

A GUIDE TO NUMBER PORTING AND PORTING OF NUMBERS NOTICE

Please read the following information carefully before completing the Porting of Numbers Notice and returning to UPC.

1. What is Number Porting?

Number Porting allows you to keep your existing phone number by transferring it from one phone company to another. A Number Porting Notice must be completed and returned to UPC to allow this process to take place.

2. Do I need to cancel my phone line with my previous provider?

No, you should **NEVER** cancel your phone line; it will happen automatically as part of the porting process. If you do cancel your phone line, it could potentially cause you to lose your number and result in significant time and expense to retrieve it.

3. Can I transfer my number if I have a service such as a monitored alarm currently dependent on my phone line?

Certain services such as monitored alarms will not work with our Phone service; it is your responsibility to contact your provider to discuss alternative solutions for your additional service (e.g. GSM/dialler) before completing the Porting of Numbers Notice.

4. How long does it take to transfer my phone number?

It usually takes between 2 and 4 weeks, but can take longer. Once the transfer has been agreed between UPC and your previous provider, you will receive notification of your transfer date. In the meantime, you can use the UPC phone number provided to you at the time of installation to make calls and avail of UPC's great call rates. **Please note - Number Porting is conducted by eircom. UPC acts as an intermediary in the process and has no control over the amount of time that a transfer takes.**

5. What will happen when my number is transferred?

You may experience a short interruption of service to your UPC phone line as we transfer your number, and a slightly longer interruption on the old line. Once the transfer is completed, your old phone connection will be stopped. At this point, your existing number will be transferred across to our service and you will receive all calls to that number on the UPC line in your home. You will then be able to make and receive calls as normal.

6. Can I switch to your service and transfer my number if I still have a contract with my previous provider?

Yes, but your number must still be active with your previous provider. If your number has already been deactivated, we will be unable to transfer it.



7. What numbers can I transfer to UPC?

Voice, fax and data numbers from both analogue and ISDN lines can all be transferred. Only one number can be transferred to one UPC line. A maximum of two UPC lines can be installed in one address.

8. I have already cancelled my subscription with my previous provider, but the line has not yet been disconnected. Can my number still be transferred?

You will need to contact your previous provider immediately to cancel your service termination. Once you have done this, we can process your Number Porting request.

9. What is a UAN (Universal Account Number/eircom account number)?

A Universal Account Number is an eight-digit account number used to port telephone numbers between phone companies. It is an important piece of information and is mandatory for the Porting process to succeed. It can be found on your bill from the provider to whom you used to pay line rental. **Please note - so that UPC can identify your UAN, you MUST send us a full copy of your most recent bill from your previous line rental provider.**

10. Can I still listen to my old voicemail after my number has been ported?

No, after your number has been transferred all of your old messages will disappear, as they are on the network of your previous provider. However, we can offer you a new voicemail service.

11. Can I use the same telephone as I have been using before?

Yes, in the majority of instances. There are some telephones which might not function properly on our network, but these are exceptions. If you have any doubts, you can contact Customer Service on Freephone 1908.

12. What happens if I want a new UPC number?

If you wish to use the new UPC allocated phone number, then you simply contact your previous provider and cancel your subscription. Once this is completed, you will no longer receive calls on your old number.

13. Is there a charge associated with transferring a number?

There is no charge to transfer your telephone number.

14. My monthly line rental is paid by the Department of Social and Family Affairs (DSFA) telephone allowance. Can I transfer this to UPC's phone service?

Yes. If monthly line rental for your landline phone service is currently paid by the DSFA, you are entitled to receive the telephone allowance of €26 which can be paid directly into your bank account. The DSFA will send you a form requesting your bank details so that they can make the lodgement into your account. You can find further information on www.dsfa.ie or by calling the DSFA directly on LoCall 1890 500 000.



PORTING OF NUMBERS NOTICE

New Operator: UPC

Address: Building P2, East Point Business Park, Dublin 3.

CUSTOMER DETAILS : (Please complete the following in BLOCK CAPITALS)	
UPC Account Number:	
Name:	
Address:	
Universal Account Number*: (UAN)	
Phone number(s) to be ported*:	

This is to notify you that it has been decided to port the above number(s) to the new operator shown above, who is authorised to act on our behalf in this matter. I recognise that it is my responsibility to arrange cessation of, and any changes to, any other services provided by you if required.

I expect you to co-operate fully with my new operator in the conduct of this matter and confirm that I have the authority to make this decision.

Signed: (UPC account holder)

Printed: (Block capitals)

Date:

Signed: (Holder of previous account)

Printed: (Block capitals)

Date:

Contact number:

Alternative contact number:

PLEASE SEE OVERLEAF FOR AN IMPORTANT CHECKLIST AND INFORMATION ABOUT WHERE TO SEND YOUR PORTING OF NUMBERS NOTICE.

*The Universal Account Number (UAN) is an 8-digit number. If you are an eircom customer, this number is your eircom account number. If you are with another service provider, the number should be displayed as UAN on your bill. If the UAN is not on your bill, please contact your service provider who will be able to provide this to you.

*Please list the telephone numbers that you wish to transfer to your new UPC Phone service. Please include the full area code.



Your Number Porting Check List

IMPORTANT - Please answer YES, NO or N/A to all of the following questions and return this list, with the completed form, to the address shown below.

- A.** Are you currently paying line rental or call charges to an operator other than eircom? **YES** **NO**
If yes please specify provider: _____
- B.** If you have an active Broadband service with your current/previous service provider, e.g. eircom or Vodafone, please be aware that this Broadband service will automatically be disconnected once your phone number has been approved for porting. You DO NOT need to cancel this Broadband service yourself as this could delay the porting process. Please confirm you understand this. **YES** **N/A**
- C.** If you rely on your existing phone connection for your TV, house alarm or any other device/service, please confirm you are aware that you are responsible for contacting your provider to ensure continuity of service. **YES** **N/A**
- D.** Please confirm you are attaching a copy of your most recent bill from the provider to whom you pay line rental. **YES** **NO**

Please ensure that all of the information provided is correct, then return your Porting of Numbers Notice to the following address:

UPC
FREEPOST
PO Box 11639
Dublin 8

