

FIXED NUMBER PORTING FORM

Kindly complete all fields as appropriate, otherwise we shall be unable to process your request for number portability. We shall also be unable to process your request if you do not attach a copy of all the relevant documents indicated on page 2.

Details of applicant - Applicant must be either a subscriber with an existing fixed line service under an active contract (or other similar arrangement), or a subscriber that had a contract (or other similar arrangement) with a fixed line service provider not more than one (1) month from the date of this porting request.

TO BE COMPLETED BY INDIVIDUAL APPLICANTS

Name & Surname

I.D./Passport No.

Please attach a copy; state passport no. only if not in possession of Maltese I.D. Card

TO BE COMPLETED BY CORPORATE APPLICANTS

Name of Company / Other entity

Company / Other Entity Registration Number

Type Of Organization (e.g. Registered Company Or Other)

INFORMATION REGARDING DONOR OPERATOR ACCOUNT

Name of donor operator:

The applicant's current or last serving fixed line service provider

Telephone number/s to be ported:

Fixed line account number:

Nature of fixed line account (indicate whether pre-paid or post-paid):

Are these active fixed number/s?

☐

Yes

☐

No

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DOCUMENTS TO BE ATTACHED FOR INDIVIDUAL APPLICANTS:

- Copy of identity card / driving licence / passport of applicant / applicant's authorized representative
- Any power of attorney granted by applicant to authorized representative appearing on his behalf
- Copy of bill or statement issued within the last 3 months prior to the date of submission of this request form

DOCUMENTS TO BE ATTACHED FOR CORPORATE APPLICANTS:

- Copy of identity card of applicant's authorized representative
- Copy of bill or statement issued within the last 3 months prior to the date of submission of this request form
- In the case of corporate customers who are not companies (e.g. clubs), then the copies of evidence that the applicant is an authorized representative shall also be sent

DATA PROTECTION CLAUSE

Vanilla Telecoms 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 applicant is strongly urged to read Vanilla Telecoms Privacy Policy available at <https://www.vanilla.net.mt/pages/privacy-policy> and which shall also be provided to the applicant in hard copy if so requested. Please note that in compiling this form you must provide personal data that is correct and accurate in order to be matched with the data held by the donor operator for validation purposes.

APPLICANT'S DECLARATION

I, the undersigned, wish to apply for number portability in the manner indicated in this request form. I declare that I do not have a carrier pre-selection service associated with my line. I further understand and consent to the following:

1. If my number(s) is/are successfully ported in the manner indicated in this request form, the existing contractual relationship (or other similar arrangement) that I have with my donor operator shall terminate forthwith. This shall however not affect any accrued or outstanding rights and obligations arising under such contract (or other similar arrangement), which rights and obligations shall survive the porting so long as they are not inconsistent with it. I understand that in the event of such successful porting, this completed request form shall form an integral part of my contractual relationship (or other similar arrangement) with Vanilla Telecoms together with any other application form and/or conditions of service that Vanilla Telecoms may publish from time to time.
2. By completing this form I hereby authorise Vanilla Telecoms to act as my mandatory vis-à-vis my donor operator and as such:
 - a. to request Vanilla Telecoms to close my current fixed line account; and/or
 - b. to do everything necessary to process my request in this form.
3. As soon as my current fixed line account is closed, I may lose any voice messages that may be stored in my voicemail, and other supplementary services provided on the ported number(s).
4. I am aware that, if the number(s) to be ported form(s) part of a contract (or other similar arrangement) comprising other services offered to me by the donor operator, the latter operator will automatically terminate such contract or other similar arrangement upon successful porting, and such automatic termination can have implications on any other services, such as in a bundled offer, that I may have with my current fixed line service provider. I also understand that the donor operator will charge me penalties for early termination, if applicable.
5. As soon as my current fixed line account is closed, my current fixed line provider shall remove any entry/entries relating to my

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APPLICANT'S DECLARATION CONT.

current fixed line account that I may have in any directory information service of such provider.

6. If my current fixed line account is a consumer pre-paid or hybrid account (i.e. non-business), I have the right, within two weeks following successful porting, to request a refund of the unused monetary credit from the donor operator, albeit a fee may apply if this is already provided for in the contract or other similar arrangement with the donor operator. I am aware that the credit to be refunded by the donor operator should match the monetary amount which would have been indicated to me had I 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 me 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.
7. The donor operator shall be entitled, following the porting, to recover any equipment and/or wiring that I have been using in relation to my current fixed line account.
8. I understand that the donor operator is not allowed to initiate contact with me from when the aforesaid operator is aware of my signed application form and for a period of two (2) months after the porting has been successfully completed, and that I should report any violations of this requirement to Vanilla Telecoms. Nevertheless, I may contact the donor operator if I wish to do so.
9. I hereby declare that I am aware that after signing this application form, Vanilla Telecoms shall not accept another application on my behalf to port back to the donor operator, or to any other service provider using Fixed Number Portability for a period of two (2) months after completion of the porting process.

APPLICANT'S SIGNATURE

If you are completing this form in your own name as applicant please sign above

NAME

Of the Person Submitting this Form

REPRESENTATIVE SIGNATURE

If you are completing this form on behalf of the applicant please sign above

NAME

Of the Representative Submitting this Form

REPRESENTATIVE CAPACITY

ID NUMBER

Of the Representative Submitting this Form

DATE OF SIGNATURE