# 2021

# Sunrise Business Portal



# Order Number Porting

Version 1.2

Date 26.05.21



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# 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 cancelation 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

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.



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# 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.

Sunrise BUSINESS PORTAL	Subscriptions Orders	Porting Applications	
	Mobile Number Pe	orting	
III Dashboard			
Finance	Submission Pending	Orders Submitted	
🚺 Mobile			New porting
* Connectivity	Date Accour	t Mobile Number	

Start the new number porting operation by clicking on "New Porting".

Mobile Number Porting Submission Pending Orders Submitted  Finance Mew porti X Connectivity Date Account Mobile Number
III Dashboard     Submission Pending     Orders Submitted       Image:
Mobile      Mew porti     Mew porti
Connectivity Date Account Mobile Number
Work Smart         09/18/20         0796874521         ⊗ Delete ⊘         Review Ord

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



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Sunrise BUSINESS PORTAL	Number Portin	ıg		
	1 2 Rateplan SIM	3 4 Device ONP Details	5 6 Details Summary	ONP & Submit
	Q Search Rateplan	Contract Duration	Monthly Price	
iii Dashboard	Bus. Mobile M Basic	12 Month(s)	CHF 50	
E Finance	Bus. Mobile L Basic	12 Month(s)	CHF 70	
Mobile	Bus. Mobile L Premium	12 Month(s)	CHF 85	
* Connectivity	Bus. Mobile XL Basic	12 Month(s)	CHF 110	
😫 Work Smart	O Bus. Mobile XXL Basic	12 Month(s)	CHF 180	
🏥 Portal users	Total Monthly Price			CHF 50
	Total One-time Price			-
	Back	Items per page 5 • 1 - 5 of 12	I< < > >I	Next

- 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".

Numb	er Porti	ng				
Rateplan	2 SIM	3 Device	4 ONP Details	<b>5</b> Details	6 Summary	7 ONP & Submit
Master S	IM					
C SIM Type =	Mobile M Basic		Business e-m	ail *		A CHF 50
Smart SI	м		e-mail could i	not be validated		
ESIM						CHF 50
Total One	-time Price					-
Back					c	ancel Next

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



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When choosing the "Digital eSim", instead of s physical SIM the user will get by business email 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.

Q. Mobile Nun	nber (07XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	or SIM Number (894			R Samilar TEST PM-C	annantinity 🖸 shapelene
Numbe	er Porting	I				
Rate plan	SIM	3 Device	Porting details	5 Subscriber details	6 Order summary	7 Porting & submitting
Select D	evice	_				
Brand		-				
Model		-				
Color		-				
Memory						
Total mont	hly price					CHE 50 -
Total one-t	ime price					_

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.



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- 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".

Numbe	er Porting	g				
Rate plan	SIM	Device	4 Porting details	5 Subscriber details	6 Order summary	Porting & submitting
Numberto	be ported			c	Collective signature 🛈	
Currer	nt mobile number *		Current provider *	•	Collective signature *	•

- "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).

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.

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

ish date of porting		
I wish to respect the contr (The transfer may be requested	act duration with my current mobile operator. d no more than 120 days before the expiration of th	<mark>.</mark> he contract.)
• I wish to leave my current to pay any costs that this	provider without respecting the full contract on anticipated termination may incur.	duration and I accept having
Requested transfer 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



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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.

First Name2         Last Nam           Zip Code         Image: State St	Sevent Sevent A Thurgauerstrasse X
Zip Code 8050 Strick House No. 11 X	Seeet Thurgauerstrasse X
House No. 11 X	
Communication Preferences	
etter * SMS *	
No • Yes	

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

it is also nec	essary to write	e in this section <b>s</b> u	ıbscriber's work e-mail.	
Subscriber Details				
Salutation *	1	irst Name *	Last Name *	
Mrs	*	ina	Muer	

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

ſ	Address Details				
	Zip Code 8050	× v	City Zürich	Street Thurgauerstrasse	×
	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).



