

# Fixed Number Portability Form



## Details of Applicant

Applicant must be a subscriber with an existing fixed line service provider or within the 30 days from termination.

Name and Surname: \_\_\_\_\_ ID Card/Passport No & Nationality: \_\_\_\_\_

Note: Indicate Passport Number only when the account is not in possession of Maltese Identity Card.

Name of Company/Entity: \_\_\_\_\_

Company Registration No.: \_\_\_\_\_ Type of organization: \_\_\_\_\_

Installation Address: \_\_\_\_\_

Telephone Number/s to be ported: \_\_\_\_\_ Request Date: \_\_\_\_\_

Are these premium rate number/s? Yes No

## Information regarding the donor operator account

Name of of donor operator: \_\_\_\_\_ Port in Date (Future dated port in): \_\_\_\_\_

(i.e., the applicant's current or last serving fixed line service provider)

Fixed line account number: \_\_\_\_\_ Account Status: Active Inactive

Nature of fixed line account: Pre-paid Post-paid

## Data Protection Clause

Epic processes data lawfully and in a proportionate, fair, and justified manner without prejudice to the data subject's rights at law, including those to access, object, rectify and erase such personal data. For more information, the applicant is strongly urged to read Epic Privacy Policy available at

<https://www.epic.com.mt/privacypolicy/> and which shall also be provided to the applicant in hard copy if so requested. Please note that in compiling this form you must provide personal data that is correct and accurate to be matched with the data held by the donor operator for validation purposes.

## Applicant's Declaration

I, the undersigned, wish to apply for number portability in the manner indicated in this request form. I declare that I do not have a carrier pre-selection service associated with my line.

I further understand and consent to the following:

1. If my number(s) is/are successfully ported in the manner indicated in this request form, the existing contractual relationship (or other similar arrangement) that I have with my donor operator shall terminate forthwith. This shall however not affect any accrued or outstanding rights and obligations arising under such contract (or other similar arrangement), which rights and obligations shall survive the porting so long as they are not inconsistent with it. I understand that in the event of such successful porting, this completed request form shall form an integral part of my contractual relationship (or other similar arrangement) with Epic together with any other application form and/or conditions of service that Epic may publish from time to time.
2. By completing this form I hereby authorise Epic to act as my mandatory vis-à-vis my donor operator and as such:
  - a. to request Epic to close my current fixed line account; and/or
  - b. to do everything necessary to process my request in this form.
3. As soon as my current fixed line account is closed, I may lose any voice messages that may be stored in my voicemail, and other supplementary services provided on the ported number(s).
4. I am aware that, if the number(s) to be ported form(s) part of a contract (or other similar arrangement) comprising other services offered to me by the donor operator, the latter operator will automatically terminate such contract or other similar arrangement upon successful porting, and such automatic termination can have implications on any other services, such as in a bundled offer, that I may have with my current fixed line service provider. I also understand that the donor operator will charge me penalties for early termination, if applicable.

5. As soon as my current fixed line account is closed, my current fixed line provider shall remove any entry/entries relating to my current fixed line account that I may have in any directory information service of such provider.
6. If my current fixed line account is a consumer pre-paid or hybrid account (i.e. non-business), I have the right, within two weeks following successful porting, to request a refund of the unused monetary credit from the donor operator, albeit a fee may apply if this is already provided for in the contract or other similar arrangement with the donor operator. I am aware that the credit to be refunded by the donor operator should match the monetary amount which would have been indicated to me had I performed a credit check immediately before the donor operator deactivated the ported number on its network, namely when usage in the donor operator's network has ceased. Where the credit check facility can provide me with information which distinguishes between topped up/purchased credit and any other bonus/promotional credit, the donor operator is only obliged to refund the topped up/purchased credit.
7. The donor operator shall be entitled, following the porting, to recover any equipment and/or wiring that I have been using in relation to my current fixed line account.
8. I understand that the donor operator is not allowed to initiate contact with me from when the aforesaid operator is aware of my signed application form and for a period of two (2) months after the porting has been successfully completed, and that I should report any violations of this requirement to Epic. Nevertheless, I may contact the donor operator if I wish to do so.
9. I hereby declare that I am aware that after signing this application form, Epic shall not accept another application on my behalf to port back to the donor operator, or to any other service provider using Fixed Number Portability for a period of two (2) months after completion of the porting process.

