

### **Which mobile numbers can I NOT Transfer?**

Any number that has already been disconnected.

### **Can I still use the existing services I use on my current Network?**

If you are remaining on the same Network, you can continue to use most of the same services (e.g.. Voicemail; Text Messaging etc.) as before.

If you are changing Network, you will need to subscribe to any specific services with your new Service Provider and or/Network.

### **Will I need a new phone?**

If you are remaining on the same Network, you can use your existing phone. If you are changing Networks it is vital that you check with your new Service Provider that your existing phone will work on your new Network, unless you are replacing your phone.

### **What will it cost me to Transfer?**

Your current Service Providers may charge you a fee to transfer your number, and so it is best to check this your current Service Provider. Also if you are terminating a contract early there is likely to be an early termination charge.

### **Can I transfer my number again?**

Yes, you can Transfer your mobile number(s) again, subject to the terms and conditions of your current contract.

### **Important Information**

- If you are transferring a pre-pay number, any credits with your current Service Provider will not be transferred to your new Service Provider.
- When you give the PAC to your new Service Provider they will request transfer of the number from your current Service Provider and this transfer request gives notice to terminate your service with your current Service Provider.
- The issuing of any PAC against a mobile number will revoke any previous disconnection request.
- Service (and any associated subscription charges) will continue if no Transfer request is received by your current Service Provider, even if you have previously given notice to terminate.
- For the purpose of determining your obligations with regard to giving notice, the contract termination notice period is taken to commence on the date of issue of the PAC.
- Once your number(s) have been transferred to another Network, any services you receive will be discontinued with your current Service Provider.
- You are responsible for identifying the secondary numbers (e.g. Fax and Data) that you wish to transfer along with their primary numbers.
- You need to clarify with your current Service Provider whether service and subscription charges will continue for any secondary number the remains with them after the primary number is ported out.

#### ***Enquiries***

For any queries about the MNP services, you may contact the mobile service providers. If you have any questions or unresolved complaints about MNP generally, you can contact Ofcom on:

**0845 456 3000 or 020 7981 3040**

Textphone: 0845 456 3003

Welsh Speakers: 020 7981 3042

# Customer Guide to Transferring your Mobile Number

V.14

## Transferring your number(s)

Keeping your phone number when you change your Service Provider is called Mobile Number Portability. The number is "transferred" from one Service Provider to another.

The transfer process allows you to keep your mobile phone number(s) whether you want to:

- **Change Network and Service Provider at the same time.**
- **Remain on the same Network and change Service Provider.**
- **Change Network and remain with the same Service Provider.**

### **How do I start the process?**

You need to contact your current Service Provider (the company your contract is with) to ask for a Port Authorisation Code (PAC) and the give this code to your new Service Provider.

### **What will the PAC allow me to do?**

The PAC is your authority to request a transfer and will allow your new Service Provider to request your number be transferred to them upon request.

However the PAC is only valid for 30 calendar days so you must action the request promptly.

### **Is there any reason why my current SP will not issue a PAC?**

There are only four reasons:

- If your number is disconnected, or
- If the number you are requesting a PAC for is not with that SP; or
- If the SP has already issued a PAC that is still valid for that number; or
- If the customer is unable to provide adequate identification that he or she is the legitimate account holder.

### **What if I have a pre-pay phone?**

Your current Service Provider will issue you with a PAC if the number is still connected.

### **How long does the Transfer process take?**

#### **Transferring 1 to 25 mobiles (Consumer process)**

- Your current Service Provider must give you a PAC or a reason why it cannot be issued within 2 hours of your request.
- Your PAC is valid for a period of 30 calendar days and your request must be submitted to your new Service Provider within that time.
- Your number can then be transferred anytime from the next day to 30 calendar days from the date your PAC is issued.

### **Transferring 26+ numbers. (Bulk process)**

- Your current Service Provider must give you a PAC or a reason why it cannot be issued within 10 working days of your request.
- Your PAC is valid for a period of 30 calendar days and your request must be submitted within that time.
- Within 1 working day of submission of your request to your new Service Provider, they will agree a schedule for Transferring your numbers with your current Service Provider.
- Your numbers will have to be transferred within 25 working days of the agreement of the Transfer schedule.

### **Can I withdraw my application after I have submitted it?**

You can only withdraw your application to Transfer before your new and current Service Provider have agreed to transfer number. This is usually up to 6pm on the day the PAC is provided to your new Service Provider

### **Which mobile numbers can I transfer?**

- Your main handset number (Primary Number)
- Any secondary numbers such as fax, data and priority voice lines. Services on any secondary number(s) not porting at the same time as their associated primary number may be lost. Therefore you must discuss this with your existing Service provider prior to transferring your number.