

2021

Sunrise Business Portal



Order Number Porting

Version 1.2

Date 26.05.21

Subject Mobile Number Porting

Version 26.05.2021

Page 1/14

Contents

1. FAQs (Frequently Asked Questions):	2
2. Order Mobile Number Porting Guide.....	3
3. View Ongoing Porting Orders.....	10
3.1 Submission Pending.....	11
3.2 Orders Submitted.....	11
3.2.1 Order Resubmission	13

Subject Mobile Number Porting

Version 26.05.2021

Page 2/14

1. FAQs (Frequently Asked Questions):

Here are some important questions related to the mobile porting process.

■ **What is number porting?**

(Mobile) number porting is the process of transferring an existing mobile phone number from one service provider to another one, for example: from Swisscom to Sunrise.

■ **What checks should be done before requesting number porting?**

The most important thing is to check the current contract duration of the mobile subscription. The contract duration tells you how long you are required to stay with your current mobile service provider. In case you want to port your number immediately, you must be aware that an early cancellation of the contract may result in fees (ask your current service provider about it).

■ **After requesting the number porting, I have already received my SIM card. May I start using it?**

Not yet. Once you have received the SIM Card, you will have to wait for our confirmation that the porting process is completely executed. This can be acknowledged by checking the status of your order in the Mobile / Porting / Orders Submitted section.

■ **I want to port in my number right now but the contract with my current provider hasn't finished yet, what should I do?**

To request the number porting process in the middle of an existing contract, you have to select the option "allow porting before the end of the contract". An early cancellation of your contract may result in fees – for more details, ask your current provider.

Subject Mobile Number Porting

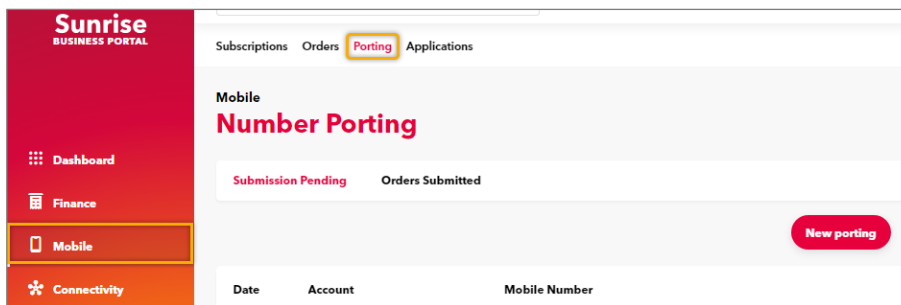
Version 26.05.2021

Page 3/14

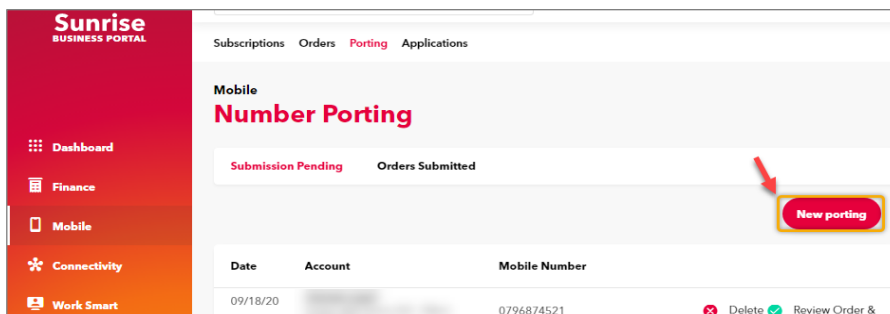
2. Order Mobile Number Porting Guide

In order to manage number porting operations, please follow the instructions below:

- Go to the “Mobile” section.
- Next, click on the “Porting” tab.



- Start the new number porting operation by clicking on “New Porting”.



