

VoIPcloud Porting Terms and Conditions

You must not deactivate your existing service when porting. Telephone numbers can only be ported while in active service.

You can only withdraw your authority to port a telephone number(s) before the electronic cutover advice has been sent to your current Service Provider, which will be on or after the preferred cutover date specified in this form.

VoIPcloud provides no guarantee that it can port your telephone number(s) from your current Service Provider. Your current Service Provider may reject this port request if the information you provide is incorrect or does not match the data held by them. In this case you authorise VoIPcloud to correct the information and resubmit the request to port your telephone number(s) or dispute the rejection by your current Service Provider. A porting request may also be rejected for other reasons as stated in the communications act 2003 (the "Act").

VoIPcloud provides no guarantee that the telephone number(s) will be ported within any specified timeframe. Porting hours of operation are from 9am to 5.30pm Monday to Friday, excluding bank holidays. Cutover times can only be initiated at least 3 business days after the porting notification advice is sent by VoIPcloud to your current Service Provider.

In the event of a port, withdrawal or reversal, VoIPcloud is not responsible for any period of outage that may possibly occur.

You may have outstanding contractual obligations and or port-out costs owed to your current Service Provider. VoIPcloud is not liable for any cost that may occur with your current Service Provider.

Only your telephone number(s) will be transferred to VoIPcloud. This may result in the loss of any value added services that are associated with the service provided by your existing Service Provider (e.g. Voicemail, ADSL, line hunting, fax etc).

If you wish to port your telephone number(s) from VoIPcloud to another Service Provider, then you must contact the gaining Service Provider.

VoIPcloud reserves the right to charge a fee for porting your telephone number(s) to or from VoIPcloud.

Geographic Number Portability (GNP) does not guarantee you can keep your telephone number(s) if you move to a different geographic location and attempt to port your telephony number(s) to a PSTN or fixed line service.

The porting of your number(s) will be conducted in conjunction with Ofcom, in line with the Communications Act 2003 (the "Act"). The conditions set by Ofcom, to allow for number portability, are highlighted in section 51 and 58 of the Communications Act 2003 (the "Act").

Porting from VoIPcloud to another Service Provider will be conducted in accordance with Ofcom's conditions, in accordance with sections 51 and 58 or the Communications Act 2003 (the "Act") rules and any other bilateral arrangements.

The porting of your telephone number(s) will be subject to the terms and conditions of the standard form of agreement, with the losing Service Provider.

In order for VoIPcloud to port your telephone number(s) you must complete and electronically sign the Geographic Number Portability (GNP) Letter of Authority (LOA) and or, the Non-Geographic Number Portability (NGNP) Letter of Authority (LOA). Additionally, a copy of a recent invoice from the losing Service Provider. This must be within the last 30 days and state the full account details and number(s) that are attempting to be ported, must be uploaded to the porting form inside the customer portal.

In accordance with Ofcom number portability conditions, a request for porting shall be deemed invalid if:

- The number(s) is in an invalid format.
- The porting acceptance form is incomplete.
- The details supplied are incorrect with the losing Service Provider.
- The number(s) are in an inactive state or service.

The Letter of Authority for GNP and NGNP must be fully completed by the customer, inside the customer portal and are only valid for 30 days from the date of submission.

If your telephone number(s) are inactive at the time of the porting by VoIPcloud you must notify VoIPcloud as soon as the phone number(s) become active.

VoIPcloud is not responsible for settling your final account with your current Service Provider, porting of your number(s) will not automatically close your account.

Monthly access subscription fees and call charges are applicable on the submission of the porting.

Note: this document only outlines critical information summary in addition to VoIPcloud Master Services Agreement and Voice (IP) Service Schedule;