

plan.com

CUSTOMER

PAC & DISCONNECTION GUIDE

NOVEMBER 2019



PAC & DISCONNECTION GUIDE

What's changed?

This is the latest PAC & Disconnection guide. We've updated the following elements:

November 2019

- **Page 13:** Change of way to request information

Your guide to service transfers and disconnections

go.plan is our automated online system that ensures your service transfer and disconnection requests are processed quickly, accurately, without barriers or unwanted pressure.

We've designed the portal to be as straight forward as possible. This guide should help you understand the process and answer any questions you may have.



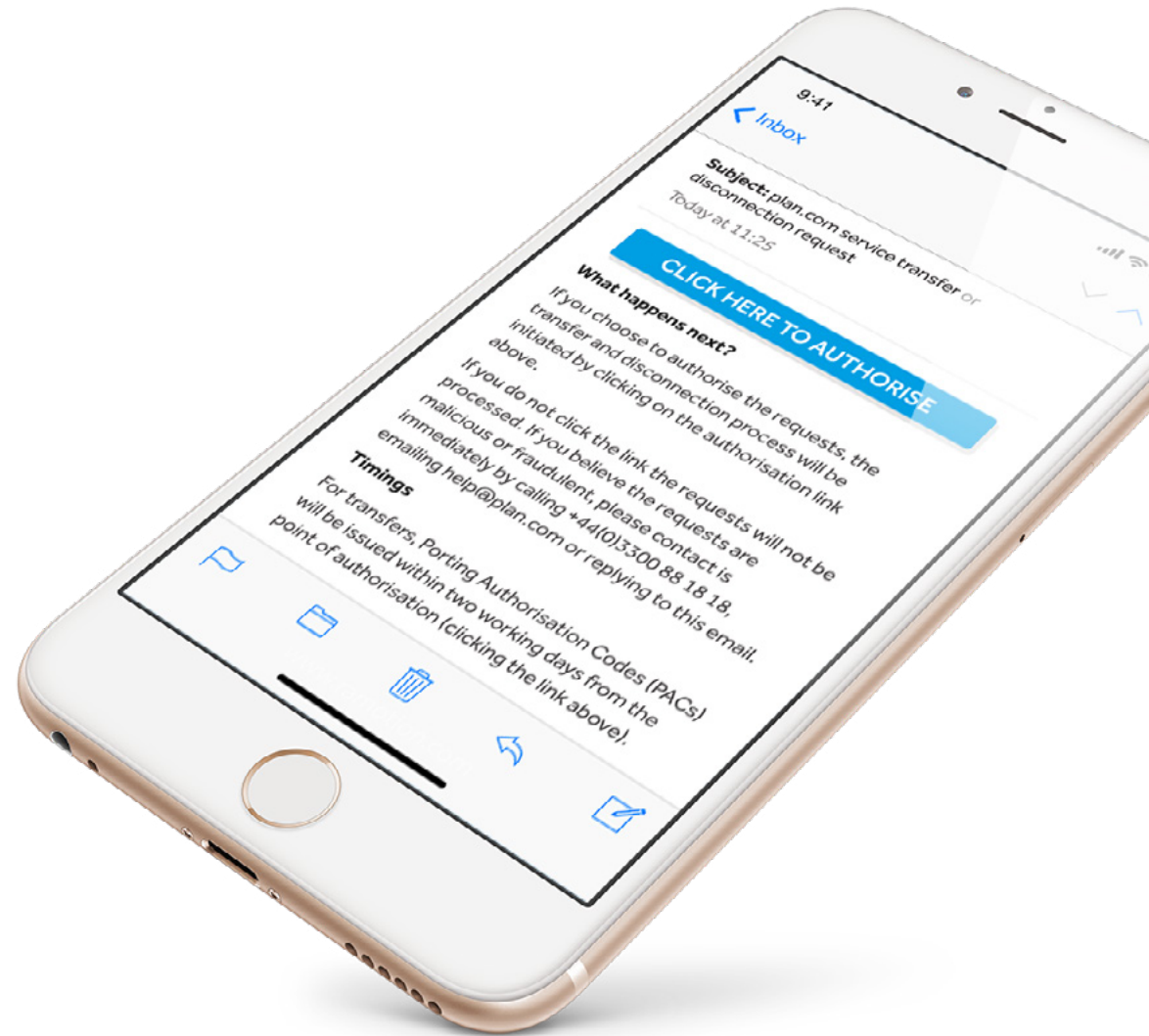
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PAC and Disconnections

What's the difference?

