

SmythCablevision Customer Porting Agreement

- Porting is when your telephone number is taken from your current provider and transferred to another provider.
- You must ensure that there is no fax, alarm monitoring, broadband or any other analog service such as credit card machine on your telephone line before porting can proceed.
- You must fill out and sign the porting forms. You must also provide a copy of the first two pages of your phone bill. The UAN (Universal Account Number) is also required and can be found on your telephone bill. If you are with an existing VoIP provider the UAN does not exist but you do have an account number that we require.
- Scan and send the forms and the front page to info@cablevision.ie or drop the documents into our store at 60 Main St. where they will be actioned within 1 working day. We will send the forms onto our upstream provider, where it will be checked and completed within 48 working hours. (Monday to Friday)
- You will received a Schedule Porting email from us, confirming the date and time that your number will become active.
- After the schedule porting has completed we will call your number to ensure that the port has gone through successfully.
- Please note there is an element of downtime during the porting. The porting window is 2 hours. We will endeavour to keep this to a minimum to elevate any unnecessary disruption to you.
- Please understand that a porting process to us once completed cannot be reversed without reconnection with existing provider. If your account with your current provider is not notified of porting, you may be liable for a disconnection / reconnection charge which we are not liable for.
- The process to port from us is controlled by your new provider of choice, as an example Eircom can take up to 6 weeks to recover back your number.
- By porting to a VoIP service you must accept that internet quality issues may affect your voice quality. We always recommend having a backup route for telephone calls in the event of internet outage or internet quality problem.

Please sign below as your acceptance and understanding of all the above details and return this agreement with the porting forms.

Customer Address:	
Print Name:	
Signature:	
Date:	

Phone Number Porting Form

Thank you for your request to transfer your existing telephone number to us. To give us the authorisation to proceed, it is required that you complete this porting form.

Filling out the porting form

- Please complete the porting form fully and legibly, in block capitals. Porting request containing incomplete or invalid information will be rejected.
- Please ensure that the phone number being submitted for porting is not currently activated for DSL broadband.
- If your phone line is currently an ISDN line, please ensure that you provide both numbers on the porting form. (Both numbers will be ported)
- It is essential that you enclose a copy of the first two pages of your most recent telecoms bill when returning the completed form. The UAN Number must be provided.

Name:	
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Company: (Business only)	
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Address:	
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UAN/Account No:	
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Numbers to be Ported:	
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This is to record that it has been decided to port the above numbers to the new Operator shown above, who is authorised to act on our behalf in this matter. I recognise that it is my essential to arrange cessation of, or changes to, any other services required.

Customer Signature:	Date:
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Office Signature:	Position:
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