Applicant's Signature

Company/Entity Representative's Name

Date of Signature

Company/Entity Representative's Signature

Company/Entity Representative's Capacity

Company/Entity Representative's ID Card No

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## Documents to be attached:

### Individual applicants

1. Copy of identification document(s) (e.g. identity card / driving licence / passport of applicant / applicant's authorised representative).
2. Any power of attorney granted by applicant to an authorised representative appearing on his/her behalf.
3. Copy of bill or statement issued within the last three (3) months prior to the date of submission of this request form.

### Corporate applicants

1. Copy of identification documents (e.g. identity card of applicant's authorised representative).
2. Copy of bill or statement issued within the last three (3) months prior to the date of submission of this request form.
3. In the case of corporate customers which are not companies (e.g. clubs), then the copies of evidence that the applicant is an authorised representative shall also be sent

# Directory Services Consent Form



Customer Name: \_\_\_\_\_

Surname: \_\_\_\_\_

Mobile/ Fixed No/s: \_\_\_\_\_

ID Card No: \_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

	Yes	No
I agree to be included in any directory provided locally and within the EU:		
I agree that my details may be reverse searched:		

(Reverse search is applicable for post-paid customers only).

(If you are a prepaid customer, reverse searching is not applicable to you and you will be automatically opted-out from reverse searching, irrespective of whether you may have (erroneously) indicated a preference to the contrary on this form).

## Terms & conditions

1. You may release your personal data to be included in a publicly available directory or to be made available for the purposes of directory enquiry services; however, this is entirely at your discretion and you are not obliged to do so. Should you not wish to release such data into the public domain, you will fall under the category known as 'ex-directory'.
2. If you are a post-paid customer, it is equally at your discretion whether to make your personal data available for reverse searches. If you do so, others may search for your details on electronic directories by inputting fields other than your name. Thus, for example, in classic reverse searches, others may carry out a search by entering your telephone number and your name as the name of the person who the number is attributed to would then be given by the directory enquiry service. Other searches could include entering a street name and locality.
3. You may at any time and at no cost also, review and amend the contents of the data submitted, the opt-in/opt-out choices made in accordance with this clause by visiting any Epic store. While it is possible to change your subscriber details or change your status from directory to ex-directory, keep in mind that, any data which would already have been published and/or distributed in written format, whether in paper format or any other electronic media, may not be possible to retract.
4. Epic Communications Limited hereby declare that the personal information that we are collecting in this form shall only be used in relation to the purposes stated herein and in accordance with our Privacy Policy (which can be found in full on our website: [www.epic.com.mt/privacypolicy](http://www.epic.com.mt/privacypolicy) or in any Epic store), for more information on how Epic Communications Limited collects, uses and shares personal information including your data protection rights please see our Privacy Policy. In case of queries please get in touch by visiting any Epic store.

## I, the undersigned, hereby declare that

Once I consent to the inclusion of my personal data for the purposes of directory information services, I am: (i) consenting to the sharing of my details with all other authorised directory information service providers established in the EU, provided that such sharing takes place when and only if all legal requirements relating to such sharing are met; and (ii) Agreeing that my personal data can

be included in any form of directory information service that may be provided locally and/or anywhere within the EU. These directory information services include services such as: operator-assisted directory enquiry services, online directory enquiry services, printed telephone directories, or directories on CDROM or USB stick.

**By signing this form, I confirm that I am aware and agree to the above.**

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Guardian Signature  
Guardian's signature and ID card no.  
If applicant is under 18

\_\_\_\_\_  
Processed by