

CWNet VoIP Plans – Terms and Conditions – Number Porting V1.1

General Information

- 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 to your current Service Provider, which will be on or after the preferred cutover date specified in this form.
- CWNet provides no guarantee 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 authorise CWNet to correct the information and resubmit the request to port your telephone number 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.
- CWNet provides no guarantee that the telephone number will be ported within any specified timeframe. Cat A cutovers typically occur at 9am, however this can vary depending on the losing provider. Cat C porting hours of operation are 8:30am to 4:00pm AEST/AEDST Monday to Friday (excluding National Public Holidays). Cutover can only be initiated at least 5/21 business days (Cat A / Cat C) after the Porting Notification Advice is sent by CWNet to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 5/21 business days after the request is resubmitted.
- In the event of a port, withdrawal or reversal, CWNet is not responsible for any period of outage.
- You may have outstanding contractual obligations and/or port-out costs owed to your current Service Provider. CWNet is not liable for any such costs.
- Only your telephone number will be transferred to CWNet. 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, broadband).
- If you wish to port your telephone number from CWNet to another Service Provider, then you must contact the other Provider directly.
- CWNet reserves the right to charge a fee for porting your telephone number to or from CWNet.
- Local Number Portability (LNP) does not guarantee you can keep your telephone number if you move to a different geographic location.

Porting Guidelines

Please visit www.cwnet.com.au/order/voip and complete the form

If you are not able to complete this online please contact us and we will send you a document copy of the form for completion. Once complete please scan and email the form to accounts@cwnet.com.au for by sending a clear legible photo of the form to 0429 659 220.