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- 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 Ac	dress				
◯ Same as	above				
Custom	er Account				
Zip Code	City	Street	House	No	
8050	Zürich	Thurgauerstrasse	101B		
Differen	t Address				
Salutation			*	First Name *	Last Name *
Company N	ame			Remark	
Zip Code			-	City	Street
Please enter a vi	alid 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.

**Sunrise** 

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teplan	SIM	Device	ONP Details	Details	3 Summary	7 ONP & Subr
Account Infos						
Account Number Account Name	Survise TEST PM Connectivity					
Main Product						
Bus. Mobile L Basic	- 0764557555					
Price ① Contract Duration SIM Type SIM Price	CHF 70 12 Months Smart SIM CHF 35					
Number to be por	ted		Porting Pref	ferences		
Current Number			Collective Sign	nature	Yes	
Current Provider		Talktalk	Porting Date		11 Jun 2021	
Contract type		нарана	Letter		accepted	
			SMS		Yes	
Current number of sunrise Subscriber Details	Delivery Address					
Total Monthly Price						CHF 70
Total One-time Price					<u> </u>	-
Back					Cancol	Confirm & Place Orde

- 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.

Details of the power of	fattorney				
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:		
0	Download Porting Form	6	Upload POA Upload	6	Download Signed Porting Form Download





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I authorise Sunrise	<ul> <li>to undertake the transfer from my current provider of the</li> <li>to cancel my corresponding current contract(s). If the cont the part of the contract dealing with the number(s) indicat</li> </ul>	number(s) indicated above and (or) on the attached sheet, and ract includes other services, the cancellation shall only apply to ed.
	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 pow	ver 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	
0	Download Porting Form Download	Upload POA Upload	0	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".

Sunrise BUSINESS PORTAL	Subscriptions	Orders Porting	Applications	
	<sub>Mobile</sub> Numb	er Porting	9	
::: Dashboard	Submissio	n Pending Orde	ers Submitted	
I Finance				New porting
Mobile	Date	Account	Mobile Number	
🛠 Connectivity	03/10/21			
😫 Work Smart	03:30			🙁 Delete 🧹 Review Order &



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## **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).

Subscriptions	Orders Po	rting Applications				
<sup>Mobile</sup> Numb	er Por	ting				
Submission	n Pending	Orders Submitted				
						New porting
Date	Account		Mobile Number	2		
03/10/21 03:30				8	Delete 🗸	Review Order &

## **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).

bscriptions	Orders Por	rting Applications					
<sup>obile</sup> Iumb	er Por	ting					
Submissio	n Pending	Orders Submitted					
					All orde	ers 🔹	lew porting
Date	Account		Mobile Number	Main Status	All orde	ONP Status	lew porting
<b>Date</b> 03/10/21 02:46	Account		Mobile Number	Main Status IN_PROGRES S	ONP Situation	ONP Status ACCEPT	New porting
Date 03/10/21 02:46 03/10/21 02:39	Account		Mobile Number 0795652652 0795654125	Main Status IN_PROGRES S IN_PROGRES S	All orde ONP Situation IN PROGRESS	ONP Status ACCEPT REJECT	<pre>&gt; </pre>



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- **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.

Sunrise BUSINESS PORTAL	Q. Mobile Numb Subscriptions O Mobile Number	er (07/0000000) or SM Number (894 ners Porting Applications				\$ 111,000 m		
III Dashboard	Submission pe	anding Submitted orders						
Finance						All orders	Newp	orting
🛛 Mobile							-	
* Connectivity	Date	Account	Mobile number	Main status	ONP Situation	ONP Status		
😫 Work Smart	05/27/21 10:17	And and a second s		IN_PROGRESS	IN PROCISESS			•
ili Portal users	05/27/21 10:00	Contraction of Contra		IN_PROGRESS	IN PROCINESS	WAIT_DECISION		>



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# 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".

