# Mobile Number Portability Form

GO p.l.c., Fra Diegu Marsa, MRS 1501, Malta
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Company Registration No.: C22334
VAT Registered No.: MT 1282-6209

Company Name: (if applicable) _____ C Reg No: (if applicable) _____

Customer Name: _____ Surname: _____

Address: _____

Home/Office Tel: _____ ID Card No: _____

Fax: (if applicable) _____ Other contact No: _____

Request Date: ____ /____ /_____ Request Time: ____ : ____

Porting Mobile Number: | | | | | | | | | Single Line: ☐ Prepaid: ☐

Account Number: (if applicable) | | | | | | | | | | | | | Multi Line: ☐ Postpaid: ☐

| | Yes | No | N/A | | |
|---|---|---|---|---|---|
| ID Check: | ☐ | ☐ | ☐ | To port-out from: ☐ | Melita |
| CLI Check: | ☐ | ☐ | ☐ | ☐ | Vodafone |
| Bill Check: | ☐ | ☐ | ☐ | ☐ | Other |

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The Malta Communications Authority wishes to advise the customer that the donor operator is not allowed to initiate contact with him/her from when he/ she signs this application form, including a period of two months commencing from when the porting has been successfully completed, or one week in cases where the porting request has been declined. The subscriber should report any violations of this requirement to GO. Subscribers may nevertheless contact the donor operator if they wish to do so.

## Terms and Conditions

1. Customer is the rightful owner of the mobile number stated above.
2. In case of prepaid connections, any unused prepaid balance with the Donor Operator will be lost on porting.
3. Any messages on the Voice Mailbox of the Donor Operator will be lost.
4. Any undelivered SMS and MMS on the mobile number stated above will be lost after the porting process is complete.
5. In case of postpaid connections, the balance due to the Donor Operator is duly paid.

## Data Protection Clause

GO processes data lawfully and in a proportionate, fair and justified manner without prejudice to the data subject's rights at law, including those to access, object, rectify and erase such personal data. For more information, the Customer is strongly urged to read GO's Privacy Policy available at: https://www.go.com.mt/privacy-policy and which shall also be provided to the customer in hard copy if so requested.
Please note that in compiling this form you should provide personal data that is correct and accurate in order to be matched with the data held by the Donor Operator for validation purposes.

## Declaration

I hereby declare that I authorise GO to act as my / our Porting Agent for the mobile number listed on this document and am duly authorised to consent GO to act as my Porting Agent. I also declare that I am the legal owner / signatory / duly authorised for the mobile number stated above and that all the information above stated is correct. I also understand that all actions linked to the porting process are subject to the Terms and Conditions stated on this document.
I also hereby declare that I have been enquired by GO whether I have any supplementary services linked to my telephone number, and if so, they informed me which of these services would be lost once the porting process is complete.

**I also hereby declare that I am aware that after signing this application form, GO shall not accept another application on my behalf to migrate back to the donor, or to another service provider, using the same facility for a period of two months after completion of the migration process.**

Name & Surname: _____ ID Card No: _____ Signature: _____

Name & Surname: _____ ID Card No: _____ Signature: _____

Name & Surname: _____ ID Card No: _____ Signature: _____

## For Internal Purposes Only

I hereby declare that I have carried out all the necessary checks related to the mobile number porting process in order to verify that the mobile number stated above can be ported.

Processed by: _____ Signature: _____