

## Preparing for your Migration: Receiving your new 4G-enabled Worldline MOVE 5000 terminal

Your Migration to our new platform includes an upgrade of your electronic terminal hardware. We're pleased to offer you a 4G-enabled Worldline MOVE 5000 terminal to replace your current 3G-enabled electronic terminal (**3G Terminal**).

As Optus and Telstra are decommissioning their 3G networks, we are advised that your existing 3G Terminal will no longer be functional on the 3G network from June 2024 (Telstra) and September 2024 (Optus). Your new Worldline MOVE 5000 terminal is 4G-enabled to allow continuity of service.

### WHAT TO EXPECT:

- During the course of the coming months, you'll be contacted by one of our logistics partners, Team Global Express or Ingenico, to organise the onsite **install of your new Worldline MOVE 5000 terminal(s)** and the **collection of your existing 3G Terminal(s)**. Make sure you (or an authorised person) are on site during the booking time so that our logistics partner can complete the terminal swap.
- If you have an integrated terminal, our logistics provider may need to reconfigure your Linkly POS integration. Please make sure you have administrator rights (including any relevant passwords) to make changes to your Linkly software.
- You can continue to take payments with your existing 3G Terminal(s) until our logistics partner sets up your new Worldline MOVE 5000 terminal(s). The installation process should take no longer than 15-20 minutes per terminal. Once your new terminal(s) is successfully installed, our logistics partner will collect your existing 3G Terminal(s).
- Your new Worldline MOVE 5000 terminal(s) will be assigned a new Terminal ID(s) and Password(s). **You will receive these updated details via email prior to your new Worldline MOVE 5000 terminal being delivered.** Keeping your Terminal Password secure can help you avoid unauthorised access to transactions via your terminal, which could result in financial loss to your business.
- You will also receive a Quick Reference Guide with your Worldline MOVE 5000 terminal, which details the key functions and features of your new Worldline MOVE 5000 terminal.

For more information, refer to the following Worldline MOVE 5000 terminal support documents:

- [Merchant Operating Guide](#)
- [Quick Reference Guide](#)

### Any questions?

Give us a call on 1800 039 025 with any questions or concerns.