



application form Porting Request Form

Welcome to Etisalat.

1. Customer details

First Name:	Middle Name:	Last Name:
Date of Birth (dd/mm/yyyy):	Nationality:	
ID Type:	ID Number:	
Company Name (if applicable):		
Trade License Number (if applicable):		
Account Number (if known):		

2. Address details

P.O. Box: _____

Address: _____

Area: _____

Emirate: _____

Email Address: _____

Contact Number: _____

Recipient Operator sends the porting request to the Donor Operator, if no alternative preferences of a later date are indicated below.

Preferred Porting Date (dd/mm/yyyy)

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I **hereby declare** that I am the Customer in respect of the number(s) listed above, or the legal authorised representative for the Customer by the power of attorney number dated or the authorised representative on behalf of the company with the power of attorney number and:

3. I wish to port the number(s) below

From the "Donor Operator" Etisalat du

To the "Recipient Operator" Etisalat du

Mobile number

OR

I wish to port the following range of numbers:

First number in range	Last number in range
()	()

(If more space is required, please complete the attached Schedule 1)

Subject to the validation of the porting request by the Donor Operator, the Recipient Operator will use its reasonable endeavours to port the requested number(s) as soon as possible within 1 working day from the time when the

- **That I have read** all the below information (Information to the Customer) and I agree to the terms and conditions contained therein and in this porting request form
- **That I am authorised** to request the porting of the number(s) listed on this form
- **That I agree to initiate** the porting of the abovementioned number(s)
- **That I undertake to pay and settle in full** any and all such outstanding debts to the Donor Operator promptly, and in accordance with the Terms and Conditions in my contract with the Donor Operator and
- **That I understand** that the service for the ported number(s) will be terminated by the Donor Operator if the porting is approved

Date: _____

Customer Signature: _____

4. For the sales agent

Unique Porting Request Number: _____

Sales Agent Signature: _____

Information for the Customer

1. Any existing credit on a prepaid account with the Donor Operator, in relation to the porting number(s), may be lost with porting.
2. Refund of any existing account credit on a postpaid account with the Donor Operator, in relation to the porting number(s), is carried out in line with the Customer's contract with the Donor Operator regarding the number(s) and/or refund policies of the Donor Operator.
3. This porting request is for the number(s) only. Value-added services associated with the number(s) will not be ported.
4. The following limitation of services may be applied as a result of porting the number:
 - a) Partial service limitation during the period from activation of the new SIM card by the Recipient Operator until the port has been activated by the Donor Operator. Any calls made during this period may be prematurely terminated.
 - b) Customer with a prepaid account with the Donor Operator may be limited by the Donor Operator in using international roaming services.
 - c) Customer with a postpaid account with the Donor Operator may be limited by the Donor Operator in accessing shared-revenue services (e.g. services where the revenue received by the Operator is shared with the entity supplying the service).
5. While the Recipient Operator is requesting the Donor Operator to terminate the service which is currently provided to the Customer by the Donor Operator and associated with the porting number(s), the Customer acknowledges that even after termination of the service currently provided to the Customer by the Donor Operator and/or after the porting of the number(s) has taken place, the Customer remains liable for any outstanding debts owed by the Customer to the Donor Operator in relation to this service; the outstanding debts may include, without limitation, early termination fees and any amounts (including, without limitation, call charges, rentals, monthly value-added subscriptions) billed before or after the porting of the number(s) has taken place.
6. The Customer acknowledges that any abovementioned outstanding debts may be recovered by the Donor Operator from the Customer through various applicable enforcement methods, including by taking a legal action in accordance with the UAE law.
7. This porting request can be cancelled by the Customer or the Recipient Operator anytime before sending the porting request to the Donor Operator. It will not be possible to cancel the porting request after sending the porting request to the Donor Operator.
8. The Customer may again port an already ported number after 30 days from the last successful porting. The Recipient Operator and/or the Donor Operator may refuse to undertake further porting of previously ported numbers should the porting requests occur within a 30 (thirty) day period.
9. The Customer can request to port back his number(s) from the Recipient Operator to the Donor Operator within 3 working days from a previously activated port.
10. A secondary number can only be ported at the same time as the corresponding Primary number. If a Secondary number is not ported at the same time as the corresponding Primary number, then any services provided on the Secondary number may be lost. Porting of a Secondary number only is not allowed, unless it is transferred to a Primary number first.