What is a PAC?

If you want to leave a mobile network but keep your mobile number, you will need a Porting Authorisation Code (PAC). Your PAC is a unique identifier (usually nine characters long and in the format "ABC123456") used to transfer a mobile number from one service provider to another.

A PAC is valid for a period of **30 calendar days** from the day of PAC issue. Your request to your new Service Provider must be submitted within the 30 calendar day time period.

Disconnecting services

If you wish to cancel your plan.com contract by removing a service (or multiple services) from a network but do not wish to transfer the number, there are two options - disconnection or Service Termination Authorisation Code (STAC).

What is a disconnection?

If you want to leave a mobile network and do not want to keep your mobile number, this is classed as a disconnection.

As outlined in your contract with plan.com, we require at least 30 days of notice to disconnect a service, regardless of the minimum term.

What is a Service Termination Authorisation Code (STAC)?

If you want to leave a mobile network but want to connect a new service with a different provider with a new number you will need a STAC (Service Termination Authorisation Code).

Your STAC is a unique identifier (usually nine characters long and in the format "ABC123456") used by another provider to cancel your old service and create a new one.

A STAC is valid for a period of **30 calendar days** from the day of issue. Your request to your new Service Provider must be submitted within the 30 calendar day time period.

STAC requests

If you have met the minimum contractual term for the service, requesting a STAC is straight forward.

You will be issued the STAC once your request has been authorised (see how is a request authorised?) you will receive your final bill once the service has disconnected and we've calculated any remaining monthly fixed charges and any additional call, text and data usage.

If you are still within the minimum contractual term for the service, requesting a STAC is also straight forward. However, the termination of the contract before its Minimum Service Term may result in Termination Fees. These Fees are calculated by multiplying the remaining number of months of the Service Term by the monthly Charge for that Service as of the date of termination.

You will be issued the STAC once your request has been authorised (see [The Transfer Process](#)) and you will be invoiced your final bill once the service has disconnected and we've calculated the Termination Fees, any remaining monthly fixed charges and any additional call, text and data usage.



Termination Fees

There are several reasons for wanting to leave a network. When it comes to your rights as a customer, each set of circumstances has its own, unique set of outcomes.

However, there are a couple of things to consider before a PAC or disconnection is issued that we think you should be aware of.

Minimum Service Term

When you signed up as a customer you signed a contract for plan.com to supply services to your business and in return, for you to pay for that service over a specific number of months.

The number of months is referred to as the Minimum Service Term. Once met, your contract can be renewed, terminated (requiring at least 30 days' notice) or continued as normal on a monthly basis at the pre-agreed price.

PAC requests (transfers)

PAC Requests: Minimum contractual term met

If you have met the minimum contractual term for the service, requesting a PAC is straight forward. You will be issued the Porting Authorisation Code (PAC) once your request has been authorised (see [How is a request authorised?](#)). You will also receive your final bill once your service has disconnected

and we've calculated any remaining monthly fixed charges and any additional call, text and data usage.

PAC Requests: Within the minimum contractual term

If you are still within the minimum contractual term for the service, requesting a PAC is also straight forward. However, the termination of the contract before its Minimum Service Term may result in Termination Fees. These Fees are calculated by multiplying the remaining number of months of the Service Term by the monthly Charge for that Service as of the date of termination.

You will be issued the Porting Authorisation Code (PAC) once your request has been authorised (see [The Transfer Process](#)). You will be invoiced your final bill once your service has disconnected and we've calculated the Termination Fees, any remaining monthly fixed charges and any additional call, text and data usage.

