Local Number Portability Agreement

1 Agreement

1.1 **The Local Number Portability (**"Agreement"**) is between URL Networks Pty Ltd (ACN 122 756 138) (**"URL Networks"**) and you for the purpose of porting numbers.**

2 The Service

2.1 URL Networks 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", available3 on the Communications Alliance website.

2.2 Number ports can be rejected for any number of reasons, they may include;

- o   Incorrect or Insufficient information
- o   Not the owner of the number
- o   Additional services associated with the number like Fax stream or ADSL

*Please see our number porting page on our **website** for a complete guide on number porting.*

2.3 If a number port is rejected you may incur additional costs as part of the number port. Costs can be found on our website.

2.4 The customer acknowledge that URL Networks will only port the number and not any other services associated with the number.

2.5 During the port process the customer acknowledges that there may be a disruption to the service. URL Networks will not be held responsible for such an outage.

2.6 URL Networks does not provide any guarantees on when or how long a number will take to port, as a guide a Simple Port can be 1-2 weeks and a Complex port is 6-12 weeks.

2.7 The customer acknowledges by submitting a number port to URL Networks it has obtained permission of the end-user of the telephone number to be ported. The customer also agrees to supply a completed Porting Authority Form (PAF) which can be found on our website.

2.8 The customer acknowledges that should you wish to port any services away from URL Networks then you will need to contact the carrier who you will be porting to and discuss porting requirements.

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3 Supported Carriers

3.1   URL Networks 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 need to port a number that is not on the Telstra or Optus networks you will need to contact us 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 Ports", URL Networks 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 our providers and the losing carriers providers.

5 Porting In

5.1   It is recommended that you remove all advanced services from your line prior to porting the number; these include ADSL, Fax Duet, and Fax Stream etc.

5.2   If you have submitted a port and it becomes rejected you will most like be charged rejection fees.

5.3   The customer acknowledges 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 then your ADSL may no longer work.

5.4   The customer agrees 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. We recommend you contact your current carrier to find out if any charges will occur for porting your number away. URL Networks will not be 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 then you will need to supply the following;

   o   Your Telstra or Optus account number
   o   A copy of your most recent bill showing your account number and the number to be ported
   o   Complete Porting Authority Form (PAF)
   o   Read and consented to this Agreement

5.7   If you are porting away from a Telstra or Optus reseller then you must supply the following;

- o The Telstra or Optus wholesale account number (You will need to obtain this from the reseller)
- o Your Telstra or Optus account number
- o A copy of your most recent bill showing your account number and the number to be ported
- o Complete Porting Authority Form (PAF) using the Telstra or Optus wholesale account number.
- o Read and consented to this Agreement

5.8 If you would like 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 will need to contact us and we will advise you what will be required.

6 Porting Away

6.1 Most of the DID numbers supplied by URL Networks can be ported from our network providing the gaining supplier has arrangements. URL Networks accepts not 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, however URL Networks will provide you a forwarding service to a local number free of charge for up to 3 months;

- Melbourne – 03 9008 5900 to 03 9008 5999
- Sydney - 02 8014 5600 to 02 8014 5699

6.3 Should you wish to port a number from URL Networks you must contact us and notify us that you wish to do so. You will need to settle all debts before URL Networks will allow the number to be ported.

6.4 URL Networks 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.