



AUTHORITY TO TRANSFER MOBILE NUMBER TO BETTER LIFE MOBILE

Important Information

This document forms part of your agreement to engage Better Life Mobile services and should be read in conjunction with the General Terms, our privacy policy and acceptable use policy.

By completing an application for services via our website and/or contacting us to activate a service and providing your existing mobile number details, you acknowledge that you have read and agree to our General Terms and acceptable use policy and are authorised to port the mobile number you have provided to us in your application.

This Agreement

By transferring your mobile number to Better Life Mobile, you are entering into a new mobile service agreement with us. The minimum term of the agreement is 1 month.

BYO handset

Before initiating your port to Better Life Mobile, it is your responsibility to ensure that your mobile phone is unlocked and can use any mobile network in Australia. As a minimum, your handset will need to be compatible with the 850Mhz frequency on the 3G network. The 1800Mhz and 700Mhz frequencies are required if you wish to have access to the 4G mobile network.

Process

Once you have completed your application and port request, we will post a new sim card to you. Once this arrives, you can initiate the port by calling us.

Most mobile number transfers occur within a matter of hours but can take a number of days in some cases.

Delays

Whilst it is not common to have an interruption to service during the transfer, from time to time there may be a delay in some element of the port.

Where there is a delay that is carrier related, we will endeavour to let you know this before you initiate the port where this information has been made available to us.

Transfer enquires

If you have any questions about the transfer, please call us on 03 90185349. Call this number any time to confirm that the transfer has occurred, to lodge an enquiry or complaint, to determine equipment compatibility or any other service related matter. If you're experiencing any faults with your service whilst it is being transferred to Better Life Mobile, please contact your current provider.

Customer Protections and Safeguards

To protect customers from unauthorised mobile number transfers, we enforce the *Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020*. This standard requires that customers undertake an additional identity verification process to assist in verifying the identity of the person making the porting request.

For this reason, a customer must be in possession of the mobile service and it must be active in a mobile phone when you call to initiate a porting request. We will need to either call you on this number or send an SMS verification code to you which you will need to read back to us in real time.

Unauthorised porting requests and fraud

In the event that a customer suspects that their mobile service number is at risk of or has been fraudulently ported they should immediately report this activity to us and to the Australian Federal Police or relevant State or Territory Police, Scamwatch and IDCARE.

Similarly, any suspected fraudulent porting in or out of Better Life Mobile will immediately be reported to the police.

Your Acknowledgement

By completing your application and contacting us to initiate your mobile number transfer to Better Life Mobile you acknowledge the following:

- You understand that whilst you have the right to transfer your mobile number to Better Life Mobile, you may have costs and obligations to your current provider which may arise from doing so.
- Transferring your service to Better Life Mobile does not release you from any obligations you may have with your previous provider.

- You understand it is your responsibility to enquire with your existing provider in relation to early termination fees, port out fees and pay out fees they might charge.
- That transferring your mobile number to Better Life Mobile will cancel the service from your existing provider, however this will not cancel any other services or products you may have with them. As such, if you do wish to cancel these, you understand you need to contact the provider to do this.

Authorisation

You confirm the following:

- You are authorised to request the porting on the mobile telephone number you provided in your application.
- You authorise Better Life Mobile to port your mobile telephone number provided in your application which will result in the disconnection of the service from the existing provider resulting in the finalisation of the service and your account with them.