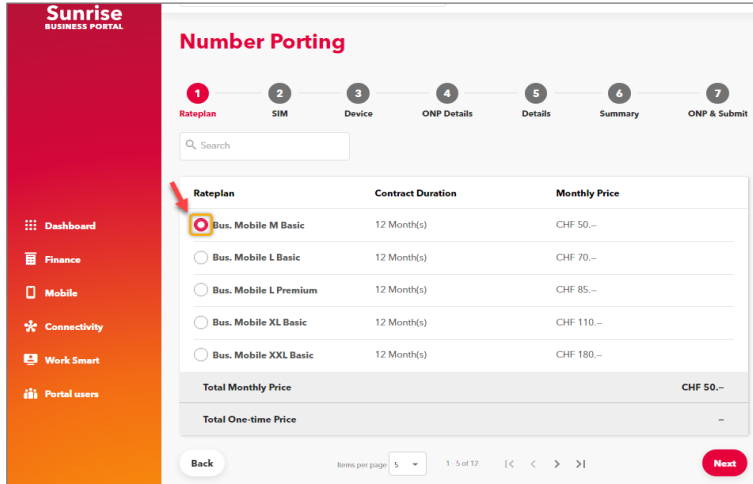
You can also start a new number porting request on the main mobile page (button “Add Subscription”)

- Select a mobile product (Rateplan) from those which are available for your company or use the “Search” functionality to find directly the desired one.

Subject Mobile Number Porting

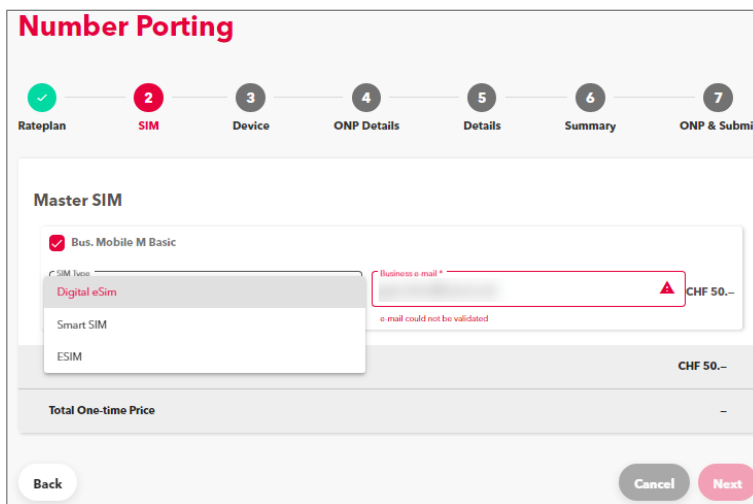
Version 26.05.2021

Page 4/14



On the next “Master SIM” page there are several main steps to be done:

- Select the SIM Type (Smart SIM, eSIM Voucher or Digital eSim).
- If you select “Smart Sim” or “eSIM Voucher”, choose the SIM Preference (Existing SIM or New SIM). For the option “Existing SIM”, enter the valid SIM Card Number, and then click on “Next”. While for the “New SIM”, click only on “Next”.



- If you choose the option Digital e-Sim, provide a valid business e-mail address, and then go to “Next”.

Subject Mobile Number Porting

Version 26.05.2021

Page 5/14

i When choosing the “Digital eSim”, instead of a physical SIM the user will get by business e-mail address a QR code. Next, the user will scan the QR code with the mobile device and the digital eSIM is going to be installed.

- For the next step, it is possible to associate a mobile device to your order. Select a desired device from our list, by using the following criteria: Brand, Model, Color and Memory.

i It is not mandatory to select a device in order to do number porting, if you don't want to choose one, simply click on “Next”.

- The next step, “Number to be ported”, is the most important one, since all the information shall be correctly provided based on the current contract information. If some of the information is incorrect, the porting process will be rejected later. Please note that the information refers to the current phone number.

Subject Mobile Number Porting
 Version 26.05.2021
 Page 6/14

- Inform your “Current mobile number” (it must be 10 Characters)
- Choose your “Current provider” from the list
- “Collective Signature”: if the subscription is associated to more than one owner, click on "Yes", if the subscription has just one owner (or you're not sure about having more than one owner) click on “No”.

- “Wish Date of Porting”:
 - If you wish to respect the contract duration with your current mobile operator, choose the first option (a); if you want the porting process to be done right after your contract is closed, choose the second option (b).

i Early cancellation of your contract may result in fees (Early Termination Fees). For more details, ask your current provider about it.

- In case you choose option (b), please request the transfer date and time for number porting: choose the date and time available on our calendar.

i The first available date is 2 weeks from today. Be aware that porting cannot happen during national holidays. Attention, the wish date of porting must be within 12 months from today's date.

