



Fibre Options Number Porting Form

Please complete all of the following fields and provide a copy of a bill from your current service provider.

Then fax to **01442 382201**, or email to cs@fibre-options.com.

For queries please phone **01904 500570**.

SECTION ONE – CUSTOMER INFORMATION	
Contact Name:	
Company Name (if applicable):	
Contact E-mail Address:	
Contact Phone Number:	
SECTION TWO – INSTALLATION ADDRESS	
What is the current location of the number to be ported? Please provide the full address and postcode.	
SECTION THREE – ABOUT YOUR CURRENT TELEPHONE SERVICE	
Please provide name of your service provider:	
Current provider account number/reference:	
Main account holder name:	
Are there any products associated with this line? (i.e. Redcare, Call Sign, Payphones, PDQ, Broadband etc.)	
<i>NB: Any products (excluding broadband) associated with the line will need to be ceased or moved to a line that is not porting before the request can be submitted; any broadband on the line will be ceased on porting.</i>	
SECTION FOUR – MAIN BILLING NUMBER	
What is the Main Billing Number:	
SECTION FIVE – PORTING DETAILS	
Requested Port Date:	
<i>NB: If no date is listed we will request the earliest possible port date. The port will normally take place between 10am and 1pm, Monday-Friday, except Bank Holidays when no porting takes place.</i>	

SECTION SIX – CUSTOMER AUTHORISATION

IMPORTANT: Please read the following carefully before the forms are signed by the current account holder.

I confirm that I am the customer being billed for the number(s) to be ported and I understand that:

** I will be charged £20.00 + VAT per number ported.*

** Forms are required to be signed and accompanied by a recent bill or will not be submitted.*

** Failure to provide the correct information will result in a resubmission fee of £20.00 + VAT. Date changes and cancellations will incur a fee of £10.00 + VAT.*

** Alternative arrangements for all alarm and security services associated with the number must be made, as they will cease to operate once the port has taken place.*

** Services associated with the number to be ported, such as broadband and fax services, will cease when the number has been ported and that I should make alternative arrangements should I wish them to continue.*

** The number must be in service with the current provider for a port to take place i.e. I should not cancel my contract with my existing provider until the port has taken place. (Note: the process of porting will automatically cancel your telephone line contract with your existing provider and also any broadband service associated with that line. However, you may still be liable for any outstanding charges for the remaining duration of the contract. Please seek clarification from your existing provider if you are unsure about the charges that you may incur in cancelling your contract early).*

***Signed:**

***Name (please print):**

ADDITIONAL INFORMATION/REQUIREMENTS

Please provide a copy of the latest bill from your current service provider, quoting account number and main billing number. If you do not receive paper billing, please send a screen shot of your latest online bill.