

# What you need to know when migrating your NGWL service



## Direct Debit or Credit Card

Moving to 4G Fixed wireless or Satellite involves a move to our new billing system which currently only offers direct debit or credit card.



## Identification – Passport or Drivers Licence

Our team will ask you for your ID (Australia Drivers License or Passport) and either your direct debit or credit card details to establish your new account. If you can't use one of these methods, we will work with you on an alternative option.



## Email Address

We will ask you for an email address when we set you up in the new system.



## We need to speak to the account owner

If you are listed on the account as an authorised representative, we will need to speak to the account owner so that we can set you up in the new system. If you need support to migrate your service, we will need to speak to you initially to verify who you are and get your permission to commence the migration. You can then hand over to your authorised representative.



## Equipment and temporary number

The new equipment will be sent to you and comes with a temporary phone number. Once you are set up, we will move your existing phone number across to the new equipment.



## Default privacy settings

When your service is created, it is set to default privacy settings meaning that there will be no Directory Listing and Calling line display outbound. One or both of these can be changed via the My Telstra App.

## How to migrate your service

1

### Please act now

Call our dedicated migration team on **1800 258 503**

2

Speak to one of our consultants who will help you place your order. Have your ID handy as we will need to ask some questions of the account holder.

3

The equipment will be sent to you. The equipment comes with a temporary number.

4

A technician appointment may be required to install your new equipment. If you require a professional installation this will be done at no cost.

5

We will call you to finalise the order, including transferring your phone number to the new equipment.