



# ASTRON

ABN 50 074 649 228

## SIMmobile

# Mobile Number Portability Customer Authorisation Form

In this form, Astron asks you to provide personal information. Please refer to item 11 in the Mobile Number Portability (MNP) terms and conditions overleaf, which gives you important information about Astron's use of your personal information. Please ensure that all details are filled out correctly or your application will be unsuccessful.

Office Use Only

Please print clearly in capital letters in black or blue ink. If you have any enquiries please call 1300 72 42 72  
Please fax form to 1300 788 318 or mail to Astron Communications, P.O. Box 210, Chatswood NSW 2057

### Customer Details

New Account     Existing Astron Account    Astron Account No.

Customer / Company Name     Contact No.

Authorised Company Representative / Agent     ACN No.

Company Position

Identification Type eg: Driver's licence or Passport     I.D. No.

### Current Service Details

Pre-paid mobile service    Reference No.     Date of birth  /  /

Post-paid mobile service    Account No.

Name of current mobile service provider     Current mobile technology  GSM     CDMA

Name of current mobile network provider  Telstra     Optus     Vodafone     Orange    Other

### Porting Details

If more than 3 mobile numbers are to be ported, you can complete a Multiple Mobile Number Portability Customer Authorisation Form.

Page  of  of porting details.

Mobile Number	Gaining Network eg: Optus/Vodafone	Associated Fax No.	Associated Data No.	Porting Start Date	For Office Use Only		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## IMPORTANT NOTICE – YOU MUST READ THIS BEFORE SIGNING

### Porting Declaration and Acknowledgment

I acknowledge that:

- I am authorised to request the porting of the above mobile numbers to Astron and request that such mobile numbers be ported to Astron.
- I have been advised that by porting the above mobile numbers to Astron, the mobile service and/or any related services associated with that mobile number may or may not be disconnected from my current mobile service provider, and may result in finalisation of the account for that service.
- I have read and understood the terms and conditions printed overleaf, and agree that this Customer Authorisation form is governed by such terms.
- I authorise my mobile number(s) listed above, the network type and my request for this number to be ported to Astron, to be disclosed to other service providers to enable the porting of my mobile number, to allow call and message routing, for customer and network fault management and for the prevention of fraud.

Authorised Customer's Signature

Date  /  /

I acknowledge that I have been advised by Astron that:

- Although I have the right to port the above mobile number(s), there may be costs and obligations associated with my existing mobile service and the porting of these mobile number(s).
- I may be in an existing contract with my current mobile service provider, which may include an obligation to pay an early termination payment to that mobile service provider.

Authorised Customer's Signature

Date  /  /

## SALES PERSON USE ONLY

I declare I have explained the terms of application as specified above and overleaf.

Salesperson / Agent

Dealer Name/Code

Contact No.

Salesperson / Agent Signature

Date  /  /

Contact No.

## FOR OFFICE USE ONLY

Request/Original Request/Group ID

JBill Customer No.

CSPID

CellPro No.

# MOBILE NUMBER PORTABILITY (MNP) TERMS & CONDITIONS

1. Porting your mobile number to ASTRON 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 ASTRON 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 ASTRON'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 ASTRON. 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 ASTRON.
  - (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 ASTRON.
  - (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 ASTRON from your current mobile service provider. Withdrawing your authority to port does not change your contractual obligations to ASTRON under your mobile service application.
5. ASTRON 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, ASTRON 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) ASTRON 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 ASTRON.
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, ASTRON
  - 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 ASTRON 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 ASTRON.
9. If you wish to port your mobile number from ASTRON to another mobile service provider, then you must contact that other provider to implement the port.
10. ASTRON reserves the right to charge for porting your mobile number to or from ASTRON.
11. I understand that ASTRON collects personal information about me to assess my application and, if approved, provide services to me. I understand that ASTRON 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 ASTRON may disclose my personal information to other telecommunications service and equipment providers, ASTRON's related bodies corporate, resellers, credit providers, credit reporting agencies, organisations to whom ASTRON outsources services (such as mailhouses) and ASTRON's partners and associates. From 21 December 2001, in most cases, I will be able to gain access to that information upon request.