Disconnections

Disconnection requests: Minimum contractual term met

If you have met the minimum contractual term for the service, requesting a disconnection is

straight forward. As defined in your plan.com contract, you will need to provide 30 days' written notice before a service can be disconnected. Any requests made through the portal are classed as written requests.

A service will be disconnected on the requested disconnection date once your request has been authorised (see [How is a request authorised?](#)). You will be invoiced your final bill once the service has disconnected and we've calculated any additional call, text and data usage.

Disconnection requests: Within minimum contractual term met

If you are still within the minimum contractual term for the service, requesting a disconnection is also straight forward. However, the termination of the contract before its Minimum Service Term may result in Termination Fees. These Fees are calculated by multiplying the remaining number of months of the Service Term by the monthly Charge for that Service as of the date of termination. You will be invoiced your final bill once the service has disconnected and we've calculated the Termination Fees and any additional call, text and data usage.

Who can authorise a request?

We take the security of your data and service seriously.

The portal is designed to prevent fraudulent or malicious attempts to disrupt the connectivity of your business. For this reason, PAC and disconnection requests can only be authorised by people within your business who are recognised to do so.

Who is authorised?

The person who signed the contract

The person who signed the contract (sometimes referred to as the Authorised Signatory or Account Holder) is the main point of authority on your plan.com account and is able to request any type of change to the account or individual services.

The billing contact

In larger organisations, if the contract signee is not the nominated contact on the account, the person who receives the monthly bill (billing contact) will be sent via email the authorisation request.

Who is NOT authorised?

Service Users

Someone who uses a service but is not authorised to access account information and cannot request any type of change to the account or its individual services.

Authorised User

An authorised user is anyone who has been given explicit written consent by the Authorised Signatory or a director of the business to access service information. However, they cannot request contractual changes to the account or its individual services.

Any other individual

Any individual who is not recognised on our systems will be prevented from accessing information or making any type of amend to your plan.com account. This includes spouses, siblings, dependents and business partners.

How is a request authorised?

The PAC and Disconnection Portal is linked to the individuals authorised to confirm the requests via their email address and mobile number.

How are they contacted?

The first step of the process requires an authorisation code, which is emailed to the Authorised Signatory or Billing Contact (see [Who can authorise a request?](#)).

This is a five-digit code that needs to be added into the PAC and Disconnections Portal when it has been received.

How long does it take?

The generation of the code can take up to 10 minutes. If you do not receive a code within that time period, please click the link on the portal to resend or call [+44\(0\)3300 88 18 18](tel:+44(0)3300 88 18 18).

PLEASE NOTE:

To prevent fraud or unauthorised PAC/disconnection requests, we are unable to process codes in cases where the email address of the authorised contact has been updated within the last 24 hours.