Sunrise BUSINESS PORTAL	Subscriptions Orders Porting Applications					
	03/12/21 06:27	0795685478	IN_PROGRESS	IN PROGRESS		>
iii Dashboard	03/12/21 01:19	0795412102	IN_PROGRESS	IN PROGRESS		>
Anance	03/10/21 06:16	0795652652	IN_PROGRESS	DATA ERROR	REJECT	
Mobile	03/10/21 06:09	0795654125	IN_PROGRESS	IN PROGRESS	REJECT	>

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

1	(	Re	view e	orrors	belov Data lin	<b>v and</b> k to ma	resub	mit the	e ord	ers again. s for fixing the	errors on the below order l	ist. After correc	tion, upload t	he fresh copy
	$\sim$	of s	igned F	POAs to	o contir	nue with	h the or	der pro	ocess.					
2	Searc	h											×	Toggle Colum
	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 e-mail Company	Status of the porting forms	Download Upload Porting Porting Form Form.	Download Signed Readow Porting Porting Form	it Comments and Actions
		adaDas	dasdasd	Binzmü	hi130	8050	Zürich					00	O asub	Correct Data >

3. Edit the "Number Portability" and the "Current number owner" information, then click on 'Continue" to submit it.

i The transmission of your p request can be up to 1 year from the old provider) you c you have to download, sign by clicking on CAN	hone number could not yet in advance at the earliest. If an change "Fast Porting" to and upload again before res CEL ORDER. A new number	be made. You still have a contract with you want to port your number earlier to "Yes" and continue. The system will aut submitting. If you don't want the Fast P not ported) can be ordered later on In 1	the current provider and a porting o Sunrise (with early termination fee tomatically create a new POA which orting you can now cancel the order the Sunrise Business Portal.
	Num	ber Portability	
ovider WISSCOM MOBILE	-	Mobile number 0795652652	
ter Date/Time 7/04/2021		No	* -
AS		Contract Type	
0	*	Postpaid	*
ective Signature		Fast Porting	
0	*	No	•
	Curren	nt number owner	



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#### 4. Now the Order Status has changed into "Data Corrected".

Search      City Zip Severt Hor Status     ONP     Status     ONP     Delivery	(i)	Review err Click on Corr of signed PO.	ors below and r ect Data link to mak As to continue with	esubmit the o e necessary chan the order process	rders again. ges for fixing t s.	• he errors on th	he below ord	der list. After cor	rection, upload	d the fresh copy
OBATA CORRECTED () REJECT dated and Remobilize 2000 Taith OF	Q Search City Zip	Street Hor	Status	ONP Status	Delivery Delivery Address Address Firstname Lastname	Delivery Delivery Address Address e Street House	Delivery Delive Address Addre Zip City	<sup>Hy</sup> Block Data SS Roaming Outside bucket	Smart Block Zone 0900	Voice Mail Language Pro
Proting tower was due for some from the Let of daskal addasd billizithun 150 0050 zunch On			OATA CONRECT     Or cancel order	ED () g Form REJECT	dsasd asdasd	Binzmüh 130	8050 Züric	h		Off SW

- 5. Next, in order to resubmit the ONP Order, do the following:
  - a) Download your order and sign it.
  - b) Upload your signed ONP.

i)

- 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-11e	b-be87-118119b1d4e9	Submitted on :10 Mar 2021, 18:16:11
Review errors below Click on Correct Data link of signed POAs to continu	and resubmit the orders again. to make necessary changes for fixing the errors on the below o e with the order process.	rder list. After correction, upload the fresh copy
Company First Last Street House Owner Owner Owner Owner	Zip Owner Owner Dativery eSIM Owner Owner Name Name Company e-mail Status of the porting forms 2 2	a b c d Toggle Columns Do Intostips I d Bigg Pro 2 Bigg Pro 2 Frit
adaDasdasdasd Binzmüh'130	0050 Zürich	IesubmiCorrect Data > DownloaUpload Downloa

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