



Transfer your numbers to Onsim

Porting Form

(GNP Letter of Authority)





Porting Information

What numbers can I port?

We can currently port most UK numbers (01,02,03,07 and Non Geographic Numbers). Please check with our support team (support@onsim.uk) before starting the process if you have any questions.

Fees

We will cover the cost of the first single line port for new customers taking a Full SIM service. Subsequent ports and all multi-line ports are chargeable. All other non sim services are subject to a porting fee of £20 + VAT for each single line port. If the port fails due to the wrong information being provided, or if you choose to cancel the port after it has been submitted, we would need to pass on all associated charges to you. Porting charges are currently £20 + VAT for porting a single line number and £50 + VAT for a multi-line port. Full details of porting charges can be found online in our support centre under 'Non Standard Charges'. We reserve the right to pass on to you any other fees or costs we incur during the porting process. These fees are non-refundable, even if the porting process is unsuccessful.

Porting process

In order to port a number into our service you will first need to have an active service with us. If you haven't already activated your SIM, please do this first before sending the completed porting form to us. We will activate your SIM with a temporary number so that you can use the service while your existing number moves over. Once the number is ported it will be added to your SIM and you can cancel your existing services with your existing provider. Please ensure that you do not cancel your services with your existing provider until after we confirm that the port has completed, as this will fail the port (you would be charged for this failed port). There will be a short period of downtime when the actual port occurs (approximately 2 minutes). We are unable to guarantee when this will be.

Porting time scale

The process can vary depending on your current provider. On average, porting takes 5 to 10 working days once we have received the form and completed our initial checks, but exceptional circumstances may delay the process and we can not guarantee porting times due to the multitude of variables involved.

Line Services

If you have other services attached to your line, such as (but not limited to) ADSL (broadband) or RedCare, porting the number away may cease those services, and you may need to pay additional charges to get them reconnected. Please check with our support team (support@onsim.uk) if you believe this may be an issue and we can assist you with migrating those services.

Reversing a port

If you are not happy with our service after porting a number in, you can reverse it within 30 days. This requires full cooperation of the original telecom's provider to accept the number back onto their systems. Please note you can not port your number to another provider within 90 days of a port. If you have any questions, please contact our support team (support@onsim.uk) before completing this form.



Customer Letter of Authority (CLOA)

for the porting of numbers from one provider to another

Current Reseller		New Reseller
Name:		
Address:		
Contact Email:		
CUPID / Underlying UK Carrier:		

Site Address to register against numbers	Numbers to be ported	Line type
(Use Continuation Sheets for additional numbers and/or sites)		
Building Name/ Number:		
Street name:		
Town/ City:		
Country:		
Post Code:		
MBN - Main Billing Number - if known (Geo only)		

Customer's Details	
(As shown on most recent bill from current provider)	
Company Name:	
Billing Address:	
Town/ City:	
Country:	
Post Code:	
Company Registration No.:	
Billing Account No. (Non Geo Only):	

Fao my current provider: - This CLOA is to notify you that I (representing the customer shown below) have taken the decision to move my Telephony services to authorised to act on my behalf in this matter & you have my authority to disclose to my new Provider (at their request) only other service or site-specific details they might need to allow this port to proceed (e.g. Site/ Billing address postcode, DDI number range, Main Billing Number (MBN), etc.).

I recognise that it is my responsibility to arrange the cessation of, or changes to, any other services provided by my current Provider.

Requester's Details			
Signed			
Print Name		Job title	
Date (DD/MM/YYYY)		Email	
Validity	This CLOA is valid for 6 months from the above date		
Page Number		OF	



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for the porting of numbers from one provider to another

Customer's Name	
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Additional Sites of Numbers to be Ported (Continuation Sheet)		
Site Address (-es)	Numbers to be ported (Geo & Non-geo)	Line type (Single/ Multi)

Requester's Details			
Signed			
Print Name		Job title	
Date (DD/MM/YYYY)		Email	
Validity	This CLOA is valid for 6 months from the above date		
Page Number		OF	