

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.