

Customer Authority to Transfer Mobile Services to Macquarie Telecom.

This form authorises transfer of the nominated telecommunications services from the current supplier specified in section 2 below to Macquarie Telecom Pty Limited (ABN 21 082 930 916) (Macquarie Telecom). This means Macquarie Telecom will bill the entity specified in section 1 below (Customer) for all applicable service charges and related call charges for the services and accounts nominated in this form in accordance with the relevant Macquarie Telecom Services Agreement.

This form (including any attachment to this form) must be signed and dated by an authorised representative of the Customer.

1. Details of your business or organisation

Name of Company			
Trading Name			
ACN / ABN			
Unit / Floor Level	Street Number & Name		
Suburb		State	Postcode

2. Details of designated numbers to be transferred (Select on or more of the following options)

a. Transfer all services on the following nominated account(s)

Existing Supplier Name	Existing Account Number	For verification purposes, list one existing mobile service number for the account

b. Transfer mobile services specified in **Attachment A** to Macquarie Telecom

You request Macquarie Telecom to port the specified mobile service numbers for use on a Macquarie Telecom partner Network from:	
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For and on behalf of the Customer, the person signing in Item 5 below:

- declares that the Customer has a contractual right to the specified Designated Numbers and that they are authorised to request porting of the Designated Numbers;
- acknowledges that the Customer has been advised that by porting Designated Numbers the services and/or related services associated with those numbers may or may not be disconnected from the losing service provider and may result in finalisation of the Customer's account with that losing service provider;
- authorises the Designated Numbers, the gaining service provider and the network type to be disclosed to other network providers, portability service suppliers and financial institutions otherwise not involved in the porting process, for the purpose of routing of calls, complaint handling, fraud prevention and to assist in fraud investigations, and customer network faults;

- d. acknowledges that Macquarie Telecom has advised the Customer that, if the Customer continues to use the existing handset(s), it may need to be unlocked and/or reprogrammed prior to porting; and
- e. agrees that the Customer is liable to Macquarie Telecom for and indemnifies Macquarie Telecom against any loss, damage, claim proceeding and cost (including all legal costs on an indemnity basis), including as a result of any third party claim against Macquarie Telecom, arising out of any incorrect details being contained in this form or any attachment.

3. Acknowledgment of Obligations

For and on behalf of the Customer, the person signing in Item 5 below acknowledges that Macquarie Telecom has advised the Customer that:

- a. there may be costs and obligations associated with the existing mobile service and porting the Designated Numbers, notwithstanding that the Customer has the right to port the services;
- b. the Customer may be in an existing contract with the losing service provider; and
- c. any pre-existing contract may include an obligation to make early termination payments to the losing service provider

4. Integrated Public Number Database (IPND)

In accordance with the IPND Code, Macquarie Telecom is required to provide information on Mobile Services for inclusion in the IPND. This information includes the Number, the Customer name and the address to which a Service is provided and other information (Public Number Customer Data) (PNCD).

The IPND is used for a number of purposes permitted by law including emergency services, directory services and law enforcement agencies. You have the right to request from us copies of your PNCD at any time.

It is your responsibility to keep your PNCD records up to date including changes of address. You are required to contact us to inform us of any changes or any inaccuracies in the information we hold.

If you require further information about the IPND you can refer to the Industry IPND Code and accompanying explanatory statement.

www.acma.gov.au/-/media/Networks/Regulation/pdf/C555-2017-IPND-Code-pdf.pdf

5. Details of person authorising transfer of services

Name	
Title	
Contact telephone number	
Customer signature	
Date	

6. Withdrawal

A withdrawal of this authorisation may only be requested if Macquarie Telecom has not yet sent a request to the losing service provider to remove the Designated Numbers from their Network Provider. All withdrawal requests (whether successful or not) will not affect any contractual obligations already entered into with Macquarie Telecom.

Withdrawal requested	Time	Date	Customer Signature
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7. Staff Use Only

I have explained the Acknowledgment of Obligations to the Customer as specified above in Item 3.

Salesperson Signature	Date
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8. Continuing Authority – Appointment of Macquarie Telecom as Authorised Agent

- a. In accordance with clause 8.3 of the Macquarie Telecom Services Agreement Trading Terms, the Customer appoints Macquarie Telecom as its authorised agent in relation to the Designated Numbers (including any future Mobile Service Numbers introduced to the agreement).
- b. The Customer authorises Macquarie Telecom to act on its behalf and to sign and complete any necessary forms another carrier or service provider may require to transfer (including porting) the Designated Numbers to Macquarie Telecom.
- c. The Customer acknowledges that while this appointment remains effective, Macquarie Telecom is authorised to select the mobile Carrier, port the Designated Numbers and make such other arrangements necessary to provide the agreed Mobile Services.
- d. The person signing below represents that they have full authority to give this authorisation and sign this Customer Authority to Transfer Mobile Services on behalf of the Customer

Customer Signature	Date
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Please send this completed form to your Macquarie Telecom Account Executive by email for actioning.

