JABBLEFISH
AI-POWERED VOICE, DATA & IT

PORTING AUTHORISATION FORM

Australian telephone number and internet service porting

Use this form to authorise Jabblefish to move your telephone number(s) and/or internet service(s) from your current provider. Please complete every section that applies, sign the declaration, and attach a copy of a recent bill from your current provider. You can type into this form on screen or print it and fill it in by hand.

Keep your current services active. Cancelling them before the port completes can mean your number is lost permanently.

1. Customer details

Account holder / business name	
ABN / ACN (if applicable)	
Trading name (if different)	
Authorised contact person	
Email address	Phone number
Service address (where the service is installed)	

2. Current service provider

Losing service provider (current carrier / ISP)	
Account number with current provider (as shown on your bill)	
Date of birth of account holder (prepaid mobile only)	

3. Services to be ported

Telephone number porting

Please port the following number(s). Include the area code for landlines, for example 07 3000 0000.

Service type	Number	Notes (e.g. main line, fax, EFTPOS, alarm)
Landline		
Landline		
Mobile		
Mobile		
Other		

Additional numbers attached on a separate list: ☐ Yes ☐ No

Internet service transfer

Internet services are transferred rather than ported. Your current provider's internet service will end once the new service is active.

Internet service type:

- ☐ NBN
- ☐ Business Fibre
- ☐ Fixed Wireless
- ☐ ADSL / Legacy
- ☐ Other:

Current internet service identifier (if known)

NBN Location ID (LOC, if known)

4. Porting authority

I/We authorise Jabblefish Pty Ltd (ABN 59 669 520 138), and the carriers and wholesale partners it uses to supply its services, to:

- act on my/our behalf to transfer and port the telecommunications services listed in this form;
- obtain from my/our current provider the information needed to complete the transfer;
- transfer the nominated telephone number(s) and/or internet service(s) from my/our current provider to Jabblefish; and
- lodge all requests and documents needed to complete the port.

I/We acknowledge that:

- the information in this form is true and correct;
- I am/we are the account holder, or a representative authorised to act for the account holder;
- there may be a short interruption to service while the port takes place;
- any existing contract, billing obligations, fees or early termination charges with my/our current provider may still apply, and the port does not cancel them;
- services linked to the ported number(s), such as alarm monitoring, EFTPOS terminals, fax lines, lift phones or other special services, may need to be reconfigured, and I/we will check these with the relevant supplier;
- completion of the port depends on industry rules and acceptance by my/our current provider; and
- mobile number ports require additional identity verification under Australian rules. Jabblefish will send a one-time verification code to the mobile number (or otherwise verify the account holder) before the port is lodged.

5. Preferred porting date

Requested porting date — DD / MM / YYYY

Preferred porting window (e.g. after 5pm, weekend)

Requested dates are a guide only and are subject to carrier approval and operational constraints. We will confirm the actual cutover date and time with you before the port goes ahead.

6. Privacy and consent

Jabblefish collects the personal information in this form to verify your identity, arrange the port or transfer of your services, and administer your account. We disclose it only to your current provider and to the carriers, wholesale partners and industry bodies involved in completing the port, and as required by law, including the Telecommunications Act 1997 and the Privacy Act 1988 (Cth).

Identity documents you supply are used only to verify the request and are not kept longer than needed. Our Privacy Policy, available on our website, explains how to access or correct your information and how to make a complaint. If you do not provide the information requested, we may not be able to complete the port.

☐ I consent to Jabblefish collecting, using and disclosing my personal information as described above.

7. Customer declaration

I declare that I am authorised to request the transfer of the services listed in this form, and that the information I have provided is true and correct.

Authorised signatory name	
Position / title (if business)	
Signature (sign the printed form, or type your full name to sign electronically)	
Date	DD / MM / YYYY

Supporting documents

Please attach a copy of a recent bill from your current provider (issued in the last 60 days), plus one of the following:

Individual customers

- ☐ Driver licence
- ☐ Passport
- ☐ Medicare card
- ☐ Other government identification

Business customers

- ☐ ASIC company extract
- ☐ ABN registration confirmation
- ☐ Authorisation on business letterhead
- ☐ Proof of signatory's authority

Returning this form

Email the completed form and attachments to helpdesk@jabblefish.com. We will confirm receipt, check the details with your current provider and contact you to agree the cutover. Questions? Reply to the same address and our team will help.

FOR OFFICE USE ONLY

Port request ID		Submitted by	
Submission date		Approved	☐ Yes ☐ No
Comments			