

Please complete all the following fields and provide a copy of a recent bill from your current service provider (produced within the last 3 months), as proof of ownership of the numbers to be ported. The form and bill should then be emailed to porting@gradwell.com.

If you require any assistance completing the port form then you can contact us on 01225 800 870. Additional guidance can also be found in our online wiki at www.gradwell.com/support

Sections marked with an * are mandatory fields.

1: CUSTOMER INFORMATION	
*Contact Name:	
Company Name (If applicable):	
*Contact Email Address:	
*Contact Phone Number:	
*Gradwell Customer ID	
Please note that you must have a Gradwell account set up, prior to your numbers being ported to our platform. If you do not have an account set up with Gradwell, please contact our Sales Team on 01225 800 800, or email sales@gradwell.com .	
2: INSTALLATION ADDRESS	
<u>All port requests must include an associated address to be submitted to your losing provider.</u>	
<ul style="list-style-type: none"> If you currently own a physical circuit, then the address we require is normally regarded as the installation address (where the physical circuit is installed) If your calls are forwarded remotely from an exchange, then we may require the address and postcode of the exchange in question If your numbers are currently on another VoIP platform, then your current provider may have associated a different address against the numbers, in lieu of a permanent installation address 	
<u>If you are unsure of the information we require then we strongly suggest that you contact your current provider to check, as the address submitted must match what your current provider has on record or the order will be rejected and you will be charged a resubmission fee.</u>	
*Building Number:	
*Building Name:	
*Street:	
*Town:	
*Postcode:	
3: ABOUT YOUR CURRENT TELEPHONE SERVICE	
*Current Service Provider:	
*Account Number:	
*Account Name:	
*Service Type (e.g. Single Line, PBX system, Feature Line, DDI, ISDN line etc.):	
*Single Analogue installation or Multi-line installation:	Single Analogue / Multi-line
Single Analogue installation refers to one standard analogue line and number that terminates on a single wall socket. <u>Only one number can be associated with a single line service.</u>	
Multi-Line installation provides two or more channels (e.g. PBXs, ISDN, Home Highway, Feature Line, DDIs etc.) <u>A multi-line installation may have more than one number associated to it. You must list all associated numbers on this order form, or the order will be rejected and you will be charged a resubmission fee.</u>	
*Are there any products associated with your current service? (e.g. Broadband, Redcare, etc.)	Yes / No
*If yes, please list the associated products?	
<u>If you are porting all numbers from a physical circuit, then the physical line is likely to be ceased on completion of the port.</u>	
<ul style="list-style-type: none"> If you currently have a Redcare service from BT, or any other similar security alarm product, then this must be moved to another available line, prior to us submitting the port request to your losing provider. If it is not moved or ceased, then the order will be rejected and you will be charged a resubmission fee. If you currently have a broadband service on the line, then this will be ceased once the number port has completed. Gradwell will not be held liable for any services ceased on completion of the port. 	
<u>If you are unsure whether there are any existing products, then we strongly suggest that you check this with your current provider.</u>	
4: MAIN BILLING NUMBER	
*What is the Main Billing Number?	
*Do you want this number to port to Gradwell, be ceased or remain live with your current provider?	Port / Cease / Remain Live
5: ASSOCIATED NUMBERS	
*Are there any additional numbers associated to the Main Billing Number above?	Yes / No
*If yes, please list the associated numbers below and confirm whether they are to port to Gradwell, be ceased, or remain live with the current provider?	

Failure to provide a correct list of associated numbers may result in the order being rejected by the losing provider, and you will then be charged a resubmission fee.

Please use a continuation sheet, if necessary

	Port / Cease / Remain Live
	Port / Cease / Remain Live
	Port / Cease / Remain Live
	Port / Cease / Remain Live
	Port / Cease / Remain Live

6: PORTING DETAILS

***Requested Port Date:** _____

If no date is listed then we will request the earliest possible port date, based on Ofcom mandated porting lead-times. The port will normally take place from Monday to Friday (excluding Bank Holidays). Occasionally the port date can change, however this will be communicated to you as soon as we have been notified by the losing provider.

***Package Required for Ported Numbers:** _____

If you are unsure of the package that you require, please contact our Sales Team who will be able to determine the correct package for your needs. The requested package will be set up in advance of the port taking place, to ensure a seamless transfer of your number.

***Maintain Existing Directory Listing?:** Yes / No

If your numbers are currently listed in the BT PhoneBook and you would like us to maintain this listing, please specify 'Yes' above. If your numbers are not listed, but you would like us to arrange for them to be included in the BT PhoneBook, please contact us on 01225 800 870 to discuss.

***Onboarding Assistance Required?:** Yes / No

At Gradwell, we offer additional support to help new customers familiarise themselves with our VoIP products and services. This includes assisting with the setup of softphones or hardware that has been purchased from Gradwell, and providing an overview of your new Gradwell control panel.

7: PORTING CHARGES

Initial Port Request Submission	Single Line	£20 + VAT
	Multi-Line	£20 + VAT per number ported
For multi-line orders, involving 10 or more numbers to be ported, the charge will be capped at £200 + VAT		
Rejection & Resubmission (per rejection received)		£20 + VAT
Date Change (per amendment requested)		£10 + VAT
Cancellation (including any cancellations received from the losing provider)		£10 + VAT

8: DECLARATION

Please sign and print your name below to confirm acceptance of the porting charges detailed in section 7 and the declaration below:

- I am the owner of the telephone number(s) detailed on this port form, and hereby authorise Gradwell to port or cease them (as detailed above)
- I recognise that I will be charged for the port, once it has completed, including any additional charges (as noted in section 7)
- Failure to provide the correct information will result in the order being rejected and a rejection and resubmission fee being added to my final invoice (charged per rejection received)
- I understand that any requests to amend the port date or cancel the order, after it has been submitted to Gradwell, are subject to additional charges (as noted in section 7)
- It is my responsibility to ensure that any security products are removed or ceased, prior to the port being submitted to Gradwell, failure to do so will result in a rejection of the order and a resubmission fee being added to my final invoice (charged per rejection received)
- Any other services associated with the number(s) (e.g. broadband) must be transferred, prior to the port request being submitted to Gradwell or they will be ceased, Gradwell will not be held liable for any services that have been ceased as a result of the port request
- The number(s) must be live and in service with the current provider for a port to take place. If the numbers are not live, then this will result in the order being rejected and a rejection fee being added to my final invoice (charged per rejection received)
- The port form must be signed by the owner of the number(s), and must be accompanied by a recent bill from the current provider (produced within the last 3 months), or the port request cannot be progressed by Gradwell
- I understand that it is my responsibility to ensure that all requested services have been ceased, by contacting the losing provider, after the port has completed. Gradwell do not accept liability for any services that continue to be invoiced by the losing provider.

By submitting this order, you agree to Gradwell's general terms, which can be found at <http://www.gradwell.com/tandcs/>

SIGNED: _____

NAME: _____

DATE: _____