



- **PLEASE DO NOT CANCEL THE ACCOUNT WITH YOUR EXISTING PROVIDER**
- **PLEASE DO GIVE ANY NOTICE REQUIRED TO YOUR EXISTING PROVIDER AND ADVISE THEM THAT YOU ARE TRANSFERRING AWAY**

Porting (transferring) a number will automatically CANCEL the broadband and phone with your current service provider on the date of transfer. This includes the cancellation of any services attached to that line, including but not limited to call waiting, voicemail services, DSL, etc..

Any cancellation fees or Early Termination Fees charged by your current provider are your responsibility and won't be covered by Lightwire.

**Lightwire Voice may not support the following services:**

- **Medical Devices/Alarms**
- **Monitored security alarms**
- **Sky television pay-per-view**

*If you want to use one of these services, you need to ensure the supplier has specifically said it will work with VoIP. Also, unless you have a power backup, the internet and phone won't work during a power outage.*

**Customer Details**

<b>Contact Name</b>		<b>Lightwire ID (if known)</b>
<b>Daytime Ph</b>	<b>Mobile Ph</b>	
<b>Address</b>		
<b>Email</b>		
<b>White Pages Listing requested – Yes / No</b>		

**Number Request (tick one)**

<input type="checkbox"/> Porting existing number (fill in below)	<input type="checkbox"/> New number
Please advise the geographical area for the new number (Town or City)	

**Current Provider Details**

<b>Current Provider</b>	
<b>Name on Account</b>	
<b>Account Number</b>	<b>Existing broadband attached to this account – Yes / No</b>

**Numbers to be Ported**

Number with Current Provider	Requested Port Date*	Port Time (AM/PM)	Fax (please tick)
1.			<input type="checkbox"/>
2.			<input type="checkbox"/>
<b>Special Instructions:</b>			

\*Please allow at least 5 business day for porting

<b>Signature of Customer</b>	
<b>Print Name</b>	<b>Date / /</b>