

PORTING POLICY

Firstcom Europe Ltd Version: 2026.1 — Effective from: 01/08/2026

This Porting Policy (“Policy”) forms part of the Agreement between Firstcom Europe Ltd (“Firstcom”) and the Customer. It sets out the rules and processes for porting telephone numbers to and from Firstcom.

1. PURPOSE OF THIS POLICY

This Policy explains:

- How number porting works
- Customer responsibilities
- Firstcom’s obligations
- Limitations and risks
- Charges and rejection reasons

It applies to all geographic, non-geographic, and VoIP numbers.

2. DEFINITIONS

- **Porting:** The process of transferring a telephone number between Communications Providers (CPs).
- **Losing Communications Provider (LCP):** The provider the number is being moved away from.
- **Gaining Communications Provider (GCP):** The provider receiving the number — in this case, Firstcom.
- **LOA:** Letter of Authority signed by the Customer authorising the port.
- **DDI Range:** A block of numbers assigned to a single main number.

3. CUSTOMER RESPONSIBILITIES

The Customer must:

- Provide accurate information on the LOA
- Ensure the details match exactly what the LCP holds
- Provide a recent bill from the LCP if requested
- Ensure the number is active and not ceased
- Ensure the number is not part of a larger range unless the full range is being ported

Incorrect or incomplete information is the most common cause of port rejections.

4. FIRSTCOM RESPONSIBILITIES

Firstcom will:

- Submit port requests to the LCP
- Keep the Customer informed of progress
- Provide a target port date once confirmed
- Notify the Customer of any rejections and required corrections
- Carry out the port on the agreed date

Firstcom cannot override LCP decisions or accelerate their processes.

5. PORTING PROCESS

The standard porting process is:

1. Customer signs LOA
2. Firstcom submits port request to LCP
3. LCP validates details
4. LCP accepts or rejects the request
5. If accepted, a port date is issued
6. Port completes on the agreed date

Typical lead times:

- **Single Line / Single Number:** 7–10 working days
- **Multi-line / DDI Range:** 10–20 working days
- **Complex Ports:** 20+ working days

Lead times are controlled by the LCP, not Firstcom.

6. COMMON REJECTION REASONS

Ports may be rejected for:

- Incorrect address
- Incorrect account name
- Number not active
- Number part of a DDI range
- Number associated with another service (e.g., broadband)
- Mismatched CLI
- Missing or invalid LOA
- Outstanding debt with the LCP

Firstcom will advise the Customer of the reason and required correction.

7. SERVICE IMPACT DURING PORTING

During the port:

- There may be a short outage (typically 5–20 minutes)
- Inbound calls may route inconsistently during the cutover window
- Outbound CLI may take time to propagate across networks

The Customer must ensure:

- Their PBX/hosted system is configured for the new routing
- Their IT/telecoms provider is available on the port date

8. CHARGES

Charges may apply for:

- Porting numbers into Firstcom
- Porting numbers out of Firstcom
- Rejected ports (admin fee)
- Complex or multi-range ports
- Emergency re-scheduling requested by the Customer

Charges are listed on the Customer's Order Form or tariff.

9. LIMITATIONS

Firstcom cannot:

- Port ceased numbers
- Port numbers outside the UK numbering plan
- Port numbers where the LCP refuses release
- Guarantee porting timescales
- Reverse a completed port

Once a port completes, reversal is only possible if both CPs agree — and this is not guaranteed.

10. CANCELLING A PORT

The Customer may cancel a port request **up to 48 hours before** the confirmed port date.

Cancellations within 48 hours may incur charges.

11. EMERGENCY PORTING

Emergency ports are only available in limited circumstances and are subject to:

- LCP approval
- Additional charges
- Extended lead times

Emergency ports cannot be guaranteed.

12. POLICY UPDATES

Firstcom may update this Policy to reflect:

- Regulatory changes
- Industry best practice
- Network or process improvements

Updated versions will be published or provided to the Customer.

13. Porting-Out Charges

When the Customer ports numbers away from Firstcom, the following charges apply. These charges reflect the fees applied by underlying carriers and the administrative work required to process port-out requests.

Port Type	Charge
Single Line Number (Geo or Non-Geo)	£25 per number
Multi-Line / DDI Block (1–10 DDIs)	£45 per block
Multi-Line / DDI Block (11+ DDIs)	£75 per block
Non-Geographic Numbers (08/03)	£35 per number
Complex Ports (multi-site, multi-range, mixed carriers)	£95 per port order
Rejected Port-Out Requests (customer error)	£15 per rejection
Emergency / Expedited Port-Out Requests	£95 per request

END OF PORTING POLICY