

# AUTHORITY TO TRANSFER MOBILE NUMBER TO TELSTRA



## 01 CUSTOMER (ACCOUNT HOLDER) DETAILS

Surname  Given name

Alternative contact number (to reach you if we experience any issues)

(  )

Date of birth (DD/MM/YY)

/  /

Company legal name (if applicable)

ACN/ABN

Company trading name (if applicable)

Address

City/State

Postcode

Authorised representative name

Date of birth (DD/MM/YY)

/  /

## 02 EXISTING SERVICE DETAILS

Mobile number(s) you'd like to transfer (you may attach a list of numbers if more than one)

Existing service provider name

**For an existing Post-Paid service:**

Current account number

**For an existing Pre-Paid service:**

Date of birth (DD/MM/YY)

/  /

## 03 IMPORTANT INFORMATION ABOUT THE TRANSFER

### New contract

By transferring this number to Telstra, you're entering into a new contract with us.

### Process

If you agree to this transfer, we will speak to your existing service provider to validate your request. We won't be able to complete the transfer if it's not validated. If we run into any issues, we'll call you on the number you have provided. Once it's validated, we'll initiate the transfer. Subject to any cooling off period, the process may take a couple of days and your service may be interrupted during this time. We'll send you a text to let you know the transfer is complete and that you can start to use your new service. You'll also receive a Welcome Pack in the mail.

### Delay

If the transfer takes more than a couple of days, we suggest you try turning your phone off and on. If after 30 days the transfer has failed and we gave you a handset or SIM card, you must return it. If not, we might bill you for it.

### BYO handset

If you want to use a non-Telstra device, be sure to check that your device is Next G<sup>®</sup> compatible, otherwise you may not be able to get the full benefit of our Next G<sup>®</sup> network. To check if your device is Next G compatible, visit [telstra.com/device](http://telstra.com/device). If you intend to use your existing handset, you may need to unlock or re-set the handset before the transfer.

### Transfer enquires

If you have any questions about the transfer, please call us on 13 2200. Call this number any time to confirm that the transfer has occurred, to lodge an enquiry or complaint, to determine equipment compatibility or any other service related matter. If you're experiencing any faults with your service whilst it is being transferred to Telstra please contact your current provider.

## 04 ACKNOWLEDGEMENT

I acknowledge that Telstra has advised me that:

- although I have the right to transfer this mobile number to Telstra, there may be costs and obligations associated with my existing mobile service and with porting my mobile telephone number,
- I may or may not have an existing contract with my existing serviced provider, and
- such contract may or may not include an obligation to make early termination payments to my current mobile telephone provider.

Customer/Authorised representative signature

Today's date

/  /

# 05 AUTHORISATION

I confirm:

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

I authorise:

- the disclosure of my number and details of this transfer to the Telstra Mobile Network to other service providers, suppliers and financial institutions for the purpose of call and message routing, transferring this service, complaint handling, managing network faults and preventing and investigating fraud; and
- the mobile telephone number(s) listed above to be transferred to Telstra.

# 06 AUTHORISATION TO TRANSFER MOBILE

Name

Signature

Today's date

 /  / 

Capacity (tick whichever is appropriate):

Customer/Account holder

Authorised representative

**Please note:** You must **not** deactivate your existing service when porting – only 'active' telephone numbers can be ported. You need to be contactable during the porting process.

## FOR TELSTRA PERSONNEL ONLY

### Dealer authorisation

I am satisfied that the details provided on this form apply to the Applicant and that the Account Holder/Authorised Signatory has shown me 100 points of current identification (in original form) to meet Telstra's ID requirements. I confirm that I have provided a copy of Telstra's Terms and Conditions "Things You Need to Know About Your Service" Booklet and written program and service details to the Authorised Signatory or to the Applicant. I confirm that I have explained to the Applicant that they may incur an early termination charge if this application involves an upgrade or a recontract of their existing Telstra mobile service that is still within a contract term.

NAC operator

Authorisation number

Dealer

Premise code

 :  :  : 

Name of dealer/agent representative (please print)

Signature of dealer/agent representative

Date

 /  / 

### Dealer working on behalf of Telstra Limited to complete

Dealer name

Rep name

Rep ID

Rep signature

Seller code