

Information for consumers when they switch

If you're moving to us from another network and want to keep your number, you'll need to do the following:

- **Request a PAC code which you need to switch from one network to another.**

You can get your PAC (Port Authorisation Code) by contacting your current mobile service provider, then you will need to give it to us. PAC codes are valid for 30 days from the date of issue so if you don't use it within the 30 day period and you still want to port your number then you will need to ask for another PAC as soon as the 30 day period is over. Your existing contract will continue until you use your PAC or if you specifically tell us that you want your contract to end.

- **Get a temporary number.**

You will be given a temporary number when you take out a new contract with us. It will be replaced with the number you want to keep from your old provider when you move across to us.

Once you have your PAC and a temporary number, you are ready to transfer your number.

What happens next?

- If you submit the before 17.30 on a working day your number will be transferred the next working day.
- If you submit it after 17.30 or if your request is made during the weekend or on a bank holiday, it will not be processed until the next available working day, so in this case it may take two working days to transfer
- On the day of the transfer you may experience some interruption to your service and you may be unable to use your old or new SIM for a few hours. Please prepare for this to avoid disruption and continue to turn your phone on and off throughout the day.
- You'll receive text messages from your new provider
 1. To let you know you the transfer has begun.
 2. To let you know when it's completed and your number has been transferred.

Things to keep in mind before you switch:

- **Save your contacts and any other content from your phone.**

Copy the numbers you want to keep from your SIM to your phone, then after your number transfer copy them back to your new SIM.

Smartphone users can backup important information, like contacts, to the cloud. You can then restore this information from the cloud after your number transfer is complete.

- **Check your phone is unlocked.**

When you buy a phone it may be 'locked' to one network, so you can't use a SIM from another network. You will need to ensure that it is unlocked before you transfer it to your new provider.

Things to do when you have switched:

- If you have insurance, contact your insurance provider to update your details if necessary.
- Call voicemail to set up your voicemail.