

Customer Authority to Transfer Fixed Line Services to Macquarie Telecom.

This form authorises transfer of the nominated telecommunications services from the current supplier specified in section 2 below to Macquarie Telecom Pty Limited (ABN 21 082 930 916) (Macquarie Telecom). This means Macquarie Telecom will bill the entity specified in section 1 below (Customer) for all applicable service charges and related call charges for the services and accounts nominated in this form in accordance with the relevant Macquarie Services Agreement.

This form (including any attachment to this form) must be signed and dated by an authorised representative of the Customer.

1. Details of your business or organisation

Name of Company			
Trading Name			
ACN / ABN			
Unit / Floor Level	Street Number & Name		
Suburb		State	Postcode

2. Details of designated numbers to be transferred (Select one or more of the following options)

- a. Transfer all services specified in **Attachment A** to Macquarie Telecom
- b. We wish to transfer the services as set out in the bills/other documents provided by us to Macquarie Telecom as set out in **Attachment B**.

3. Appointment of Macquarie Telecom as Authorised Agent

In accordance with clause 8.3 of the relevant Macquarie Services Agreement, the Customer appoints Macquarie as its authorised agent in relation to the Designated Numbers (including leased lines and phone numbers) referred to in this Customer Authority Form.

The Customer authorises Macquarie Telecom to act on its behalf and to sign and complete any necessary forms another carrier or service provider may require to transfer the Designated Numbers to Macquarie Telecom. The Customer acknowledges that while this appointment remains effective, Macquarie Telecom is authorised to select the Carrier, port the Designated Numbers and make such other arrangements necessary to provide the agreed Services.

4. Details of Customer PABX Maintainer (for Fixed Line Services Only)

Type of PABX	
PABX Maintainer	
Maintainer Contact Person	
Maintainer Phone Number	

If more than one PABX system and maintainer please attach these details.

5. Account Selection (please select one of the following options)

Create a new Macquarie Telecom Account

Add these services to the existing account number

6. ASD Status

Nominated services transferred to Macquarie Telecom 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.

Tick here if you have attached a list of specific requirements

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 to Macquarie 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. Integrated Public Number Database (IPND)

In accordance with the IPND Code, Macquarie Telecom is required to provide information on Voice Services for inclusion in the IPND. This information includes the Number, the Customer name and the address to which a Service is provided, and other information (Public Number Customer Data) (PNCD).

The IPND is used for a number of purposes permitted by law including emergency services, directory services and law enforcement agencies. You have the right to request from us copies of your PNCD at any time.

It is your responsibility to keep your PNCD records up to date including changes of address. You are required to contact us to inform us of any changes or any inaccuracies in the information we hold.

If you require further information about the IPND you can refer to the Industry IPND Code and accompanying explanatory statement.

www.acma.gov.au/-/media/Networks/Regulation/pdf/C555-2017-IPND-Code-pdf.pdf

9. Conditions

The Customer acknowledges and agrees that Macquarie Telecom will provide the Services in accordance with the applicable terms and conditions set out in the Macquarie Services Agreement.

The Customer also acknowledges and agrees to the following terms and conditions of transfer:

- a. Macquarie Telecom will ask your current service provider to release your lines and transfer them to Macquarie Telecom and/or any Carrier we nominate;
- b. Unless expressly stated, the Designated Numbers will be transferred with their current status (e.g. IDD call barring);
- c. The Designated Numbers will remain active with your current service provider until the transfer is effective;
- d. The Customer will surrender all incentives or benefits (eg discount plans) to its current service provider;
- e. The Customer must contact its current service provider in relation to any faults or service queries until the transfer is effective.
- f. Macquarie Telecom 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 Services, may change from time to time.
- g. The Customer may only cancel the appointment of Macquarie Telecom as its authorised representative for the Designated Numbers in accordance with the process for cancelling the Macquarie Services Agreement and/or the Services under the relevant Macquarie Services Agreement;
- h. The Customer will be solely responsible to Macquarie Telecom for all charges incurred in relation to the Designated Numbers from the date the transfer of the Designated Numbers is effective;
- i. The Customer will still be responsible to its current service provider (or Macquarie Telecom if we are 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 Customer is liable to Macquarie Telecom for and indemnifies Macquarie Telecom against any loss, damage, claim proceeding and cost (including all legal costs on an indemnity basis), including as a result of any third party claim against Macquarie Telecom, arising out of any incorrect details being contained in this form or any attachments.
- k. The person signing below represents that they have full authority to give this authorisation on behalf of the Customer.

Name	
Title	
Contact Telephone Number	
Signature	
Date	

