

CUSTOMER AUTHORITY TO PORT MOBILE TELEPHONE NUMBER TO TELSTRA MOBILE



1. CUSTOMER DETAILS

Name/Company

Company Representative Name and Position (if applicable)

Address

2. EXISTING SERVICE DETAILS

Mobile Telephone Number(s)

(If more space is required, please attach a list of numbers)

(The following information will be used by your existing mobile telephone provider to authorise the port of the mobile telephone number(s).)

For an existing post-paid service:

Existing Account Number

For an existing pre-paid service:

Existing Reference Number

OR Date of Birth

3. I AUTHORISE

- The mobile telephone number(s) listed above to be ported to Telstra Mobile; and
- My mobile telephone numbers(s) listed above, the identity of my new service provider (Telstra Mobile) and Network Type to be disclosed to other Network Providers, Portability Service Suppliers and Financial Institutions for the purpose of complaint handling; fraud prevention and to assist in fraud investigations; Customer network fault management; and the routing of calls and SMS messages to my mobile telephone number after porting activity has taken place.

4. I ACKNOWLEDGE THAT

- I am authorised to request the porting of the mobile telephone number(s) listed on this form.
- I have been advised that by porting the mobile telephone number(s) listed on this form, the service and/or related services associated with that number may or may not be disconnected from the existing mobile telephone provider, and may result in finalisation of the account.

Name

Signature

Date*

I also acknowledge that Telstra Mobile has advised me that:

- There may be costs and obligations associated with my existing mobile service and with porting my mobile phone number;
- I may or may not have an existing contract with my existing mobile telephone provider; and
- such contract may or may not include an obligation to make early termination payments to my existing mobile telephone provider.

Signature

Date*

Capacity (tick whichever is appropriate):

Customer Agent Authorised Representative

By executing this Customer Authority the signatory warrants that they are authorised to sign this Customer Authorisation on the Customer's behalf.

5. TELSTRA MOBILE TO COMPLETE

Evidence of appointment as agent provided by signatory:

Yes No (Customer Authority cannot be processed)

Dealer premise code

* This Customer Authority is valid for 30 days from this date.

PORTING HOURS OF OPERATION ARE MONDAY TO FRIDAY 8AM-8PM, SATURDAY 10AM-6PM (AEDST/AEST), EXCEPT NATIONAL PUBLIC HOLIDAYS.

Please note: You must NOT deactivate your existing service when porting – only 'active' phone numbers can be ported. You need to be contactable during the porting process. Telstra will not provide your new Telstra Mobile Service until the port has been successfully completed. If the port is not successfully completed within 30 days, and the Telstra Mobile has provided a new handset or SIM Card to you, you must return that handset or SIM Card to Telstra.