







# Customer Authorisation Terms (Mobile Number Transfer to Telstra)



## Important information about the transfer

You acknowledge and confirm the following:

Authorisation	
 You must have authority to transfer	<ul style="list-style-type: none"><li>• You're authorised to request the transfer of the service numbers listed on your application.</li><li>• You authorise and request to transfer those services to Telstra.</li><li>• Your Customer Authorisation is valid for 30 days from the date you give it.</li></ul>
 We'll disclose details to others	You authorise Telstra to disclose your number and transfer details to service providers, suppliers, and financial institutions for call and message routing, complaint handling, managing network faults, preventing and investigating fraud, and to transfer the service.
 You may incur costs from this transfer	<ul style="list-style-type: none"><li>• By transferring the number, your existing provider may disconnect the service and other services, incentives, and benefits associated with that service may stop.</li><li>• You may have an existing contract with your current service provider. That contract may include an obligation to pay early termination charges to them and you may incur costs by transferring this number (such as Port Out Fees or other fees depending on your service).</li></ul>
Process	
 You may incur costs from your current provider for transferring your service	<p><b>Validation</b></p> <ul style="list-style-type: none"><li>• We can't transfer your number if it's not validated.</li><li>• Once you agree to these transfer terms, we speak to your existing service provider. We share the transfer details to validate your request.</li><li>• If we run into any issues, we contact you.</li><li>• Telstra only transfers validated service numbers you list in your application. We can't transfer services or service identifiers not listed in your application.</li></ul> <p><b>During the transfer</b></p> <ul style="list-style-type: none"><li>• Once validated, we begin the transfer. Subject to any cooling off period, the transfer takes a couple of days and your service may be interrupted during this time.</li><li>• If your service is faulty whilst it is transferred, please contact your existing service provider.</li><li>• Your service stays active with your existing service provider until it's transferred.</li></ul> <p><b>After the transfer</b></p> <ul style="list-style-type: none"><li>• We'll send you a text when the transfer is complete and you can start to use your new service. We'll also send you details of your new service via email or mail.</li></ul>
Other details	
 BYO handset	<ul style="list-style-type: none"><li>• If you are using a non-Telstra device, check your device is compatible via <a href="https://telstra.com.au/coverage-networks/check-imei">telstra.com.au/coverage-networks/check-imei</a> or contact us on the below details.</li><li>• You may need to unlock or re-set your BYO handset before the transfer.</li></ul>
 Transfer enquiries	To confirm the transfer has occurred, to lodge an enquiry or complaint, or any other transfer related matter, please call us on 13 2200.