

Mobile Switching

Joining KCOM?

If you are switching to us from another mobile communications provider and you want to keep your phone number all you need is a unique code, called a Porting Authorisation Code (PAC). If you would like a new number, you will need a Service Termination Authorisation Code (STAC).

You don't need to call your current mobile communications provider to tell them you are leaving, just text **PAC** to **65075** if you want to keep your phone number or text **STAC** to **75075** if you don't want to keep your phone number. These services are free of charge. Alternatively, you can request a PAC or STAC from your current mobile communications provider by phone or online. Codes are valid for 30 days from the day you request them. Once you have given us your code, we will endeavour to switch your service and transfer your number the following working day. If we receive your code after 5pm, this will happen within two working days.

Thinking of switching from KCOM?

If you would like to know whether there will be anything to pay if you switch to another provider, you can get information about any charges payable by any of the following means:

Over the phone: Call us on **0800 915 0777** (Monday-Friday, 8am-6pm, excluding bank holidays)

By SMS: Text **INFO** to **85075**

Online: Access your account on the KCOM online portal

The information we give you will be accurate as at the day of the request. If you decide to switch to another mobile communications provider and you want to keep your phone number you will need to request a PAC, if you don't want to keep your number, you will need to request a STAC. You can request your PAC or STAC by any of the following means:

Over the phone: Call us on **0800 915 0777** (Monday-Friday, 8am-6pm, excluding bank holidays)

By SMS: Text **PAC** to **65075** or **STAC** to **75075**

Online: Access your account on the KCOM online portal

If you have multiple numbers on your account, you won't be able to use the text service. You will need to call us or make your request online. If you want to switch more than 24 numbers at a time, you will need to call us.

Compensation

Hopefully everything will go smoothly, but if we are unable to transfer your number on the day we have told you or if there is a problem which is our fault, please **contact us** to let us know. We will compensate you and apply a credit to your bill.