



PORTING FORM

PORT REQUEST INFORMATION

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY BEFORE RETURNING THIS TO FASTCOM.

Once you have completed all forms, send them and a **current** copy of the front of your current providers bill to:

POST: Port Request.
Fastcom Ltd,
61 John Street,
Sligo

EMAIL: info@fastcom.ie

FAX: 071-9174095

IMPORTANT INFORMATION – PLEASE READ CAREFULLY BEFORE SIGNING THE ATTACHED FORM.

By completing this number porting form you are asking for your current landline phone number to be transferred over to a Fastcom phone connection. In order to do this we ask you **not** to cancel with your current provider until your Fastcom phone connection has been installed and we have confirmed that you are happy to have your number changed over to Fastcom.

Upon installation of a phone connection with Fastcom you will be set up with a temporary Fastcom number. We ask you to use this number and test the line by making and receiving calls on this line in the 10-14 days following your phone install. **Please note: Fastcom do not operate over the existing phone lines.** At the end of this period you may then confirm with Fastcom that you are happy to have your current or existing phone number transferred over.

From once you have confirmed that you would like your number to be transferred over, porting itself can take **1-2 weeks**. During this time we ask you **not** to cancel with your other phone provider – if you do then the number is lost and cannot be transferred over to Fastcom.

Once porting is complete the phone which is connected to the Fastcom phone connection will begin to ring on your regular phone number as opposed to the temporary number which you had been given. Fastcom cannot ensure that all phones in the house will do the same. In order for this to happen you may need to ensure that any physical line coming into the house from your previous phone provider has been disconnected from your internal wiring. An electrician may be required to ensure that the Fastcom connection will work with your internal phone system.

NB: It is the responsibility of the customer to cancel their service with their previous provider.



PORTING FORM

REQUEST CONDITIONS

IF YOU ANSWER 'YES' TO ANY OF THE FOLLOWING QUESTIONS, PLEASE CONTACT FASTCOM BEFORE SUBMITTING THE REQUEST

1. Has there ever been DSL on your line?

No

Yes

Fastcom recommend that all customers contact their provider to verify that there's no trace of DSL on their existing line.

If your provider has to remove traces of DSL on your line please get confirmation of this, either written or as reference number.

2. Are the numbers listed on the porting letter ISDN numbers, part of a high speed pair or assigned as part of a block of numbers? Yes No

Some numbers cannot be ported individually e.g. ISDN lines, hunting numbers etc. If you're in any doubt please check with your provider.

3. Do you rely on your existing PSTN telephone connection for your TV service, house alarm, credit card machine, fax machine or any other device/service? Yes

No

Some services that work over a PSTN telephone connection will not work over a VoIP telephone connection, it may be necessary to check with your supplier before you submit your port request.

* DSL: Digital Subscriber Line – i.e. a dial-up internet connection. If this is in place please cancel the dialup connection but **NOT** the phone connection.

**ISDN: Integrated Services Digital Network. ISDN has the ability to deliver at minimum two simultaneous connections, in any combination of data, voice, and fax, over a single line. For example, is there a phone and fax machine working off the same line.

***PSTN: Public Switched Telephone Network – the network of the world’s public circuit-switched telephone networks.



PORTING FORM PORTING OF NUMBERS NOTICE

CUSTOMER DETAILS

(PLEASE COMPLETE IN **BLOCK CAPITALS**)

Name:

Address:

Fastcom Account No:

Numbers to be Ported:

UAN

(N/A for Eircom Customers)

This is to notify you that it has been decided to port the above numbers from you 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 or changes to any other services provided by you, if required.

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

Signature: _____ Date: _____

*Please note incomplete forms will delay the porting process

Appendix A – Customer Instruction Form *(number porting)*

Customer Acceptance Form

To: From :
Donor operator *(services being moved From)*

End Customer Name & Address

(As shown on the most recent Telecommunications bill)

Recipient Operators Name : **Intellicom Account**
Gaining operator *(services being moved To)*

Number : *(As shown on the most recent Telecommunications bill from Donor operator)*

UAN

Number : _____, as provided by the donor

(operator) If Different to above

Re: Telephone Number/s:

(Insert all numbers here - attach additional sheets if required)

(Reference current Line type(s) – PSTN, ISDN BRI or PRI or SIP)

(Ensure no line is currently Broadband Enabled & all numbers in a single hunt group are included)

Number, or Number Block & Line Type

By signature of this form, I authorise you to close my account in respect of the above telephone number/s in conjunction with the successful porting of those numbers to another operator.

I understand that this form will be relayed to you by use of electronic or other means.

I confirm that I have the authority to make this instruction.

The information contained in this form may not be used for any purpose other than that for which it is intended.

Signed : _____ **Date :** _____

Print Name : _____ **Position in Company (if applicable) :** _____

Contact Number: _____