- The next “Number to be ported” session shall be filled with the information related to the owner of the current subscription. If the owner is a person, inform his/her First and Last Name (mandatory!). When the owner of the subscription

Subject Mobile Number Porting
Version 26.05.2021
Page 7/14

is a company, inform the Company Name as well. If this information is missing, the porting request will be rejected.

- Inform the Address where the current mobile contract is registered.
- In the section “Communication Preferences”, choose the communication channel, letter or SMS, so we could interact with your company and send updates.

Number to be ported

First Name * Last Name * Company

First Name2 Last Name2

Zip Code City Street


House No.

Communication Preferences

Letter * SMS *

[Back](#) [Next](#)

- In the next step, information related to the subscriber of the Sunrise product shall be informed (Salutation, First and Last Name).

 It is also necessary to write in this section subscriber's work e-mail.

Subscriber Details

Salutation * First Name * Last Name *

E-Mail *

- Inform if desired the subscriber's “Address Details”. These fields are not mandatory, but you might use this information in the future.

Address Details

Zip Code City Street

House No.

- In the next block you must inform a shipping address for the SIM Card (in case of using existing SIM or Digital eSIM this step is not needed).

Subject Mobile Number Porting

Version 26.05.2021

Page 8/14

1. If you have provided the subscriber address in the previous step, you might use the first option “Same as above” as a shipping address.
2. A second possibility is to use the address associated to the Account Number (option “Customer Account”).
3. To be more precise, we recommend using the third option (“Different Address”), since it allows you to inform another delivery address with more details. We recommend using this option.

Delivery Address

Same as above

Customer Account

Zip Code	City	Street	House No
8050	Zürich	Thurgauerstrasse	101B

Different Address

Salutation First Name * Last Name *

Company Name Remark

Zip Code City Street

Please enter a valid Postcode

House No.

- The next step is to confirm all the data provided previously before preparing the porting request. Read and check the order summary before submission, if any wrong details you can still go back and change them. When you are sure that the summary is ready, submit it.

Subject Mobile Number Porting
 Version 26.05.2021
 Page 9/14

The screenshot shows a multi-step process with 'Summary' highlighted as the current step. Key information includes:

- Account Infos:** Account Number, Account Name (Sunrise 1537 FM Connectivity)
- Main Product:** Bus. Mobile L Basic - 0764557555, Price (CHF 70.-), Contract Duration (12 Months), SIM Type (Smart SIM), SIM Price (CHF 55.-)
- Number to be ported:** Current Number, Current Provider (T-Mobile), Contract Type (Prepaid)
- Porting Preferences:** Collective Signature (Yes), Porting Date (11 Jun 2021), Fast Porting (accepted), Letter (Yes), SMS (Yes)
- Current number owner:** D: sunrise
- Subscriber Details:** Mrs D, T, B
- Delivery Address:** Mrs C, T, B
- Prices:** Total Monthly Price (CHF 70.-), Total One-time Price (-)
- Buttons:** Back, Cancel, Confirm & Place Order

- After submitting the initial request in the last section, you still need to do an important task in order to complete the process: sign the porting form.
- “Sign POA (Power of attorney) Overview”: in the next page, click on the first button “Download” (Download Porting Form). A PDF file with all information related to your porting request will be downloaded, waiting for your signature.

The screenshot shows the following details:

- Owner:** Lina Mauer
- Power of attorney created on:** 26 May 2020
- Porting Date:** 30 Jun 2020
- Signed/Uploaded:** 26 May 2020
- Provider:** SWISSCOM_MOBILE
- Status of the porting forms:**
 - Download Porting Form (Download)
 - Upload POA (Upload)
 - Download Signed Porting Form (Download)

Subject Mobile Number Porting
 Version 26.05.2021
 Page 10/14

I authorise Sunrise

- to undertake the transfer from my current provider of the number(s) indicated above and (or) on the attached sheet, and
- to cancel my corresponding current contract(s). If the contract includes other services, the cancellation shall only apply to the part of the contract dealing with the number(s) indicated.

Authorised signatories (print in capitals)

Last name, first name _____ Last name, first name _____

Signature **Your Signature here!** _____ Signature _____

Place and date _____

- After signing the PDF, scan it and upload to our platform using the “Upload” button (“Upload POA”).

