the number. These services might include ADSL, Fax Duet, and Fax Stream.
- 5.2 If You submit a port and it becomes rejected, Alltel reserves the right to charge You rejection fees.
- 5.3 You acknowledge that by porting a number to us, the service that was once registered to the number may no longer work. For example if this number is in use with ADSL, your ADSL may no longer work.
- 5.4 You agree to notify the losing supplier and advise them they will be porting the number away.
- 5.5 In some cases the losing carrier may charge You a fee for porting the number away. Alltel recommends that you contact your current carrier to find out if any charges will occur for porting your number away. Alltel is not liable for any charges your current carrier charges you.
- 5.6 If You are porting your number away from Telstra or Optus and you are billed directly by Telstra or Optus, You need to supply the following:
 - a. Your Telstra or Optus account number;
 - b. A copy of Your most recent bill showing Your account number and the number to be ported;

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Alltel Pty Ltd



- c. Complete [Porting Authority Form](#) (PAF);
 - d. Read and consented to this Agreement.
- 5.7 If You are porting away from a Telstra or Optus reseller, You need to supply the following:
- a. The Telstra or Optus wholesale account number (You will need to obtain this from the reseller);
 - b. Your Telstra or Optus account number;
 - c. A copy of your most recent bill showing Your account number and the number to be ported;
 - d. Complete [Porting Authority Form](#) (PAF) using the Telstra or Optus wholesale account number;
 - e. Read and consented to this Agreement.
- 5.8 If You want to port Your number from a carrier other than Telstra or Optus or from a reseller that uses a network other than Telstra or Optus, You need to contact Alltel and we will advise you what will be required.

6. Porting Away

- 6.1 Most of the DID numbers supplied by Alltel can be ported from our network providing the gaining supplier has arrangements. Alltel accepts no responsibility for You not being able to port a number to a particular carrier.
- 6.2 If Your DID number falls within the following ranges, You will not be able to port these numbers away: Melbourne (03 9008 5900 to 03 9008 5999) or Sydney (02 8014 5600 to 02 8014 5699). Instead, Alltel will provide You with a forwarding service to a local number free of charge for up to 3 months.
- 6.3 Should you wish to port a number from Alltel, you must contact us and notify us that you wish to do so. You will need to settle all debts before Alltel will allow the number to be ported.
- 6.4 Alltel is not responsible for any costs the gaining carrier imposes on You to port the number.
- 6.5 To determine if a number is portable to a particular supplier, You must contact the gaining supplier and ask them if it is possible.

Alltel Pty Ltd

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Last updated: 16 May 2016