

Porting Authorisation Form

You may use this Porting Authorising Form to port your mobile telephone number from another mobile network to Lycamobile. You may call **1923** or **1890 929 468** or **+353 1 437 2322** with any queries.

Section A: (You must complete this section)

Customer Name (IN BLOCK CAPITALS):

Port In MSISDN (Your Current Mobile Number)* |...|...|...|...|...|...|...|...|...|...|...|...|...|...|...|...|

Port In ICCID(19 digit number printed on your current SIM card)* |...|...|...|...|...|...|...|...|...|...|...|...|...|...|...|...|

Your Lycamobile Number* |...|...|...|...|...|...|...|...|...|...|...|...|...|...|...|...|

Your Lycamobile ICCID (Your 19 digit number on your Sim Pack)* |...|...|...|...|...|...|...|...|...|...|...|...|...|...|...|...|

Section B: (You must complete this section)

Type of account you have with your existing network:

Pre-pay ☐

Bill pay ☐

Is it?

A single account (one mobile) ☐ or part of a group (multi-line) ☐

Does your existing network have your details? YES ☐ NO ☐

Registered ☐

Unregistered ☐

Section C:

Important: Only complete Section C if you are a Bill pay customer.

Complete either i) or ii) as appropriate.

Please supply a copy of your most recent mobile phone bill/statement (must be dated within last 3 months)

i) Contract (one mobile line) Validation

I have attached a copy of my mobile phone bill/account statement with this form and the number I wish to port is referenced on this statement of account.

Please provide the account number that you had with the operator you are porting from.

|...|...|...|...|...|...|...|...|...|...|...|...|...|...|...|...|

I confirm that the name on my mobile phone bill/account statement corresponds with my signature at the bottom of this form. ☐

Porting Authorisation Form

ii) Contract (multiple line) validation

I have attached a copy of my phone bill/account statement with this form and the numbers I wish to port are referenced on this statement of account. ☐

I am aware that the authorised account contact on my account may be contacted to approve the mobile number port (move) request. ☐

The Porting Authorisation Terms and Conditions are set out below.

I accept and confirm that I have read, understood and accepted the Porting Authorisation Terms and Conditions prior to signing this form. ☐

Signature: _____ Date: _____

Please return the completed and signed Porting Authorisation Form to Lycamobile Ireland Limited, Porting Authorisation, Segrave House, Earlsfort Terrace, Dublin 2

Porting Authorisation Terms and Conditions:

These porting authorisation terms and conditions apply when you port your mobile telephone number from your current mobile telecommunications network operator ("Original Operator") to Lycamobile Ireland Limited ("Lycamobile").

1. If you wish to switch from your Original Operator to Lycamobile, you must complete a Porting Authorisation Form. You may also complete an Online Porting Authorisation Form if you are a prepaid customer of your Original Operator.
2. By completing the Porting Authorisation Form you hereby warrant that you are the legitimate owner/authorised representative of the MSISDN (mobile telephone number) for the purpose of porting from your Original Operator to Lycamobile.
3. By executing this Porting Authorisation Form (or submitting the Online Porting Authorisation Form), you will be bound by these Porting Authorisation Terms and Conditions and Lycamobile's General Terms and Conditions. In the event that you subsequently port from Lycamobile to another mobile telecommunications network operator, these Porting Authorisation Terms and Conditions as well as Lycamobile's General Terms and Conditions, will apply to that port.
4. If you provide fraudulent, false or misleading information in connection with the porting process either from or to Lycamobile, you acknowledge that you will be personally liable and responsible for such information, as well as any loss, damage, costs, injury or expenses of any kind which arise or are incurred either directly or indirectly as a result thereof.
5. You accept that your request to port to Lycamobile serves as formal notice to your Original Operator to terminate your contract for mobile telecommunications services with your Original Operator.

You may have outstanding contractual obligations including outstanding invoices, rental charges both past and future and/or termination charges with your Original Operator. You remain liable to your Original Operator for all of these charges. You acknowledge that your Original Operator may decline to proceed with the port in the event that there are overdue amounts on your account with them.

Porting Authorisation Form

Lycamobile does not accept any responsibility and shall not be liable for or in connection with any such outstanding charges or for any loss or damage suffered by you as a result of your Original Operator refusing to proceed with the port.

6. You understand that certain services, unused credit and/or any other benefits such as bundles, may not be transferable from your Original Operator to Lycamobile and will be lost. Lycamobile is not liable for providing any compensation or replacement for such lost service, credit and/or other benefits.
7. Lycamobile does not warrant, represent or undertake that your mobile telephone number can be ported from your Original Operator to Lycamobile or from Lycamobile to another mobile telecommunications network operator. Industry porting procedures and standards must be met before a port can be completed.
8. You acknowledge that as part of the porting process there may be a period during which there is a partial or total loss of mobile telecommunications services. Lycamobile will not be liable for any loss of service during the porting process. Lycamobile will not be liable for any damage, loss, costs or expenses (whether direct, indirect or consequential) or any other liability which arises in connection with such loss or service.
9. If you change your mind about porting to Lycamobile, we can cancel the port to us if the port has not yet been completed. If the port has already been completed, you will need to contact your Original Operator who can port your mobile telephone number back to them.
10. Lycamobile accepts no responsibility or liability for any ports to Lycamobile which are executed without your authorisation or otherwise in breach of industry procedures and standards. This exclusion of liability does not apply to such ports which are solely and exclusively due to the negligent acts or omissions of Lycamobile.