



# Planet Phone - Fixed Line - New Connection Transfer Authorisation



This form authorises the transfer of the nominated telecommunications services from your current telecommunications supplier specified in Item 2 below to Planet ISP Pty Ltd (ABN 85 135 906 866) ("Planet").

This means Planet will now bill the person specified in Item 1 below ("Customer") for all applicable service charges and/or related call charges for the specified services and/or accounts nominated on this Fixed Line Transfer Authorisation Form.

**Each page of this form (including any attachment to this form) must be signed and dated by an authorised representative of the current owner of the services or the account to be transferred to Planet.**

1. Status Of Phone Lines							
	Cost	Phone Services Used To Be Connected and No Cable Work Required	Cost	Phone Services Used To Be Connected and Cable Work is Required	Cost	No Connection Has Existed in the Past and Cable Work is Required	Cost
Active Phone Service Currently Connected	NIL		\$75.00		\$299.00		\$299.00

2. Customer Details (Please Print Clearly)							
Name							
Service Address							
No/Floor Level				Street No			
Street Name							
Suburb			State			Postcode	
Phone				Mobile			
Email Address							

### 3. Details of Designated Numbers to be Transferred

The Customer wishes to transfer all services specified in Attachment A below from their current existing telecommunications supplier to Planet:

Existing Telecommunications Supplier

### 4. Appointment of Planet as Authorised Agent

In accordance with this Planet Customer Fixed Line - New Connection / Transfer Authorisation Form, the Customer appoints Planet as its authorised agent in relation to the Designated Numbers (including leased lines and phone numbers) referred to in Attachment A.

The Customer authorises Planet to act on its behalf and to sign and complete any necessary forms another carrier or service provider may require to transfer the numbers designated in Attachment A to Planet ISP. The Customer acknowledges that while this appointment remains effective, Planet is authorised to select the carrier, port the designated numbers and make such other arrangements necessary to provide the agreed Services.

**Planet ISP Pty Ltd**

ABN: 85 135 906 866

Suite J92, 21 Hall Street, Port Melbourne. Victoria. 3207.

Ph: 1300 477 669 Fax: 1300 477 668

Email: [support@planetisp.com.au](mailto:support@planetisp.com.au) Website: [www.planetisp.com.au](http://www.planetisp.com.au)



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## 5. Planet Account Selection (Please Select One or More of the Following Options)

Please place all the services nominated on this form on the following existing Planet account for billing:

<b>Current Planet Account No</b>
MBR Number

Or create a new Planet account with all accounts sent to the following address:

Payment Details			
<b>Credit Card Details - Planet Phone Plans are payable by Credit Card ONLY.</b>			
Card Type			
Card Number			
Expiry Date	/	CCV No	
Card Holder Name			
Cardholder Signature			
Billing Details			
Contact Name			
Business Name (If App)			
Billing Address			
Suburb			
State		Postcode	

## 6. Service Status

Nominated services transferred to Planet will retain the current barring (e.g. for STD or IDD services) and call number display setup. This is the default option.

You may, however, specify particular requirements you have for some or all of the designated numbers to be transferred.

Telephone Number	Specific Requests

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## 7. Liability for Outstanding Charges Payable to Current Provider

In accordance with the ACIF Commercial Churn Code, unbilled charges from your existing service provider incurred up until the date of transfer may, as a result of the transfer, be billed directly to Planet and then on-billed to you. If this occurs, we will, upon receipt of your payment, pass this money on to that service provider. The Customer can, however, elect to have charges incurred up to the date of transfer billed by your current supplier (you will pay them directly).

## 8. Conditions

The Customer acknowledges and agrees that Planet will provide the Services in accordance with standard Planet Terms and the applicable Services Schedule.

The Customer also acknowledges and agrees that the following conditions are binding on it:

- (a) Planet can ask the Customer's current service provider to release the Customer's lines and transfer them to Planet and/or any carrier Planet nominates;
- (b) Unless expressly stated, the designated numbers will be transferred with their current status (e.g. IDD call barring);
- (c) The telephone service numbers will remain active with the Customer's current service provider until the transfer is effective;
- (d) The Customer may surrender all incentives or benefits (e.g. discount plans) to its current service provider;
- (e) The Customer will contact its current service provider in relation to any faults or service queries until the transfer is effective;
- (f) Planet will be the Customer's service provider for all agreed Fixed Line Services even if the underlying carrier, whose infrastructure is used to provide the Fixed Line Services, may change from time to time;
- (g) the Customer may only cancel the appointment of Planet as its authorised representative for the Designated Numbers in accordance with the process for cancelling the standard Planet Terms and/or the Fixed Line Services provided under an agreed Purchase Order;
- (h) The Customer will be solely responsible to Planet for all charges incurred in relation to the designated numbers after the date the transfer is effective;
- (i) The Customer will still be responsible to its current service provider (or Planet if it is invoiced directly by that service provider) for any charges which are incurred and/or billed to the date the transfer is effective; and
- (j) The person signing below represents that they have full authority to give this authorisation on behalf of the Customer.

<b>Customer Signature</b>		<b>Date</b>	
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Please send this fully signed form by fax to Planet on (1300) 477 668 or email to [support@planetisp.com.au](mailto:support@planetisp.com.au)

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# Planet Phone - Fixed Line - New Connection Transfer Authorisation



## Attachment A

	STD Code	Telephone Number
Telephone Number		
Telephone Number		
Telephone Number		
Telephone Number		
Telephone Number		
Telephone Number		
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Telephone Number		
Telephone Number		

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