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, we'll replace your current 3G Terminal(s) with a Worldline MOVE 5000 terminal(s).
- **Your new Worldline MOVE 5000 terminal(s) will be delivered via a courier. Our logistics provider will contact you to confirm your address.**
- We'll include a satchel for you to return **your current 3G Terminal(s) – please follow the terminal return instructions that are included with the satchel.** Five (5) working days after the delivery of your new Worldline MOVE 5000 Terminal, we will initiate the process to switch off your old **3G Terminal**. After completion of this process, your old **3G Terminal** will no longer be able to accept transactions. You can continue to take payments with your existing **3G Terminal(s)** until your Worldline MOVE 5000 terminal(s) are set up.
- You will receive a Self-Installation Guide with your new Worldline MOVE 5000 Terminal. Follow the instructions to get your new terminal facility up and running. The installation process should take no longer than 15-20 minutes per terminal.
- 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.
- Your new Worldline MOVE 5000 terminals 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.

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.