

Consumer guide to transferring your mobile number when you switch provider



Mobile operator contact numbers

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Many people want to avoid the hassle of changing mobile numbers when they switch mobile provider. The simple process for transferring your number involves contacting your existing mobile provider, then your new provider.

Ofcom has produced a simple guide to transferring your mobile number when you switch provider:

- 1 Phone your existing mobile provider and ask them for a PAC or Porting Authorisation Code. The PAC enables you to transfer your number to another network.
- 2 The PAC must be issued to you either immediately over the phone, or by text within two hours of your request. Your PAC is likely to be a nine digit code and is valid for 30 days.
- 3 Contact your new chosen mobile provider and give them your PAC.
- 4 Your number will normally be transferred the next working day.

Mobile phone transfer process

