

CUSTOMER AUTHORITY TO PORT MOBILE TELEPHONE NUMBER TO TELSTRA MOBILE



Customer Details:

Name/ Company _____

Address _____

Company representative name and position (if applicable) _____

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: ____/____/____

I authorise:

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

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.

Signature: _____ *Date: ____/____/____

Name: _____

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 (delete whichever is not 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.

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.

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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 Telstra Mobile has provided a new handset or SIM Card to you, you must return that handset or SIM Card to Telstra