# Customer Authorisation Agent Appointment (CAAA)

**Important notice – please read and sign below – all fields mandatory unless otherwise stated**

## STEP 1: CUSTOMER DETAILS

Please write your details in block letters (AS THEY APPEAR ON YOUR EXISTING TELEPHONE ACCOUNT)

**Customer Organisation name**

**Title/Name**

**Position (business only)**

**ACN/ABRN (business only)**

**Address**

**Suburb** **State** **Postcode**

**Daytime Contact No.** (  )

## STEP 2: MOBILE SERVICE NUMBER(S) YOU WOULD LIKE TO SWITCH TO TWILIO

By signing this Customer Authorisation for Mobile Number Portability [switching the listed mobile service number(s) to Twilio Inc], I authorise the mobile service number(s) listed below and on attached form(s) or spreadsheet(s) to be switched to Twilio

**Please write YOUR mobile service number(s) below and on attached form(s) or list reference file for spreadsheet.**

**Current Mobile Service** ☐ **Telstra** ☐ **Vodafone** ☐ **Other, please specify**

Mobile Service Number ☐☐☐☐☐☐☐☐☐☐

Current Service Account Number/Reference Number

**Spreadsheet File Reference**

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I am certifying that:

- am authorised on behalf of the Organisation above, to switch the listed mobile service number(s) to Twilio Inc;
- have been advised that switching to Twilio may result in disconnection of the services (including value added services) relating to the mobile service number(s) above and on attached form(s) or spreadsheet(s) and finalisation of the organisation's account with its current Mobile Service Provider.

I acknowledge that the mobile number(s) that I am transferring to Twilio may be supplied to other carriers to allow call and message routing, and network fault management.

### CUSTOMER ACKNOWLEDGMENT

I acknowledge that I have been advised by Twilio that although I have the right to switch the listed mobile service to Twilio:

- there may be costs and obligations associated with my existing service(s) and the switching of this mobile service number(s) to Twilio
- there may be an existing contract(s) with the current mobile service provider(s) which may require the payment to them of an early cancellation fee(s) or termination payment(s)

Signature (Applicant) _____ Date

By signing this Customer Authorisation for Mobile Number Portability (switching the listed mobile service number(s) to Twilio) I authorise the listed mobile service number(s) listed above and on attached form(s) or spreadsheet(s) to be switched to Twilio. I agree that this Customer Authorisation is subject to the conditions printed on the reverse of this form (see Clauses over). I declare that the information I have given is true and correct to the best of my knowledge.

I authorise Twilio to act as my agent, for 60 days from the date below for porting the listed or appended Mobile Service Number(s) to Twilio, and to sign and complete an Twilio Reversal Authorisation Form. I authorise Twilio nominated representatives to create a new Customer Authorisation, or to change this Authorisation (CAAA Form) where additional details or mobile service numbers are to be added at my request, or where information must be edited or deleted, or the validity date of this Authorisation must be changed to the extent necessary to carry out the port(s) to Twilio

Signature (Applicant) _____ Date

**TERMS & CONDITIONS**

When porting your mobile service number/s to Twilio, you confirm and accept the following:

1. Your services will remain active with your current telecommunications provider until the transfer is completed, and you should continue to contact them in relation to the provision of services and fault restoration until the transfer is completed.
2. Any services with your existing provider such as voicemail or fax may be altered or terminated and will not be transferred to Twilio. You will need to set up any such services separately with Twilio.
3. Your existing service provider may require you to pay a penalty or cancellation fee, or apply an early termination fee if you still have an existing contract with them.
4. Only those mobile service numbers specifically requested by you as part of the transfer request will be ported to Twilio. Any other mobile service numbers not advised will remain with your existing provider.
5. Certain information may be required to be disclosed by Twilio to other service providers, network providers and financial institutions not otherwise involved in the porting process, for the purpose of routing of calls, complaint handling, fraud prevention and to assist in fraud investigations, and customer network fault management.
6. Twilio works to the service levels specified in the Mobile Number Portability Industry code, although there may be service interruptions during the porting process.