

Customer mobile n°:

Customer fixe n°:

## Customer information

### Hereby, I the undersigned:

Name/Forename: \_\_\_\_\_  
 Street Number/street name: \_\_\_\_\_  
 Postal code/Town: \_\_\_\_\_  
 Date of birth: \_\_\_\_\_

## Power of attorney

Give power of attorney       Modify the existing power of attorney       Cancel the existing power of attorney

to the qualified person below (at least 18 years of age at the time of signing):

Name/Forename: \_\_\_\_\_ Date of birth (dd/mm/yyyy): \_\_\_\_\_  
 Country of birth: \_\_\_\_\_ Place of birth: \_\_\_\_\_  
 Street Number/street name: \_\_\_\_\_ Contact Phone: \_\_\_\_\_  
 Postal code/Town: \_\_\_\_\_ Preferred Communication Language: \_\_\_\_\_  
 Email: \_\_\_\_\_ Preferred Communication Method: \_\_\_\_\_

### And for the following account(s) and service number(s):

All fixe services       All mobile services  
 Fixe account n° 1: \_\_\_\_\_ Mobile account n° 1: \_\_\_\_\_  
 Fixe service n° 2: \_\_\_\_\_ Mobile service n° 2: \_\_\_\_\_

Power of attorney – details of permitted actions (only the following powers are given the qualified person above)

Permitted actions		<input type="checkbox"/> Light	<input type="checkbox"/> Full
<b>Customer data</b> (address, contacts, identity document, ...)	Consultation	✓	✓
	Create an account	✗	✓
	Phone directory publication	✗	✓
	Modification	✗	✓
<b>Subscriptions, options and barring</b>	Consultation	✓	✓
	Modification (configuration : activation of barring, languages)	✓	✓
	Modification (add/remove of paying options, Data Control, SIM card exchange, deactivation of barring, asw)	✗	✓
	Re-engagement with/without subsidized equipment, subscriptions	✗	✓
	Acceptance of offer(s)	✗	✓
	Add/exchange eSIM	✓	✓
	Subscription transcription (subscription transfer)	✗	✓
	Port-in / port-out	✗	✓
	Add / remove subscription(s) and/or service(s)	✗	✓
	Change service number	✗	✓
	Phone line(s) reconnection	✗	✓
	Reset Wi-Fi password	✓	✓
Purchase of equipment (on behalf of the holder)	✓	✓	
<b>Communication usage</b> (detailed usage)	Consultation	✓	✓
	Modification (activate/deactivation)	✗	✓
<b>Technical intervention</b>	Intervention sheet (troubleshooting/installation)/Estimate	✗	✓
<b>Emergency</b>	SIM card locking and/or unlocking	✓	✓
	PIN/PUK recovery and/or reset	✓	✓
	Support/Troubleshooting request	✓	✓
<b>Invoices</b>	Invoice consultation	✓	✓
	Detailed bill consultation (if produced)	✗	✓
	Invoice address consultation (and detailed bill if produced)	✓	✓
	Sending method consultation (and detailed bill if produced)	✓	✓
	Invoice address modification (and detailed bill if produced)	✗	✓
	Sending method modification (and detailed bill if produced)	✗	✓
	Payment method modification	✗	✓
	Invoice language modification	✓	✓
	Manage the banking domiciliation (add/modification/remove)	✗	✓
	Request printing double equipment/accessories invoice	✗	✓
	Request printing double invoice	✗	✓
	Request printing double communication details (if produced)	✗	✓
	Request printing retroactive communication details (< 6 month)	✗	✓

Customer mobile n°:

Customer fixe n°:

Validity of the power of attorney for all previously selected acts

This power of attorney takes effect on the date of signature and revokes any power of attorney signed on an earlier date.

Indeterminate\*

Personal data collected through this form by POST Telecom S.A., 1, rue Emile Bian, L-1235 Luxembourg in its capacity as controller will be processed in accordance with the provisions on the protection of personal data, set out in the General Terms and Conditions of Sale for POST Telecom S.A. Professional Customers. Customers must send any requests to access, rectify or delete their personal data in writing with a copy of their identity card to the following address: POST Telecom S.A. - 1, rue Emile Bian, L-1235 Luxembourg. Personal data may be processed by POST Telecom S.A. for the purposes of promoting products or ancillary or supplementary services by post, unless the customer objects in writing with a copy of their identity card to POST Telecom S.A. All emails sent for direct marketing purposes for products or services similar to this service shall inform customers that they may object, free-of-charge, to their email address being used.

**The customer expressly acknowledges:**

Having read and approved the provisions of the POST Telecom S.A. General Terms and Conditions of Sale, in force on the day the Contract is taken out and based on the customer category (Consumer or Professional), including the limitation of liability clause, the penalty clause and the attribution of jurisdiction clause, the Special Terms and Conditions relating to the Product(s) and/or Service(s) taken out under the Contract, or the Price Plans or Sheets applicable thereto (and including the relevant products and/or services description), which are an integral part of the Contract, the document on Net Neutrality and quality of the internet access service for fixed and mobile services, outsourcing, as described in accordance with the clause on confidentiality, and the Data Protection Notice.

These documents are published at [www.post.lu](http://www.post.lu) and are available for consultation at POST Telecom S.A. physical points of sale.

In as many copies as there are parties in:

On:

Customer signature:  
(attach copy of the identity document)

Qualified person signature:  
(attach copy of the identity document)

\*This power of attorney will terminate and cease to be valid:

- By the death, interdiction or bankruptcy of either the customer or the qualified person ;
- By the revocation of the qualified person or by its own renunciation of the power of attorney ;
- If it is found that a signature no longer corresponds to reality ;

Signature and reseller's seal

Reseller / Shop :

\_\_\_\_\_

Commercial :

\_\_\_\_\_

<sup>1</sup> You have as many accounts as invoices, the reference of this account is noted on each invoice

<sup>2</sup> The service number refers to your subscriptions.

<sup>3</sup> Any modification that does not have a financial impact.

<sup>4</sup> Any modification resulting in a financial impact.