

# Memorable Number Info Handout

## Method of Delivery

### SIM Card

When you order a memorable number it will normally be sent on a 'paired' SIM card by post. However in certain circumstances it may be automatically delivered to your existing SIM card (if a PAC has been requested in time).

### Concierge Service

If you have ordered our concierge service (free with certain numbers over a certain value), we will arrange the number port and a PAC for you. (In which case you will not receive the temporary 'paired' SIM card). Please visit the section called 'concierge services', where we list the costs and options available to you.

### Postage

The delivery of a paired SIM card holding your number will be by Royal Mail First Class post;

Recorded if the value of the number is under £99.

If over £99 it will be sent by Next Day Special Delivery.

(Note 'parked' numbers do not usually require Special Delivery as the SIM card can be replaced).

If a number on a 'paired' SIM card goes missing, we will not be able to replace it, however we will provide alternatives of the same value.

## **IMPORTANT: Please do not advertise or give out this number until it is received and registered in your name!**

Orders received after mid-day may not be dispatched until the day after.

If it is a parked number we will enclose details in the mail, including the following;

Existing Registration Details

Password (can be written on the pack)

You can then contact the network to arrange registration or transfer in your name.

## Things to do on receipt of a Pay As You Go SIM Cards (only)

(These are paired SIM cards which have not been had a PAC requested).

- You must register your SIM immediately\* with your user details at the network.
- You must top-up (usually £ 5 or min. £ 10). (You can of course use this credit as normal.)
- You must make a chargeable call or text immediately to guarantee this number for you (or it can expire).

\*Please register your SIM within 7 days from date of posting. We cannot be held responsible if you fail to do this, as numbers can expire, get lost or even be stolen.

## Porting to another network

Once you have completed the above, you may apply for a PAC (Porting Access Code) number and give this to the network supplier of your choice, when you arrange connection to them. NB. You cannot retrospectively port the number to O2 after the point of activation. (Please note that we can supply pay-as-you-go SIMs to all other networks, if a 'switch' is required).

We hope that you enjoy impressing your friends, family and business colleagues with your new number.

Please contact your retailer for any future requirements.

Many thanks,

Numbering Customer Services - 0870 750 0725