



# MOBILE NUMBER PORTABILITY (MNP) TERMS & CONDITIONS

1. Porting your mobile number to AAPT is covered by the "Australian Communications Industry Forum, Industry Code - Mobile Number Portability ACIF C570 June 2001" ("MNP Code"), and any bilateral arrangements. Provided your mobile number is capable of being ported, you may port it from your current mobile service provider to AAPT if that mobile number is declared portable under the ACA Numbering Plan 1997 and no exemption has been granted by the ACA. The terms of AAPT's Mobile Standard Form of Agreement, as current, but which may vary from time to time, will apply to your use of the Service.
2. This Customer Authorisation is valid for 30 days from the date shown overleaf.
3. You acknowledge that:
  - (a) Only your mobile number ports to AAPT. Existing value added services (including voice mail, SMS, paging or facsimile services) provided by your current mobile service provider may be lost and new value added services will be provided by or on behalf of AAPT.
  - (b) There may be costs and obligations associated with porting your mobile number away from your current mobile service provider.
  - (c) You may have an ongoing contract with your current mobile service provider which requires the payment of cancellation and/or terminations fees to that mobile service provider if you port to AAPT.
  - (d) Your current mobile service provider may or may not disconnect your existing mobile service and/or value added services.
  - (e) If you are porting between GSM and CDMA or any other mobile platform, you may need to purchase a new handset.
  - (f) If you intend to use your existing handset, you may need to get it unlocked or reprogrammed prior to porting. You may also need to get a new handset.
4. You can only withdraw your authority to port prior to the Port Cutover Notification being received by AAPT from your current mobile service provider. Withdrawing your authority to port does not change your contractual obligations to AAPT under your mobile service application.
5. AAPT does not warrant that it can port your mobile number from your current mobile service provider. Your current mobile service provider may reject the request to port, if the information you provide is incorrect or does not match the data held by them. In this case, AAPT reserves the right to correct the information and resubmit the request to port or dispute the rejection by your current mobile service provider. Additionally, in accordance with the MNP Code, a request to port may be rejected if:
  - a) the request is for a non-portable mobile number; eg, a cancelled mobile number.
  - b) the MNP Code requires the request to be rejected; or
  - c) AAPT cannot otherwise provide porting for that mobile number in the circumstances.
6. If your mobile number cannot be ported then you may accept a new mobile number from AAPT.
7. The Standard Hours of Operation under the MNP Code are AEST 8am to 8pm Monday to Friday and 10am to 6pm on Saturdays, excluding national public holidays, unless an extension of the Standard Hours is otherwise agreed under bilateral agreement between mobile service providers. Standard hours of operation may be affected by network outages or failures.
8. Acting in accordance with the MNP Code and any other bilateral agreements, in the event of a Port, Withdrawal or Reversal to your previous mobile service provider, AAPT:
  - a) is not responsible for any period of outage of your mobile service and/or any related or ancillary services; and
  - b) does not warrant that your mobile number will be ported to AAPT within any specified timeframe; and
  - c) to the extent permitted by law, including statutory warranties that apply under the Trade Practices Act, is not liable to you or any person claiming through you for any damage, loss, costs or expenses or other liability in contract, tort, or otherwise direct or indirect, for or in relation to the Port, Withdrawal or Reversal, including a negligent act or omission by AAPT.
9. If you wish to port your mobile number from AAPT to another mobile service provider, then you must contact that other provider to implement the port.
10. AAPT reserves the right to charge for porting your mobile number to or from AAPT.
11. I understand that AAPT collects personal information about me to assess my application and, if approved, provide services to me. I understand that AAPT may also use my personal information to provide me with details of other products and services. In order to provide services to me and provide me with details of other products and services, I acknowledge that AAPT may disclose my personal information to other telecommunications service and equipment providers, AAPT's related bodies corporate, resellers, credit providers, credit reporting agencies, organisations to whom AAPT outsources services (such as mailhouses) and AAPT's partners and associates. From 21 December 2001, in most cases, I will be able to gain access to that information upon request.