

## How To Guide

### Mobile – What to do on Porting Day

Ensure that everything that you need from your OLD handset has been copied to your NEW handset (contacts, text messages, photographs etc). You will not be able to access anything from your old SIM after the port has taken place. You can do this before the actual porting day – but just make sure that on day of porting that you have completed this task.

1. Leave your CURRENT handset with the CURRENT SIM inserted and switched ON.
2. Have your new SIM ready but do not insert it into any phone.

**Steps 1 and 2 are very important.** You should NOT have both handsets switched on at the same time as this may cause a split service, ie where you will receive incomings call on one network and be only able to make outgoing calls on the other network

3. Porting normally takes place around the middle of the day. Any current Network Bars will disappear and you may see a message on your OLD device similar to “Loss of Service”. At this stage you can turn the OLD handset off and then turn on the NEW handset with the NEW SIM inserted.
4. When you turn on your NEW handset it may take a while for the Network Bars to populate, but be patient as it should happen quite soon after the loss of the OLD service.
5. When the Network Bars are populated on the NEW phone you are ready to go.

