

Customer Authorisation Agent Appointment (CAAA) Important notice - please read and sign below - all fields mandatory unless otherwise stated

Signature (Applicant)

STEP 1: CUSTOMER DETAILS					
Please write your details in block letter	s (AS THEY AI	PPFAR ON YOUR FXISTING	TELEPHONE ACCOUNT)		
Customer Organisation name	, (NO THEI TH	T LIN ON TOOK LAISTING	TEEEI HONE AGCOONT)		
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 Spreadsheet File Reference		Current Service Account N	Jumber/Reference Numbe	er	
I certify that I: am authorised on behalf of the Or have been advised that switchin number(s) above and on attached I acknowledge that the mobile number(management.	g to Twilio m d form(s) or sp	nay result in disconnection preadsheet(s) and finalisation	n of the services (including tion of the organisation's a	ng value added service account with its curren	
G					
CUSTOMER ACKNOWLEDGMENT I acknowledge that I have been advised by	Twilio that altl	hough I have the right to swi	itch the listed mobile service	e to Twilio:	
there may be costs and obligations	associated witl	h my existing service(s) and	the switching of this mobile	e service number(s) to	Twilio arly cancellation fee(s) or termination
Signature (Applicant)			Da	te	
By signing this Customer Authorisation for Mo above and on attached form(s) or spreadsheet Clauses over). I declare that the information I	t(s) to be switch	ed to Twilio. I agree that this (Customer Authorisation is subj		
I authorise Twilio to act as my agent, for 12 m Authorisation Form. I authorise Twilio nomin service numbers are to be added at my reques out the port(s) to Twilio	onths from the d ated representat	late below for porting the liste tives to create a new Custome	ed or appended Mobile Service r Authorisation, or to change tl	his Authorisation (CAAA	Form) where additional details or mobile

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.