

RESIDENTIAL PORT REQUEST

Please complete all sections of this form.

1. PERSONAL DETAILS

Full Name	Unit Number	Street Address	
Phone	Suburb	State	Postcode
Email	Current Fibrenet Broadband Account Number		

2. NUMBER(S) REQUESTED TO BE PORTED

Phone Number <i>to be transferred to Fibrenet Broadband</i>	Current Carrier <i>the phone number is registered with</i>	Customer Account Number <i>with your current carrier for this number</i>

Ideal Date Service is to be Transferred to Fibrenet Broadband

Telephone Number Porting Information

1. Keep your current telephone service active until the transfer is complete. Your number can generally only be transferred while the service remains connected.
2. You may withdraw your authority before the Cutover Advice is sent to your current provider.
3. Your number may not be available if you move to a different geographic area.
4. We cannot guarantee that your number can be transferred. Requests may be rejected if the details provided do not match your current provider's records. You authorise us to correct, resubmit or follow up the request where appropriate.
5. Estimated timeframes are 4 to 6 weeks for simple ports and 6 to 10 weeks for complex ports. These timeframes may vary.
6. Porting generally takes place between 8.00 am and 5.00 pm AEST or AEDT, Monday to Friday, excluding national public holidays. Rejected or resubmitted requests may take longer.
7. A temporary service interruption may occur during the transfer, withdrawal or reversal process.
8. You remain responsible for any outstanding charges, contract obligations, early termination fees or port-out fees charged by your current provider.
9. A fee may apply to transfer your number to or from our service. Any applicable fee will be advised before the request is submitted.
10. Only your telephone number will be transferred. Other services or features linked to your current service may be cancelled or lost.

- ☐ By submitting this request, you confirm that you are authorised to transfer the number and service listed on the form.
- ☐ Once the transfer is complete, your current service may be disconnected and your current provider may issue a final account. You authorise us to confirm or update the account information reasonably required to complete the transfer.

Signature

Date



[Return to provisioning@fibrenetbroadband.com.au](mailto:provisioning@fibrenetbroadband.com.au)