

Residential Telephone Number Porting Form

In order for seethelight to complete a number transfer, please complete this form and return to us at [seethelight, Driscoll 2, Ellen Street, Cardiff, CF10 4BP](#) or alternatively you can scan a copy and send back to www.seethelight.co.uk/contact

Before filling out and returning this form, please note that:

a) A Number port is subject to a charge of £15. If you're porting your number from seethelight, it will be free of charge and you don't need to complete the form.

b) You must include a copy of your latest telephone bill from your current provider, this must show:

- Your name
- Original installation address of the number to be transferred
- The telephone number(s) to be transferred

c) Once this request has been completed, your original account(s) will be terminated at your original address by the current service provider.

d) Your number port will be initiated as soon as we receive your completed application form. If you have a preferred target date for the completion of your number port, please let us know in the box below.

Preferred target date:

If you have specified a preferred target completion date, we will do our best to achieve this, but we cannot guarantee that the number port will occur on this date due to circumstances beyond seethelights control.

e) You must ensure that the account(s) the telephone number(s) is/are to be transferred from is/are still an ACTIVE account otherwise the transfer CANNOT be completed. You should NOT arrange to cancel your account until the number port is complete. If you have already arranged a deactivation date of your account from your current service provider the number port will not be successful.

f) We are only able to port numbers from the following service providers:

- Barritel Limited
- BSKYB LLU Assets Limited
- BT Openreach
- Colt
- Inclarity
- Invoco Ltd
- KCOM (Affiniti)
- Level 3 Communications UK Ltd
- Magrathea
- Mintaka Limited
- New Call Telecom Limited
- Opal Telecom (Talk Talk)
- Orange Business
- Pulsant (Scotland) Limited
- Resilient Plc
- Simwood eSMS Limited
- Spitfire
- Storacall (X-ON)
- Telephony Services (Gradwell)
- Verizon
- Viatel (UK)Ltd (VTL)
- Virgin Media (Eurobell)
- Virgin Media (NTL)
- Virgin Media (Telewest)
- Vodafone (C&W)
- Vodafone (Energis)
- Vodafone (Thus)
- Vodafone (Your Comms)
- VoIP-Un Limited
- Voxbone SA

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Please complete the fields for each telephone number to be transferred, should you require more than 3 numbers to be transferred please request an additional form from seethelight Customer Services.

If you need any help with this form, please contact us on **0800 3317638** or send us a contact form through our website at www.seethelight.co.uk/contact.

We are open between the hours of 8am to 8pm, Monday to Friday and 9am to 1pm on Saturdays.

Customer Name	
seethelight Customer Reference Number	

	Port 1	Port 2	Port 3
Telephone Number			
Originating Service Provider			
Building Number/Name and Street*			
Town/City*			
Postcode*			

*This is the address the number is being transferred from

Copy of latest telephone bill included (please tick)

I hereby give seethelight permission to contact my current service provider for the telephone number(s) as stated above, and request that it/they be transferred to my seethelight account.

I accept that should I provide incorrect information to seethelight resulting in a failed transfer, or the number port is not successful, then I will still be liable to a charge of £15

Print: _____

Signed: _____

Date: _____