

Local / Toll-Free Number Porting Porting Authority Form (PAF)

Telephone Service -

PLEASE COMPLETE THIS FORM IN BLOCK LETTERS

Compulsory fields are marked with *

Sheet _____ of _____

TWILIO Inc.

STEP 1.

Customer Organisation Name *

Title: *First Name:

Please write your details

*Surname:

Position (business only):

*Address:

Suburb:

State:

Postcode:

ACN/ARBN (business only):

*Daytime Contact No:

Other Contact No:

Preferred Time to Call:

Business Hours:

(in block letters, as they appear on your existing Freephone/Local Rate telephone account)

STEP 2.

Please write YOUR Freephone/Local Rate service number(s) below:

Please list the services you would like to Port to Twilio Inc.

Please supply additional paperwork if more space is required.

***Service Number**

Service Number

Service Number

***Current Retail Service Account Number**

Current Retail Service Account Number

Current Retail Service Account Number

**Port Category
CAT A or CAT C**

(Account Number located on customer's invoice with current service provider)

	Service Number	Current Retail Service Account Number	
	Service Number	Current Retail Service Account Number	

STEP 3.

*Current Carrier or Carriage Service Provider	("Current Service Provider")
Date of Agreement between Customer and Current Service Provider	

STEP 4.

To be read and signed for all service numbers that are to be Ported to Twilio.

I/The Customer Organisation has an agreement with the Current Service Provider, which has the date set out in step 3. Under this Agreement, I /the Customer Organisation is the legal lessee of the Freephone/Local Rate Service Numbers set out in step 2, which has the existing account numbers also set out in step 2.

I am authorised to act on my behalf/ on behalf of the Customer Organisation in the position described below. I hereby engage and authorise Twilio Inc. ("Twilio") to facilitate the porting of these Service Numbers from the Current Service Provider to Twilio, including the cancellation of the service with the Current Service Provider.

I indemnify Twilio against any loss or damage it may suffer as a result of any information included in this form or the above certification being incorrect.

I also authorise Twilio to obtain from my Current Service Provider any incomplete or further details, which are required under step 2 to facilitate the port of the Service Numbers set out in Step 2.

I acknowledge that although I have the right to transfer these numbers to Twilio there may be costs and obligations associated with the existing service and with porting these telephone number including obligations to make early termination payments to my Current Service Provider.

*Authorised signature:

Date:

Step 5. Agency Section

I authorise Twilio to act on my behalf and to sign and complete an Twilio Porting Authority Form (PAF) and associated paperwork for the purposes of porting the Number range set out in Step 2. I confirm that all telephone numbers nominated in Step 2 are to be ported unless otherwise specified.

I also authorise Twilio's nominated representative to complete and sign a new PAF for the purposes of carrying out the port to Twilio in circumstances where:

If you do not wish to provide Twilio with authority, please rule through this section

Please tick

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

this PAF expires
additional details are to be added
editing or deleting details as required

this authority will remain in place for 12 months from the date of signature or until such time as Twilio is otherwise notified

*Authorised signature:

Date:

Terms and Conditions

1. Freephone/Local Rate Number Portability

- 1.1 The Porting of a Freephone (1800) or Local Rate (13/1300) service will be conducted in conjunction with Industry Numbering Management Services Ltd (INMS). The INMS is a not-for-profit company which has been established by a number of Carriage Service Providers (CSP) to facilitate number portability of Freephone (1800) and Local Rate (13/1300) telephone services. The Australian Communication Authority (ACA) under s 467 of the Telecommunications Act 1997 (the Act), from 16th November 2000, will allow INMS to manage the pool of portable freephone/local rate numbers declared in writing by the ACA under s 11.10 of the Telecommunication Numbering Plan 1997.
- 1.2 If you wish to Port your Service Number from Twilio to another Supplier, then you must contact that other supplier. Porting from Twilio to another Supplier will be conducted in accordance with the INMS business rules and any other bilateral arrangements.
- 1.3 The porting of a Freephone (1800) and Local Rate (13 / 1300) telephone service will be subject to the terms and conditions of the Standard Form of Agreement of your CSP.
- 1.4 In order for Twilio to Port your Service Number you must complete and sign the Porting Authority Form (PAF) and the Application for Symbio Total Access Services form.
- 1.5 In accordance with the INMS business rules, a request for Porting shall be deemed invalid if:
 - a) Mandatory information supplied is illegible, inaccurate or missing
 - b) The PAF is not signed by an authorised person
 - c) The PAF is not dated
 - d) The date of the PAF is more than 90 days before the porting request is sent by the recipient Prime Service Deliverer (PSD) via INMS to the donor PSD
- 1.6 The Porting Authorisation Form (PAF) must be fully completed by the customer and is valid for 90 days.
- 1.7 Twilio cannot Port your Service Number and move the address of your Service Number on the same day.
- 1.8 If your Service Number(s) is inactive at the time of the Porting by Twilio, you must notify Twilio as soon as the Phone number(s) become active.
- 1.9 Twilio reserves the right to charge you for the Porting of a Service Number.
- 1.10 You are responsible for settling your final account with your current Service Provider