Details of the power of attorney

Owners: **Lina Mauer** Power of attorney created on: **26 May 2020**

Porting Date: **30 Jun 2020** Signed/Uploaded: **26 May 2020**

Provider: **SWISSCOM_MOBILE** Status of the porting forms: **✓ Signed**

Download Porting Form **Download** Upload POA **Upload** Download Signed Porting Form **Download**

Back Submit

- Now, your “Status” of the porting form shall be changed to “Signed”. Click on “Submit” button to finish!

3. View Ongoing Porting Orders

You can check at any moment the status of porting requests placed in SBP by clicking on the section “Mobile” (1) within the “Porting” tab (2). The “Number Porting” orders are divided into 2 sections (3): “Submission Pending” and “Orders Submitted”.

The screenshot shows the Sunrise Business Portal interface. On the left is a navigation menu with 'Mobile' highlighted (1). At the top, the 'Porting' tab is selected (2). The main content area shows 'Number Porting' with two sub-sections: 'Submission Pending' and 'Orders Submitted' (3). Below this is a table of porting orders.

Date	Account	Mobile Number	
03/10/21			
03:30			Delete Review Order &

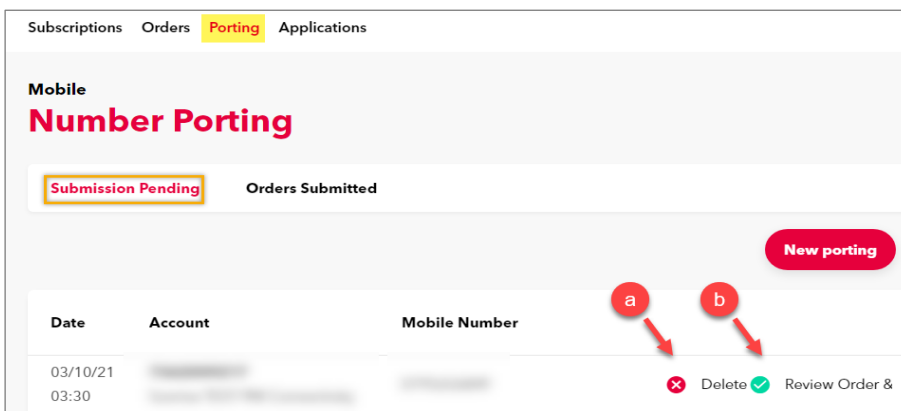
Subject Mobile Number Porting

Version 26.05.2021

Page 11/14

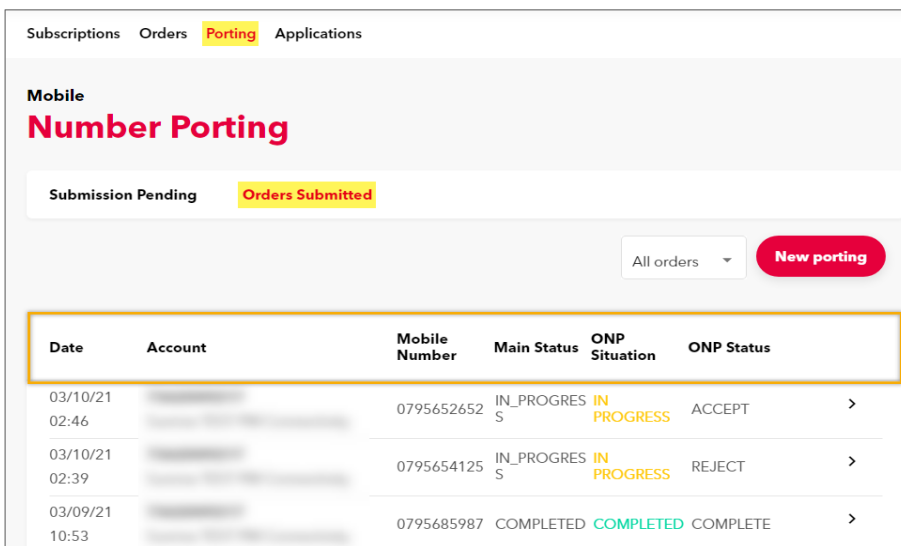
3.1 Submission Pending

In “Submission Pending” you can find the orders which aren’t submitted yet. These orders must be reviewed and submitted to make the order to be completed. For submission of these orders, go to “Review Order & Submit” (b). If you would like to delete the order, click on the “Delete” button (a).



3.2 Orders Submitted

In “Orders Submitted” section you can open submitted orders and view the following details: Submission Date, Account Number, Mobile Number and Status (Main Status; ONP Situation and ONP Status).



