GOFAX

FAX NUMBER PORTING - CHECKLIST

GOFAX

Option 1

Prior to submitting your Porting Authority form to GoFax please review the checklist below.

This will minimise the possibility of your current carrier rejecting your number transfer request.

1. Has your current carrier confirmed that the number/s you wish to port to GoFax are portable?

   ✔ **If YES** then continue to item 2.
   ✔ **If NO** and you have not discussed porting your number/s with your carrier please contact one of your carriers customer service representatives. Ask whether they have a porting contract with our carrier (AAPT) and also check items 2, 3 and 4 with the representative.
   ✔ **If NO** and your current carrier's customer service representative has confirmed that the number is not portable to AAPT then GoFax cannot successfully action your porting request

2. Does the fax number/s already belong to a virtual or online fax service with your current carrier?

   ✔ **If NO** then continue to item 3.
   ✔ **If YES** please note that this will be a complex port and will attract GoFax's complex porting fee. Please check the "An existing virtual / online fax number (complex port)" option on page 1 of the GoFax Fax Number Porting Authority form—and continue to Item 5.

3. Does the fax number/s share a phone line with any of the following services—an internet connection, eftpos, phone or security system?

   ✔ **If NO** then continue to item 4.
   ✔ **If YES** to any of the above you will need to ask your current carrier to "dissociate" (NOT disconnect) your number from its line. If you still need the number to be active until porting is complete ask your carrier to redirect the number to your current GoFax receive service fax number (your current carrier may apply charges for redirecting). Once resolved continue to Item 4.

4. Is the fax number/s associated with a ROTARY / LINE HUNT or DUET LINE service?
   (These are carrier features that allow multiple calls and/or faxes to be received on a single service)

   ✔ **If NO** then continue to item 5.
   ✔ **If YES** lyou will need to either dissociate the number you require from the service (see above) —or port all numbers in the service to GoFax (please contact GoFax to discuss charges for any numbers in the service that you do not require to be active).

GOFAX

5. Do you currently have one of our "Premium Fax to Email Receive" packages with GoFax which you have not already ported a number to or requested a portable number for?

   - ✔ **If YES** then continue to item 6.
   - ✔ **If NO** please organise a new Premium fax to email receive service number for your account via the GoFax Secure Portal. Once done, continue to Item 6.

6. Please complete and return all pages of the GoFax Fax Number Porting Authority form to:

   - ✔ **Email: support@gofax.com.au**
   - ✔ **Fax: 1300 395 432**

Thank you for porting your number to GoFax!