

# Planet Phone

## Fixed Line Transfer Authorisation

**Planet ISP**  
ABN 72 117 341 090  
23, 427 – 455 Hampton Street  
Hampton, Victoria, Australia. 3188  
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)



### Private Account

This form authorises the transfer of the nominated telecommunications services from your current telecommunications supplier specified in Item 2 below to Keishen Pty Limited Trading as Planet ISP (ABN 72 117 341 090) ("Planet ISP").

This means Planet ISP 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 ISP.**

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

### 2. 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 ISP:

Existing Telecommunications Supplier

### 3. Appointment of Planet ISP as Authorised Agent

In accordance with this Planet ISP Customer Fixed Line Transfer Authorisation Form, the Customer appoints Planet ISP 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 ISP 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 ISP is authorised to select the carrier, port the designated numbers and make such other arrangements necessary to provide the agreed Services.

### 4. Planet ISP 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 ISP account for billing:

Current Planet ISP Account No
MBR Number

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

Billing Details					
Name					
Service Address					
No/Floor Level		Street No			
Street Name					
Suburb		State		Postcode	

### 5. Service Status

Nominated services transferred to Planet ISP 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

### 6. 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 ISP 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).

### 7. Conditions

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

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

- Planet ISP can ask the Customer's current service provider to release the Customer's lines and transfer them to Planet ISP and/or any carrier Planet ISP nominates;
- unless expressly stated, the designated numbers will be transferred with their current status (e.g. IDD call barring);
- the telephone service numbers will remain active with the Customer's current service provider until the transfer is effective;
- the Customer may surrender all incentives or benefits (e.g. discount plans) to its current service provider;
- the Customer will contact its current service provider in relation to any faults or service queries until the transfer is effective;
- Planet ISP 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;

