



PORT ME

Kick-start your cellular freedom with the fairest rates and KEEP your number

You're entitled to keep your number (it's your property), so if you decide to leave your current service provider, you can take your number with you and it won't cost you a penny – but be sure you following these simple tips when porting.

Ensure that your service with your current Service Provider has reached its 24 month contract expiry date. If this is not the case you may be liable to pay a penalty to your current service provider. Be sure to ask them about any penalties that may be levied so you don't get a shock on your final bill.

Ensure that you have notified your current Service Provider of your intention to port and ask them for a termination date. If you don't, they may terminate your number. Any outstanding amount owed to your current Service Provider may affect your porting to Virgin Mobile.

Both your Virgin Mobile SIM card and your current Service Provider's SIM card must be active in order for a successful port to take place.

You should sign up with Virgin Mobile at least two weeks before you request to port. If you have not received your access pack a week before your Port request is due, please contact us on 0741 000 123.

Upon receipt of your access pack, activate your SIM card, complete the PORT ME form and fax it through to us. Contact the Sort Me Out Centre on 123 from your Virgin Mobile SIM, to make sure that we have received your documentation and that the port has been submitted (remember to get a reference number)

Please ensure that the details you have supplied to us [on the Port Me form] are exactly the same as those on your account with your current service provider in order to avoid any delays.

