

**Appendix A - Customer Instruction Form (number porting)
Customer Acceptance Form**

To:

Donor operator (services being moved **from**)

From:

End Customer Name & Address

(As shown on the most recent Telecommunications bill from Donor operator)

Recipient Operators Name: Intellicom

Gaining operator (services being moved **to**)

Account Number:

(As shown on the most recent Telecommunications bill from Donor operator)

UAN Number:

(If different to above, as provided by the donor operator)

Re: Telephone Number/s:

(Insert **all** numbers here - attach additional sheets if required)

(Reference current line type(s) - PSTN, ISDN BRI or PRI or SIP)

(Ensure no line is current Broadband Enabled and all numbers in a single hunt group are included)

Number, or Number Block & Line Type

By signature of this form, I authorise you to close my account in respect of the above telephone number/s in conjunction with the successful porting of those numbers to another operator.

I understand that this form will be relayed to you by use of electronic or other means.

I confirm that I have the authority to make this instruction.

The information contained in this form may not be used for any purpose other than that for which it is intended.

Signed: _____

Date: _____

Print Name: _____

Position in Company: _____

If applicable

Contact Number: _____

You must include a copy of the first page of your latest phone bill. Do not cancel your existing phone account or you may lose your phone number. However, it is your responsibility to cancel your broadband connection. Our rates are available on www.novabroadband.ie/rates, please familiarise yourself with this information. By completing this form you have been notified that it has been decided to port the above number(s) from you to the new Operator shown above, who is authorised to act on our behalf in this matter. I recognise that it is my responsibility to arrange cessation of or changes to any other services provided by you, if required. I expect you to co-operate fully with the new operator in the conduct of this matter and confirm that, where applicable, I have the authority of my company to make this instruction.

Please complete and return this form by post or email to: Nova Broadband (Porting Desk), A1 Fota Business Park, Carrigtwohill, Co Cork / sales@novabroadband.ie