

Mobile Number Portability (MNP).

- (a) MNP allows You to keep Your existing Mobile Number when You wish to stop using the mobile service provided by Your current telecommunications service provider and take up a new mobile service with a new telecommunications service provider. This process is known as porting and is regulated under various legislation including the Communications Alliance Industry Code ACIF C570:2005 – Mobile Number Portability (MNP Code).
- (b) You will be able to port Your Mobile Number from Your current telecommunications service provider to Woolworths if that Mobile Number is able to be ported under the Telecommunications Numbering Plan 1997 (Plan).
- (c) If You wish to port Your existing Mobile Number from Your current telecommunications service provider to Woolworths, then You must complete the MNP Customer Authorisation Process.
- (d) The MNP Customer Authorisation Process can be completed through the Everyday Mobile Website or through the Everyday Customer Service Centre. You will be required to provide Your existing Mobile Number, Your existing account or reference number from Your current telecommunications service provider or Your date of birth. You will need to provide an acknowledgement that You are authorised to request the porting of Your Mobile Number and that You authorise for the port to take place. You will also be required to provide an acknowledgement that Woolworths has notified You about those matters referred to in **clause 17.5(f)**.
- (e) You should notify Woolworths as soon as possible, if You wish to withdraw Your authority to port Your Mobile Number.
- (f) You should be aware that:
 - (i) You may or may not be in an existing contract with Your current telecommunications service provider;
 - (ii) although You have the right to port Your Mobile Number, there may be costs and obligations, including early termination payments, outstanding call and service usage costs and other contractual obligations associated with Your current telecommunications service provider and porting Your Mobile Number;
 - (iii) any Pre-Paid credits in Your account with Your current telecommunications service provider may be forfeited; and
 - (iv) the service, including related services such as value added services, associated with the Mobile Number whilst connected to Your current telecommunications service provider may or may not be disconnected from Your current telecommunications service provider and may result in finalisation of Your account for that service.
- (g) Whilst Woolworths cannot guarantee when or how long it will take to effect a port, Woolworths will use reasonable endeavours to ensure the port takes effect as soon as possible, within the Standard Hours of Operation, which under the MNP Code are Monday to Friday 8am to 8pm and Saturday, Easter Monday, the Queen's Birthday and Boxing Day 10am to 6pm.
- (h) Woolworths is not responsible or liable for any period of outage of your Mobile Number or mobile service or any related or ancillary services. To the maximum extent permitted by law, Woolworths excludes all liability to You or any person claiming through You for any damage, loss, costs or expenses or other liability in contract, tort or otherwise for or in relation to the porting process.
- (i) If You would like to continue using Your existing mobile handset when You port Your Mobile Number to Woolworths, You should confirm with Woolworths that Your existing mobile handset is an Approved Mobile Handset and if necessary, arrange to have Your existing mobile handset unlocked or re-programmed from Your current telecommunications service provider.
- (j) You may also port Your Mobile Number from Woolworths to another telecommunications service provider, if that Mobile Number is able to be ported under the Plan.
- (k) If You Port Your Mobile Number from Woolworths to another telecommunications service provider, You must pay any administrative costs and any outstanding amounts owing on Your Everyday Mobile Account. Subject to **Clause 13(b)**, any unused credits in Your Everyday Mobile Account will be forfeited.
- (l) In accordance with **clause 16(g)(iii)**, Woolworths may disclose your Personal Information to other telecommunications service providers in order to effect a port. All information will be disclosed in accordance with the Woolworths Everyday Mobile Privacy Policy available on the Everyday Mobile Website.