

Attach a copy of an identification document
(e.g. identity card, driving licence or passport if not
in possession of a Maltese identity card)

Landline Porting Form

Applicant must be a subscriber with an existing fixed line service under an active contract (or other similar arrangement) or a subscriber that had a contract (or other similar arrangement) with a fixed line service provider not more than one (1) month from the date of this request.

Name and Surname
Service Address
Mobile Contact Number
I.D. Card / Passport Number and Nationality

Indicate passport number only if not in possession of a Maltese ID Card

Attach a copy of the account holder's / authorised representative's identification document.

Commercial Phone-Line Applicants

Name of Company / Other Entity:
Company / Other Entity Registration Number
Type of Organisation (e.g. Registered Company or Other)

Information Regarding the Donor Operator Account

Name of donor operator

The applicant's current or last serving fixed line service provider

Telephone Number/s to be ported
Fixed Line Customer Number
Nature of Fixed Line Account
Prepaid <input type="checkbox"/> Postpaid <input type="checkbox"/>
Active <input type="checkbox"/> Not Active <input type="checkbox"/>

Kindly fill in all of the above information for the form to be processed. Please attach any power of attorney granted by the applicant to the authorised representative appearing on their behalf. This form will not be processed if the required documents are not attached.

Data Protection Clause

Melita Limited 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 to, rectify, and erase such personal data. For more information, the applicant is strongly urged to read Melita's Data Protection Notice available at www.melita.com/terms/general/data-protection-notice, which shall also be provided to the applicant in hard copy if so requested. Please note that in compiling this form, you should provide personal data that is correct and accurate in order 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 Melita Limited, together with any other application form and/or conditions of service that Melita Limited may publish from time to time.
2. By completing this form, I hereby authorise Melita Limited to act as my mandatory vis-à-vis my donor operator and, as such: a. to request Melita Limited 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 Melita Limited. 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, Melita Limited 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

If you are completing this form in your own name as an applicant, please sign here:

Fill in this section if you are completing this form on behalf of the applicant:

Representative's name (in BLOCK letters)

Capacity

ID Card Number

Representative's Signature

For office use only

Referred by _____