

# Number Portability Form Business Services

1. Please scan and email the completed form to [business.numberporting@myrepublic.net](mailto:business.numberporting@myrepublic.net) or bring it to the MyRepublic head office with the following original document(s) together with this application form, duly completed, for verification.
  - a. Business Registration Certificate or Certificate of incorporation (ACRA),
  - b. Copy of identification document (NRIC/ FIN/ Passport) of the Authorised Officer who is applying on behalf of the company, for authentication purposes;
  - c. Original letter of authorization with company's letterhead indicating name, designation of Authorised Officer, and signed by the company director;
  - d. Director (with Company Stamp) if the Authorised Officer is not the owner or director of the company; and
  - e. Proof of billing address, if applicable.

Please fill in the details of the registered entity/ authorised officer of the Singtel / M1 / StarHub / Verizon / SuperInternet / TPG Fixed Line service. If you are not the registered Singtel / M1 / StarHub / Verizon / SuperInternet / TPG Fixed Line Subscriber, please fill in this application form and the letter of authorisation. It is mandatory that the information filled, especially the service address, exactly matches the details in the existing telco provider's records.

2. Please allow at least the following number of working days for processing: five (5) for ISDN; eight (8) for DD; thirty (30) for Phonenet.
  - Do note that subscribed virtual number under Phonenet is not applicable for porting.
3. The telephone number(s) must be on "active" status on the effective date of porting, i.e., the telephone number(s) must not be in "disconnected" status, whether on a temporary or permanent basis.

Business Customer Information	
Name of Business / Current Billing Company Name:	Name of Authorised Officer as per NRIC / Passport / FIN:
Unique Entity Number (UEN):	Designation:
Current Service Installation Address:	Contact Details of Authorised Officer
	Office Number:
	Mobile Number:
	Email Address:
Date of Birth (DD/MM/YYYY):	
Correspondence Address: (If different from service installation address)	

Existing Network Operator
Network service to be ported: <input type="checkbox"/> Singtel <input type="checkbox"/> StarHub <input type="checkbox"/> M1 <input type="checkbox"/> Verizon <input type="checkbox"/> SuperInternet <input type="checkbox"/> TPG

Local Telephone Service(s) To Be Ported (If space is insufficient, please use supplementary sheets)	
List of local telephone number(s) to be ported to MyRepublic Fixed Telephone Network	For Official Use (RNO to enter N2 number for each N1 number)
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.

**Terms & Conditions**

MyRepublic will only submit the completed Number Porting Application Form to the Donor Operator (i.e. the current telco service provider) if we have received confirmation from the customer that:

- a. The number in question is not, at the time of application, in the status of Temporary Disconnect for whatever reason (including but not limited to non-payment or late payment of outstanding amounts);
- b. The customer is the subscriber of the local telephone service associated with the number in question;
- c. The customer has an active subscription with MyRepublic for local telephone services associated with the number in question; and
- d. At the time of application, the number is associated with an active line in the Donor Network Operator's network.

**Note: For numbers ported in, there is a number return charge of S\$49 (inclusive of GST) for returning the number to the authorities if customer does not port out the number to another carrier/operator before terminating the voice service with MyRepublic.**

**Customer Acknowledgement & Acceptance**

I/We agree that Singtel, M1, StarHub, MyRepublic, Verizon, SuperInternet and/or TPG will not be responsible for losses or service interruptions arising from the termination of services and/or porting of the above-stated local telephone number(s).

- I/We shall be responsible to [Singtel/StarHub/M1/MyRepublic/Verizon/SuperInternet/TPG] for all charges incurred up to the date and time the Local Telephone Number(s) is/are ported to MyRepublic.
- I/We shall settle all outstanding charges with [Singtel/StarHub/M1/MyRepublic/Verizon/SuperInternet/TPG] within 14 days from the date of the [Singtel/StarHub/M1/MyRepublic/Verizon/SuperInternet/TPG] bill.
- I/We hereby authorize MyRepublic to request that my/our existing number(s) as noted above be ported or transferred from a [Singtel/StarHub/ M1/ Verizon/SuperInternet/TPG] number(s) with effect from the date noted on this form.
- I/We agree that the value-added services I/we currently enjoy on my/our ported number may not be the same when the number is ported over to MyRepublic.
- I/We agree that MyRepublic will charge an activation fee for the number porting and, upon termination (if the number is not ported out to another carrier/operator), will charge a deactivation fee.
- 1. I/We agree that as of the date that the local telephone number(s) is/are ported over to MyRepublic, the applicable terms and conditions for fixed line telephone services, including the Home Voice Terms and Conditions accessible at <https://myrepublic.net/sg/wp-content/uploads/2021/07/Business-Voice-Service-Specific-Terms-Conditions-v20.04.pdf> (or as otherwise moved or updated), shall, in respect of such local fixed line telephone services, bind me/us.
- I/We confirm that all the above information as provided is true and correct.
- I certify that I have the authority as the registered subscriber/owner or the authorized officer of the registered subscriber/owner of the local telephone number(s) to submit this application.

_____	____ / ____ / _____	_____
Name & Signature of Customer/ Authorised Person	Date (dd/mm/yyyy)	Company Stamp

**For MyRepublic Use Only**

Channel ID	
Remarks	

Customer ID:	_____
Partner Date/ Time:	_____
MyRepublic Date/ Time:	_____
Deposit Collected:	_____

Kindly tick / write where applicable