



# Number Portability Policy

This Policy applies to customers of Simwood eSMS Limited (“Simwood”).

Simwood provide number portability services to you (the “Company”, as defined in the Master Services Agreement “MSA”).

Simwood runs a porting process to enable the transfer of numbers for End Users into, and out of, our network to fulfil our obligations under General Condition B3 always subject to the correct and appropriate authorisations. Charges for this service are detailed in the pricing documents issued from time to time as referred to in the MSA. The default location for pricing and supporting documents is <https://simwood.com/pricing>.

We do not accept requests for Wholesale Exports which we consider to be the situation in which the Company remains in the supply chain to the End User. Attempting to misuse the porting process may cause penalty fees to become due as referred to in the MSA and detailed in the pricing documents.

## Developer Accounts

Developer accounts are for **non-production** use only and numbering must not be allocated to an End User. Number portability is not available on Developer accounts.

## Direct End User Accounts

Simwood does not provide Services to End Users for production use.

## Porting Timeline

Simwood operates strictly to porting rules as set out by Ofcom and any associated regulatory body.

## Document History

Version	Date	Effective	Author	Notes
<b>2.2</b>	2020-09-10	2020-09-10	GD	Added details of timing of ports
<b>2.1</b>	2020-04-29	2020-04-29	GD	Update due to the change to exports from 1st May 2020
<b>2.0</b>	2018-08-13	2018-08-13	RM/NB	Revised Number Portability Policy
<b>1.0</b>	2016-09-15	2016-09-15	RM	Initial Release of Number Portability Policy