



Porting Authority Terms and Conditions

Porting is the process of keeping your existing mobile number and bringing it over from an existing mobile service provider.

You will receive a port validation SMS that you will need to reply to, please keep your original SIM card in your phone to allow receiving of this SMS.

You must provide your existing account number if you are keeping a postpaid (on contract) number from another network. You do not need to provide this if your existing number is a prepaid service. You authorise the mobile phone number above, the identity of the gaining service provider to be disclosed to other network providers and porting service providers and financial institutions otherwise not involved in the porting process for the purpose of routing calls, complaint handling, fraud prevention and to assist in fraud investigations, customer network fault management and routing of SMS messages to that mobile phone number after porting activity. You acknowledge and agree that:

I acknowledge that I had been advised by airtel au of the below and I acknowledge and agree with the following:

1. Although I may have the right to Port the Mobile Service Number, there may be costs and obligations associated with the existing mobile service and Porting the Mobile Service Number;
2. I may or may not be in an existing contract with the current Service Provider; and
3. The contract may or may not include an obligation to make early termination payments to the current Service Provider. I declare that I have a contractual right to the Mobile Service Number and am authorised to request porting of the Mobile Service Number.
4. I acknowledge that I have been advised that by Porting the Mobile Service Number, the service and/or Related Services associated with that Number may or may not be disconnected from the Losing Service Provider and may result in finalisation of the account for that service.
5. I authorise the Mobile Service Number, the Gaining Service Provider airtel au and the Network Type (GSM, UMTS) and any other porting information to be disclosed to other carriers, network providers, portability service suppliers for the purpose of porting, routing of calls and SMS messages to the Mobile Service



Number after porting activity, complaint handling, customer and network fault management, fraud prevention and to assist in fraud investigations.

6. I also authorise porting information to be disclosed to financial institutions for the purpose of fraud prevention and to assist in fraud investigation.

7. I acknowledge that I have been advised by airtel au that if I continue to use the existing handset, it may need to be unlocked and/or reprogrammed prior to porting.

8. By proceeding with the Port-in, you agree that you are authorised to request the porting of this mobile number and you acknowledge that you understand and agree to the terms of this authorisation as displayed on this page.

You acknowledge and agree with the following:

By proceeding with the Port-in, you understand and agree to the acknowledgements above.

To activate a SIM you must enter a recharge PIN or purchase a plan with a credit card.

If you suspect that there has been a fraudulent attempt to port or transfer your airtel au mobile service or if your service has been ported or transferred without your authorisation, please immediately report such activity to:

- airtel au contact us via live chat or email airtel au [contact email]
- the Australian Federal Police or the law enforcement agency in your state or territory;
- Scamwatch at <https://www.scamwatch.gov.au/report-a-scam>; and
- IDCARE at <https://www.idcare.org/contact/get-help>".