

# Mobile Number Portability Form

Ref./Account No.



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 Company Registration No. C22334  
 VAT Registration No. MT1282-6209

CUSTOMER INFORMATION			
<b>CORPORATE</b>			
Company			C-Reg. No.
<b>INDIVIDUAL / CORPORATE REPRESENTATIVE</b>			
Name & Surname		ID Card No.	Passport No.
Address			
Contact No.	Request Date		Request Time
Donor Operator <i>(Current / Last Serving Provider)</i>			Donor Account No. <i>(if applicable)</i>
Account Type	Prepaid		Account Status
	Postpaid Single Line (Natural Person)	Postpaid Multi Line (Natural Person)	Active
	Postpaid Single Line (Company)	Postpaid Multi Line (Company)	Terminated

PORTING NUMBERS

CHECKS															
ID Check	YES	NO	N/A	CLI Check	YES	NO	N/A	Send SMS to 1811	YES	NO	N/A	ID-Bill Check	YES	NO	N/A

The Malta Communications Authority wishes to advise the applicant that the Donor Operator is not allowed to initiate contact with him/her from when he/ she signs this application form, including a period of two months commencing from when the porting has been successfully completed, or one week in cases where the porting request has been declined. The applicant should report any non-conformity with this requirement to GO. Applicants may nevertheless contact the Donor Operator if they wish to do so, for instance to submit a request for a credit refund.

### Terms & Conditions

- Applicant is the rightful owner of the mobile number/s stated above.
- In case of consumers with pre-paid or hybrid connections, the applicant should note that, upon request following successful porting, any unused monetary credit with the Donor Operator may be refunded by the latter, albeit a fee may apply if this is already provided for in the contract or other similar arrangement between the applicant and the Donor Operator. Such requests must be made to the Donor Operator within two weeks of a successful porting. Applicants should also note that the credit to be refunded by the Donor Operator should match the monetary amount which would have been indicated to the consumer should he/she have performed a credit check immediately before the Donor Operator deactivated the ported number on its network, namely when usage in the Donor Operator's network has ceased. Where the credit check facility can provide the consumer with information which distinguishes topped up/purchased credit and any other bonus promotional credit, the Donor Operator is only obliged to refund the topped up/purchased credit.
- Any messages on the Voice Mailbox of the Donor Operator will be lost.
- Any undelivered SMS and MMS on the mobile number/s stated above may be lost after the porting process is complete.
- In case of postpaid connections, the balance due to the Donor Operator is duly paid.
- The Donor Operator shall remove any entry/entries relating to the applicant's mobile number(s) which may be included in any directory information service of such provider upon the successful completion of the porting process.
- The applicant is aware the Donor Operator will automatically terminate his/her contract or other similar arrangement upon successful porting. In case the number(s) to be ported form(s) part of a contract or other similar arrangement comprising other services offered to the applicant by the Donor Operator, the applicant is aware that such automatic termination can have implications on any other services, such as in a bundled offer, that the applicant may have with the Donor Operator. Penalties for early termination of the said contract may apply.**

### Data Protection Clause

GO processes data lawfully and in a proportionate, fair and justified manner without prejudice to the data subject's right at law, including those to access, object, rectify and erase such personal data.

For more information, the applicant is strongly urged to read GO's Privacy Policy available at [www.go.com.mt/privacy-policy](http://www.go.com.mt/privacy-policy) and which shall also be provided to the applicant in hard copy if so requested. Please note that in compiling this form the applicant must provide personal data that is correct and accurate in order to be matched with the data held by the Donor Operator for validation purposes.

### Declaration

I hereby declare that I authorise GO to act as my / our Porting Agent for the mobile number/s listed on this document and am duly authorised to consent GO to act as my Porting Agent. I also declare that I am the legal owner / signatory / duly authorised for the mobile number/s stated above and that all the information above stated is correct. I also understand that all actions linked to the porting process are subject to the Terms and Conditions stated on this document.

I also hereby declare that I have been asked by GO whether I have any supplementary services linked to my telephone number(s), and if so, the aforesaid operator informed me which of these services would be lost once the porting process is complete.

I also hereby declare that I am aware that after signing this application form, GO shall not accept another application on my behalf to port back to the donor, or to another service provider, using number portability for a period of two months after completion of the porting process.

Name & Surname \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

### OFFICE USE

GO Rep. Name & Surname \_\_\_\_\_

GO Rep. Signature \_\_\_\_\_