



## Appendix A – Customer Instruction Form

### Customer Instruction form

To: (Donor operator)

\_\_\_\_\_

Recipient Operators Name:  
Colt Technologies LTD

From: (Customer name/address)

\_\_\_\_\_  
*(as shown on most recent telecommunications  
bill from donor)*

Account No.: \_\_\_\_\_  
*(as shown on most recent telecommunications  
bill from donor)*

Re: Telephone Number/s:

(Insert all numbers here - attach additional sheets if required)

\_\_\_\_\_

By signature of this form, I authorise you to close my account in respect of the above telephone number/s in conjunction with the successful porting of those numbers to another operator.

I understand that this form will be relayed to you by use of electronic or other means.

I confirm that I have the authority to make this instruction.

The information contained in this form may not be used for any purpose other than that for which it is intended.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Position in Company (if applicable): \_\_\_\_\_

Contact Number: \_\_\_\_\_

I further acknowledge that I read and understand the porting instructions set forth at  
<https://support.twilio.com/hc/en-us/articles/115000781088>  
and agree to fully comply with them in connection with my porting request.