Customer Authorisation for Mobile Number Port Reversal

If your number has been transferred FROM ALDImobile to another provider without your authorisation, you should immediately take steps to protect your identity, bank accounts and other assets which may be accessible through your mobile number.

You then need to purchase a new SIM card(s) and complete and return this request.

We will pass this onto our carrier, who will attempt to process a reversal of the mobile number port but cannot guarantee either its success or how long the process might take.

Please complete this form and return to:

By post	MEDION Mobile, PO Box 730, Chatswood NSW 2057
By email	extracare@aldimobile.com.au

Section 1 – Details of the person making this authorisation

You must be the authorised account holder to be able to sign and authorise this port reversal.

Full name	
Date of birth	/ /
Contact number	
Email address	
Physical address (cannot be a PO Box address)	

Section 2 – Details required for port reversal authorisation. You must purchase a new SIM for each service to be reversed.

Previous service provider	Mobile service no. authorised for port / transfer reversal	Account Number	Date of Birth of authorised account holder	**New** SIM number (this will be used to reverse the number to)
ALDImobile				
ALDImobile				
ALDImobile				

Section 3 – Customer acknowledgement

I acknowledge that:

- I am authorised to request the Porting of the Mobile Service Number(s) listed above.
- I have not requested, nor have I authorised another on my behalf to request, my Mobile Service Number(s) to be ported.
- I am aware that a Reversal of a Port does not change the rights, costs or contractual obligations with my present Carriage Service Provider, in the event that the original port is demonstrated to have been correctly authorised.
- Additional acknowledgement by Previous Carriage Service Provider (CSP) where applicable: I am authorising the Reversal in accordance with the C570 Industry Code Mobile Number Portability.

I warrant that I am the Legal Lessee or am authorised to make this request on behalf of the Current Account Holder.

Full name	
Signature	
Date	/ /

Thank you

We will be in touch once the port reversal has been processed.