

Customer Authorisation for Mobile Number Port Reversal

1. If your number has been transferred **FROM** Konec without your authorisation, we strongly recommend that you contact your Financial Institution and other service providers to protect your accounts, assets and personal information.
2. Our carrier will attempt to process a reversal of the mobile number port. We cannot guarantee either its success or how long the process might take.
3. To request a Port Reversal
 - (i) Purchase a Konec Mobile replacement SIM card for each ported out service to be reversed
 - (ii) Complete and return this form to: Help@konec.com.au

Section 1 – Details of the person making this authorisation

You must be the account holder to request 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 by customer for port/transfer reversal	Account Number and Date of Birth of authorised account holder	Reason for the reversal	New SIM number to reverse the number to (previous SIM cannot be used).
Konec				
Konec				
Konec				

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.
- I am authorising the previous Carriage Service Prover to reverse the Port in accordance with sections 4.17, 4.18 and 7 of Industry Code C570: 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 contact you when the port reversal has been processed.