

Attach copy of identification document (e.g. identity card / driving licence / passport)

Melita acc: \_\_\_\_\_

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Melita Ltd., Triq Il-Merghat, Central Business District, Zone 1, Birkirkara, CBD 1020, Malta

Company Registration No.: C12715

**Mobile Porting Form**

Applicant's Details (*Note: Applicant must be either a subscriber with an existing mobile service provider under an active contract (or other similar arrangement), or a subscriber that had a contract (or other similar arrangement) with a mobile service provider not more than one (1) month from the date of this porting request.*)

**Corporate**

Corporate Name: \_\_\_\_\_ Company/Entity Reg No. \_\_\_\_\_

**Individual/Corporate Representative:**

Name and Surname: \_\_\_\_\_ ID/Passport No. \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Please attach a copy of the account holder's / authorized representative's identification document

Contact No: \_\_\_\_\_ Fax No: \_\_\_\_\_

Request Date: \_\_\_\_\_ Request Time: \_\_\_\_\_

Donor Operator: \_\_\_\_\_ Donor Account No. (if applicable) \_\_\_\_\_  
(Current/Last Serving Service Provider)

Porting number/s: \_\_\_\_\_  
 In case of Multi-Line Account

Account Type: Single Line  Multi Line  Prepaid  Postpaid

Account Status: Active  Terminated

ID Check: Yes  No  N/A

CLI Check: Yes  No  N/A

Sent SMS to 1811: Yes  No  N/A

Bill Check: Yes  No  N/A

**Mobile No. to be replaced**

The Malta Communications Authority wishes to advise the applicant 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 applicant should report any non-conformity with this requirement to Melita Limited. Applicants may nevertheless contact the Donor Operator if they wish to do so for instance to submit a request for a credit refund.

**Terms & Conditions:**

- Applicant is the rightful owner of the mobile number(s) stated above.
- In the case of consumers with pre-paid or hybrid connections, the applicant should note that, upon request following successful porting, any unused monetary credit with the Donor Operator may be refunded by the latter, albeit a fee may apply if this is already provided for in the contract or other similar arrangement between the applicant and the Donor Operator. Such requests must be made to the Donor Operator within two weeks of a successful porting. Applicants should also note that the credit to be refunded by the Donor Operator should match the monetary amount which would have been indicated to the consumer should he/she have performed a credit check immediately before the Donor Operator deactivated the ported number on its network, namely when usage in the Donor Operator's network has ceased. Where the credit check facility can provide the consumer with information which distinguishes between topped up/purchased credit and any other bonus/promotional credit, the Donor Operator is only obliged to refund the topped up/purchased credit.
- Any messages on the Voice Mailbox of the Donor Operator will be lost.
- Any undelivered SMS and MMS on the mobile number(s) stated above may be lost after the porting process is complete.
- In the case of post-paid connections, the balance due to the Donor Operator is duly paid.
- The Donor Operator shall remove any entry/entries relating to the applicant's mobile number(s) which may be included in any directory information service of such provider upon the successful completion of the porting process.
- The applicant is aware that the Donor Operator will automatically terminate his/her contract or other similar arrangement upon successful porting. In case the number(s) to be ported form(s) part of a contract or other similar arrangement comprising other services offered to the applicant by the Donor Operator, the applicant is aware that such automatic termination can have implications on any other services, such as in a bundled offer, that the applicant may have with the Donor Operator. Penalties for early termination of the said contract may apply.**

**Data Protection Clause:**

Melita Limited 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 Melita's Data Protection Notice available at <https://www.melita.com/terms/data-protection-notice/> 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 any data held by the Donor Operator for validation purposes.

**Declaration:**

I hereby declare that I authorise Melita Limited to act as my / our Porting Agent for the mobile number(s) listed on this document and am duly authorised to consent Melita Limited to act as my porting agent. I also declare that I am the legal owner / signatory / duly authorised for the mobile number(s) 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 asked by Melita Limited whether I have supplementary services linked to my telephone number(s), and if so, the aforesaid operator 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, Melita Limited shall not accept another application on my behalf to port back to the Donor Operator or to another service provider, using the same facility for a period of two months after completion of the porting process.**

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
I.D. Card Number

\_\_\_\_\_  
Melita Limited Representative's Name

\_\_\_\_\_  
Representative's 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(s) stated above can be ported.

\_\_\_\_\_  
Processed By

\_\_\_\_\_  
Signature