



# Telephone number transfer process

If you'd like to keep your existing telephone number, in order to avoid any downtime we need to ensure that we're following the necessary steps to obtain your number from your old provider and transfer it across to your new Zen service, this typically takes 12 working days from when your new phone line has been implemented.

## Here's the steps that we follow -

- 1 Firstly, we take over the phone line of the telephone number that you wish to keep.
- 2 Zen contact your current provider (for most Subway stores this might be O2, but it will be your current provider) providing the address and phone number of your store.
- 3 There is then a period of 10 working days implemented by Ofcom so that your current provider can check if the request is a valid one.
- 4 We would recommend you contact your current provider to ensure the transfer doesn't get stalled at their end, it's not a necessity, but in our experience it can help speed up the process.
- 5 Your current provider should be in contact with you regardless, about the request to confirm that you want to proceed and of course if you want to keep your number, tell them yes.
- 6 Once this is confirmed and the number is with Zen, we then need to assign your number to your new Zen phone line, this is called re-numbering. This takes typically 2 working days and there's two ways it can happen. The route depends on the physical location of your phone line within the telephone exchange. One way is very straight forward and risk free. But the more complex two-stage route carries a very small risk. In this example, we liaise Openreach to 'cease' the line with the telephone number that you want to keep. As soon as the cease happens, this frees up the number. We then work with Openreach to move the number to the new Zen phone line.  
**Important - There's a very small risk that when we cease the line we're unable to reserve the number again. You need to be aware it is a technical possibility due to the way Openreach allocate numbers. We want to ensure you're aware of this risk before confirming you want to proceed with the renumbering process.**
- 7 From start to finish, regardless of route, this process should take 12 working days.