

- ☎ All forms **must** be completed in full and returned to Kerry Broadband along with your port form.
- ☎ The porting form is on **PAGE 3**.
- ☎ Please read all forms carefully .

Once you have completed all forms send them to:

Post: Kerry Broadband,
Ballygarron, The Spa,
Tralee,
Co. Kerry.

Fax:

Quality of Service

As the quality of your calls is dependent on the quality of your broadband connection, we strongly recommend that you try the Kerry Broadband phone service for at least a month. Then, if you decide that you are happy with the service, we can then port your number.

When do I cancel my existing phone service?

NEVER. You do not need to cancel your phone line it will happen automatically as part of the port. If you do cancel your land-line it will potentially cause them to lose your number and result in significant time and expense to get it back.

How long does it take?

It usually takes 2-3 weeks to port your number but it can take longer.

How much does it cost to port a number?

Currently there is a porting charge of €25. Additional number ports will also cost €25.

Can I cancel a port request?

Yes, you can cancel at any time but once a port request is initialised it is subject to a cancellation charge of €25. Therefore the port fee cannot be refunded upon cancellation.

Call Plan Requirement

To port your number to Kerry Broadband, you must have an existing Kerry Broadband subscription.

What happens your numbers?

Once your number has been ported successfully, we will notify you via email.

Port Request Terms

IMPORTANT - If you answer yes to any of the following questions, please contact Kerry Broadband **BEFORE** submitting the request.

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- a. Has there ever been ADSL Broadband on your line?
KBB recommend that all customers contact their provider to verify that there's no trace of ADSL on their existing line. YES NO
If your provider has to remove traces of ADSL on your line please get confirmation of this, either written or as reference number.
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- b. 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?
Some numbers cannot be ported individually e.g. ISDN lines, hunting numbers etc. If you're in any doubt please check with your provider. YES NO
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- c. Do you rely on your existing PSTN telephone connection for your Sky TV service, house alarm, credit card machine, fax machine or any other device/service?
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. YES NO
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Important Notice

If you submit a port request and its rejected due to any of the above reasons, there is a €25 charge to resubmit the port.

Name: _____

Phone Number: _____ Mobile number: _____

I request the port of my number from my current provider to Kerry Broadband under the terms outlined above.

Signed: _____

Dated: _____/_____/_____

Printed: _____

Position in Company
(where applicable): _____

Porting of Numbers Notice

<p>To: Eircom</p> <p>Contact Name:</p> <p>Address:</p>	<p>From: Kerry Broadband</p> <p>Contact Name: Port Request,</p> <p>Address: Kerry Broadband, Ballygarron, The Spa Tralee, Co.Kerry.</p>
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Customer Details: (Please complete in BLOCK CAPITALS)	
Name:	
Company Name (if applicable):	
Address:	
UAN Account Number:	
Numbers to be Ported:	

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 I confirm that I have the authority of my household/company to make this instruction.

Signed: _____	Dated: _____ / _____ / _____
Printed: _____	Position in Company (where applicable): _____