

## Customer Port Details

To submit a Local Number Port application to your current service provider please return a scanned, signed copy of this form along with a completed Letter of Authorisation to [porting@sipgate.co.uk](mailto:porting@sipgate.co.uk)

If you are unsure of any of the details below, please confirm these with your current service provider. Incorrect information will result in a port rejection.

If there are additional details that may help sipgate when submitting your port application to your current service provider please provide these on a separate signed and dated continuation sheet.

If you currently have or previously had security services attached to your porting phone number(s), please ensure your current service provider has canceled these. Any other services associated with your porting number(s), e.g. broadband, will terminate on the completion of your number port.

Our standard porting fee is **£30- GBP** per porting telephone number. To retain a phone book listing costs an additional **£5.- GBP** per number listing. Further information about porting costs and timeframes is available in the sipgate basic Help Center at: <http://basichelp.sipgate.co.uk/hc/en-gb>

<b>Customer Name and Address:</b> This should be the physical address where your line/ number was originally installed. This may differ from your billing address.	
<b>Current Service Provider:</b>  Your current service provider's full name and address.	
<b>Company or Account Holder Name:</b>	
<b>Account Type:</b>	<b>Residential or Business:</b>
<b>Account Number:</b>	
<b>Main Billing Number:</b>	
<b>Is the Main Billing Number to be ported to sipgate?</b>  Please complete separate copies of this form for each Main Billing Number ("MBN").	Yes or No
<b>Are there numbers associated with the Main Billing Number:</b>	Yes or No

<b>Associated Numbers:</b>  List all numbers associated with the MBN. Not listing them in the porting request will lead to a rejection. Numbers from mixed area codes cannot <b>be associated with each other</b> .	
<b>Associated Numbers - Action to be taken:</b>  For each associated number, please confirm whether that number should be retained with or ported from your current service provider?  Please be clear what action is to be taken with each number ( <b>port, retain</b> or <b>cease</b> ).  If the MBN is to port to sipgate, all associated numbers must either port to sipgate or be ceased at the port's completion.	
<b>How many lines are currently provided:</b>  The total number of phone lines provided by your current service provider.	
<b>Line Type:</b>  If Multi-line, is your current service provided over ISDN, Centrex, Featureline or VoIP?  It is not possible to port numbers from the <b>BT Equinix</b> service.	Multi-Line or Single Line:
<b>Phone Book Listing:</b>  Do you need to retain an existing telephone directory listing?	Yes or No
<b>Port Date:</b>  Your preferred port completion date date.  Number ports take at least 5 working days to complete. We cannot guarantee your current service provider will schedule the port to complete on your <b>chosen date</b> .	DD/MM/YY
<b>sipgate Account Details:</b>  Please confirm your sipgate account and telephone number.	sipgate Account:  telephone number:

<b>Signed:</b>	<b>Printed Name:</b>	<b>Date:</b>
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