

PORTING REQUEST FORM
FIXED SERVICES
SUBSCRIBER INFORMATION

Name / Company Name		
Legal Representative Name*		
Identification Number Type	ID No.	
Contact phone number		
Contact email		

* Legal representation status requires duly validation by Public Notary

PORTING INFORMATION

Current Local Operator

Type of Service Fixed Mobile

Service Address House Building Other

Quantity of Numbers

Phone Numbers	Type**	Phone Numbers	Type**

** Type: Prepaid / Postpaid

Please indicate phone numbers using [local area] + [subscriber number] format

STATEMENT OF KNOWLEDGE

I hereby declare and acknowledge to be in full understanding of the following:

Porting my phone number(s) terminates my contract with my existing local fixed/mobile phone service provider, leaving rates and other commercial conditions associated with it null and void, by contracting a new phone service provider under different conditions and maintaining the same subscriber number(s) as indicated above

Porting tramitation is free and takes 24 hours from the time of presentation of this form, with the exception of Sundays and Holidays (including the day before those) or in case of porting more than 10 phone numbers. For fixed services, porting is subject to prior physical installation of the new service.

In case of porting a fixed line, the new service provider needs to confirm technical feasibility to provide the service

I can use your current phone terminal unless it is incompatible with the new provider's network

In case of porting a mobile line, the change of service provider will be executed even in the case of I am not getting a new SIM card and/or terminal. The new provider has the obligation of providing the SIM card at the time of signature of the new service contract (up to 10 ported numbers)

In case of still being under commercial conditions stating a minimum contract term and I decide to port my number out, my current provider may charge me penalties arising from early termination. These penalties has to be explicitly included in my original service contract.

My last phone service invoice may not include fees for services provided after its emission, or charges/fees which may be billed and invoice at a later time whose lack of payment may imply that your original service provider requests your new service provider a phone service suspension for a 30-day period.

Porting refers to fixed or mobile phone service only, and not to other services (internet, cable TV, long distance) which could have been provided together with my phone service (bundle), which means that after porting out my number (fixed or mobile) those services will still be provided, charged and invoiced for my existing provider but maybe under different commercial conditions, having my existing provider the right to terminate contracts for those services and giving me the right to contract those to my new provider, if so.

My phone service can be affected for a maximum period of three (3) hours while the change in service provider is being implemented (between 00:00 AM and 06:00 AM)

Subscriber's Signature _____ Document No.