Subject Mobile Number Porting

Version 26.05.2021

Page 12/14

1. Main Status: this is the status of the order placed in SBP. Within the “Main Status” column, the following type of status may appear:

- a. **“Submitted”**: the order has been sent.
- b. **“In Progress”**: there are ONP checks to be done.
- c. **“Completed”** your order has been finalized successfully.

2. ONP Situation: it is the informational exchange process between the old and the new mobile provider.

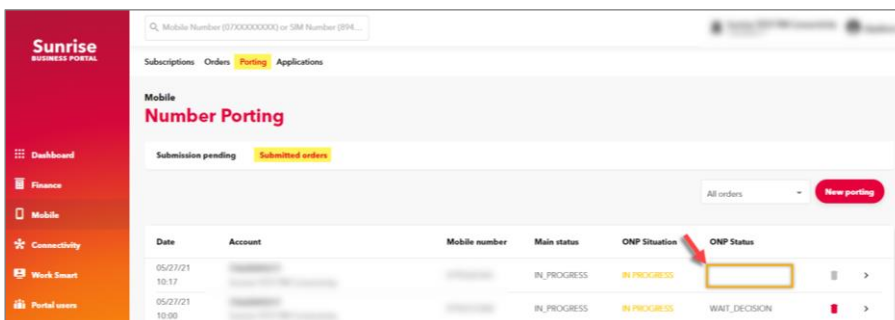
- a. **“In Progress”**: the ONP order has been created and sent to be reviewed.
- b. **“Data Error”**: the ONP order was rejected.
- c. **“Data Corrected”**: the details of your ONP Order have been corrected and saved.
- d. **“Ready for Resubmission”**: now it is possible to resubmit the ONP Order.
- e. **“Completed”**: your ONP Order is closed now.
- f. **“Cancel”**: the order was cancelled due to some issues.

3. ONP Status:

- a. **“ONP Submit”**: the ONP has been sent for a review.
- b. **“Accepted”**: the ONP is correct and has been submitted.
- c. **“Reject”**: the ONP was rejected due to some issues, for ex. the order details are wrong.
- d. **“Wait Decision”**: your order is on pending, wait for the ONP approval.
- e. **“Complete”**: the ONP is ready.
- f. **“Cancel”**: the order was cancelled.



If there is no “ONP Status”, the space is left empty, the ONP order hasn’t been created yet.



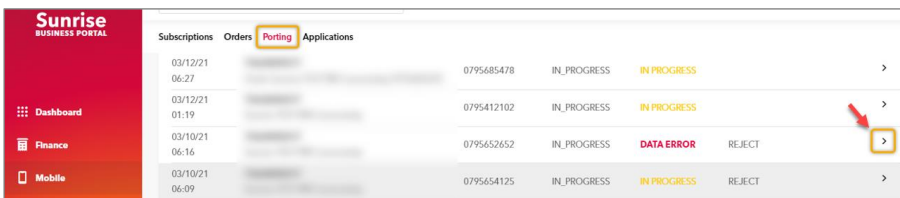
Date	Account	Mobile number	Main status	ONP Situation	ONP Status
05/27/21 10:17			IN_PROGRESS	IN_PROGRESS	
05/27/21 10:00			IN_PROGRESS	IN_PROGRESS	WAIT_DECISION

Subject Mobile Number Porting
 Version 26.05.2021
 Page 13/14

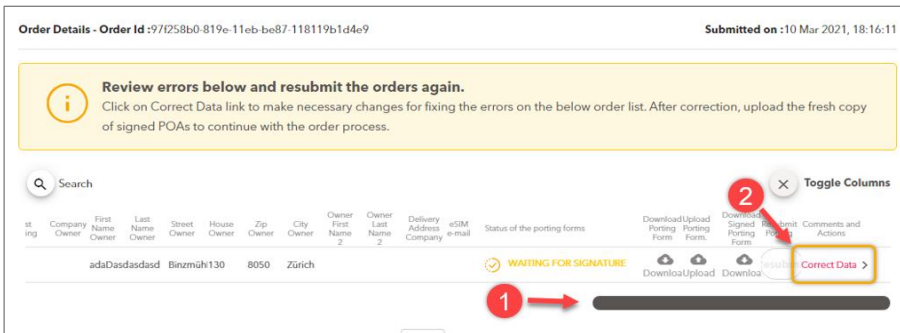
3.2.1 Order Resubmission

If the order has an error, the status will say “Data Error” or “Reject”, which means that it must be reviewed and submitted with some changes. If so, follow the instructions below:

