

PORTABILITY REQUEST

smarter / faster / further

Details of the subscriber:

Name				CIF	
Address					
Post code		Location		Province	
Representative					
E-mail*				Contact number*	Telephone

* These contacts will be used by COLT to communicate the assigned portability window. It is therefore essential that they are legible and correct (if the customer delegates the management of portability in a third party - for example, who has sold the service, the data of the latter must be recorded).

Donor operator:

Receiving operator:

COLT TECHNOLOGY SERVICES, S.A.U.

Numbers affected:

Initial number	Final number (if range)	Type of access (Mark only one option)			Main Number (YES/NO)	Associated numeration (if there is any) ¹
		Single	Multiple	Smart web		

Hours for the preferred change by the subscriber (remember that during the 3 hours that the window lasts, your service can suffer cuts and not be operational):

Day: Mon-Fri	of				20	
Window	8:00-11:00h	11:00-14:00	14:00-17:00	17:00-20:00²		

The subscriber may indicate in these boxes the desired moment to port, accepting a maximum of 30 days between the date of the request and the one desired by the subscriber to port. In case of not indicating a date / window, the deadline for the processing of the request will generally be 1 business day from the date of receipt of the request, always assuming that all the information is correct and no rejections occur. When the change of operator implies the provision or modification of the physical access associated with the numbering, the portability period will be included and subject to the provision of the access. On the other hand, an additional day is required for the validation of the user's identity, in case of resale.

¹ In case you do not want to carry all the associated numbering, the customer must break the skip group with his current operator.

² COLT recommends avoiding the window 17:00 to 20:00, especially Fridays or holiday eves in Madrid.

We also inform you that the receiving operator - in this case Colt - may cancel the request for portability, at your request, until 17h the day before the portability window. Both the date and time of expected execution of the portability, and the time limit for its cancellation, must be communicated by the receiving operator.

Existing circuit:

If the numbering on which portability is requested is assigned to an existing COLT circuit, then **indicate the circuit reference:**

Caller ID:

Indicate if you want the identity to be displayed on your outgoing calls from the ported numbers:

Yes No

If you want the identity to be the same for all calls, indicate which

Application and consent:

I hereby notify **Colt Technology Services, S.A.U.** My desire to remove my donor operator and, by keeping my numbering, to register my services, as well as the request that they process my discharge before the Donor Operator, also requesting that all the numbering collected in paragraph "Affected numbering" of this document be carried from the Donor Operator to **Colt Technology Services, SAU**

I also authorize that the necessary personal data included in this request may be transferred to the Operators involved in the Portability process, in accordance with the personal data protection clause of the Service Agreement signed with Colt Technology Services, SAU And with the provisions of Organic Law 15/1999 of 13 December on the Protection of Personal Data (LOPD).

And, for the record, I signed the present form 3 times on _____ (insert date).

By the client⁴	
Signature and stamp (If a stamp is not available, sign the Identity Card (DNI - Spain only) and charge of the representative)	

Tips to port your numbering without problem

- Fill out this form correctly and completely, and send us a recent bill from your current operator. If you have questions check with who has sold you the service.

³ A first copy for the Receiving Operator, a second copy for the Donor Operator, and a third copy for the user.

⁴ The person responsible for the company can understand the person responsible for the telecommunications services of the company, provided that such representation is accredited.

➤ COLT recommends the last window of the day (17-20h), and also the one before (14-17h) Fridays and festivity eves, because and eventual problema with portability would most likely be resolved until the next business day (because they are failures without SLA by the donor operator, and because COLT's out-of-ours coverage is limited).

➤ The Windows can only be canceled by notifying the receiving operator-in our case Colt- before 17:00 on the working day prior to the portability execution

➤ Remember that the switchboard where you will connect te service must have the numbering to be configured

➤ To prevent problems on the day of portability, we recommend that the technician of your switchboard contact COLT in advance, on the telephone **91 789 9878** (Mon – Thu from 9am to 6pm, Fri from 8:30am to 2:30pm) Where we will help you activate your service.

➤ Finally, do not forget that the portability window lasts 3 hours, during which time you can be without Service, without both the donor operator and the receiver can remedy it. Please wait until the wondow isw closed before opening the incident (on **901 889 989** or es.helpdeskcmc@colt.net), in case your service is interrupted.