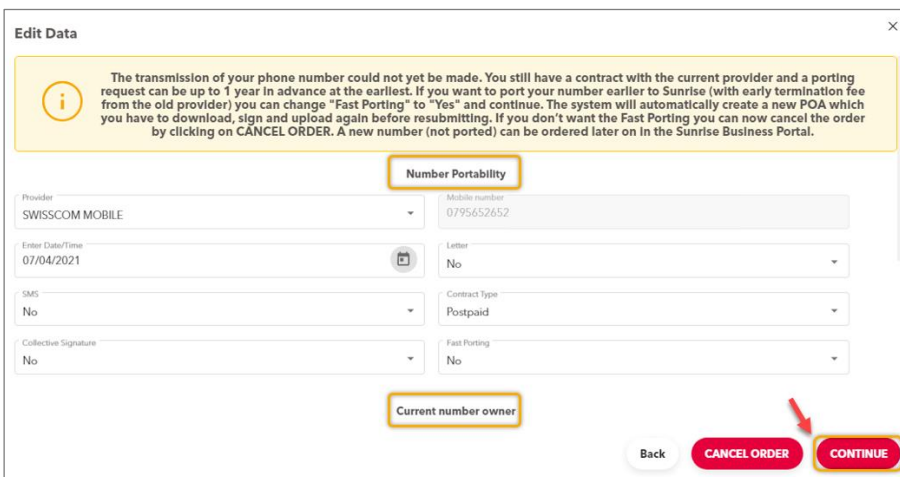
1. Go to the order which has the status “Data Error” or “Reject”.



2. Scroll on the right (1) and click on the button “Correct Data” (2).



3. Edit the “Number Portability” and the “Current number owner” information, then click on ‘Continue’ to submit it.



Subject Mobile Number Porting
 Version 26.05.2021
 Page 14/14

4. Now the Order Status has changed into “Data Corrected”.

Order Details - Order Id :97f258b0-819e-11eb-be87-118119b1d4e9 Submitted on :10 Mar 2021, 18:16:11

Review errors below and resubmit the orders again.
 Click on Correct Data link to make necessary changes for fixing the errors on the below order list. After correction, upload the fresh copy of signed POAs to continue with the order process.

Search Toggle Columns

City	Zip	Street	House	Status	ONP Status	Delivery Address Firstname	Delivery Address Lastname	Delivery Address Street	Delivery Address House	Delivery Address Zip	Delivery Address City	Block Roaming	No Data Outside bucket	Smart Zone	Block 0900	Voice Mail	Language Provide
				DATA CORRECTED	REJECT	dsasd	asdasd	Binzmüh130		8050	Zürich					Off	SWISS

Items per page: 5 | 1 - 1 of 1

Back

5. Next, in order to resubmit the ONP Order, do the following:

- a) Download your order and sign it.
- b) Upload your signed ONP.
- c) By clicking on the “Download signed porting form” you have access at any time to your signed number porting order.
- d) Click on “Resubmit” to finish the process successfully.

Order Details - Order Id :97f258b0-819e-11eb-be87-118119b1d4e9 Submitted on :10 Mar 2021, 18:16:11

Review errors below and resubmit the orders again.
 Click on Correct Data link to make necessary changes for fixing the errors on the below order list. After correction, upload the fresh copy of signed POAs to continue with the order process.

Search Toggle Columns

Company Owner	First Name Owner	Last Name Owner	Street Owner	House Owner	Zip Owner	City Owner	Owner First Name 2	Owner Last Name 2	Delivery Address Company	eSIM e-mail	Status of the porting forms	Download Signed Porting Form	Upload Signed Porting Form	Download Signed Porting Form	Resubmit	Comments and Actions
adaDasdasdasd			Binzmüh130		8050	Zürich					Signed	Download Signed Porting Form	Upload Signed Porting Form	Download Signed Porting Form	Resubmit	Correct Data >

Items per page: 5 | 1 - 1 of 1

i If the resubmission is done successfully, the status of your order will change from “Data Corrected” to “In progress” after the order resubmission.