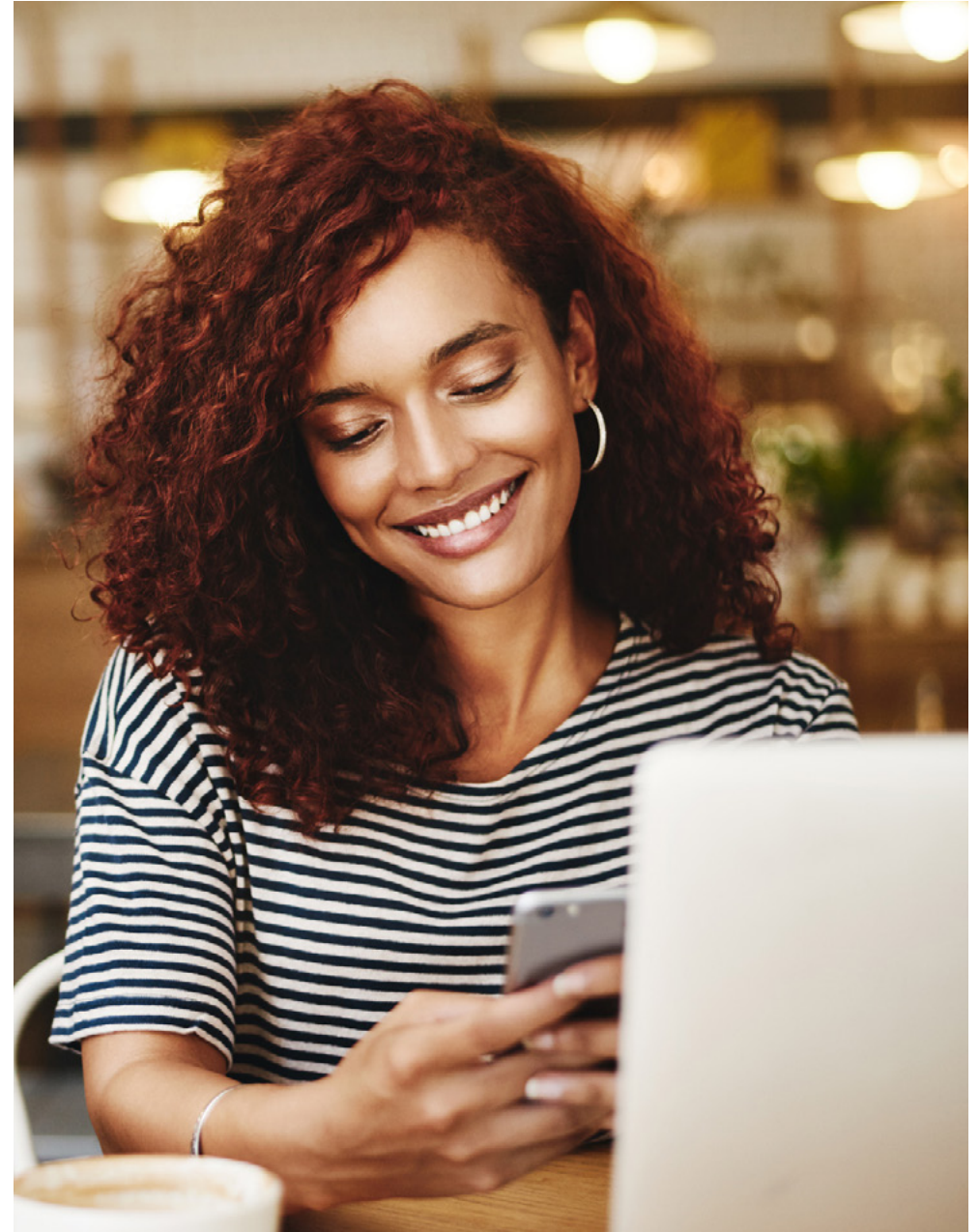
Authorisation when the account holder is ill or has passed away

If the account holder is terminally or long-term ill, or has passed away, we hope to make this process as sensitive and pain-free as possible.

In order to protect our customers against fraud or malicious attempts to disrupt a business, we do require evidence of the illness (usually in the form of official NHS or private practitioner correspondence) or a copy of a death certificate in order to transfer a phone number or disconnect it from the network.

However, in these circumstance transfers and disconnections are not the only options. For example, it is possible to transfer mobile numbers that are still in operation and wish to remain active to a different business or sole trader.

If you have not done so already, please contact us directly via [03300 88 18 18](tel:03300881818) or email help@plan.com if you want to discuss your options or have any questions regarding the processes involved when a contract or service owner is ill or has passed away.



The transfer process (PAC requests)

Once a PAC request has been received and authorised and the cancellation process is complete, we will generate a Porting Authorisation Code (PAC).

In order for your request to be processed quickly, it must meet the following conditions:

- It must either be requested and/or approved by an individual authorised on the plan.com account (see [Who can authorise a request?](#)). It must be requested via the plan.com PAC and Disconnection Portal
- The transfer must be processed by the new service provider within 30 calendar days from the day of the PAC's issue

Who receives the PAC and how is it sent?

The PAC will be sent to the authorised account holder or billing contact via email as soon as the cancellation process is complete, and the PAC has been generated. This can take up to two working days.

Then what happens?

Once you have issued the PAC to your new service provider, they will get in touch with us to tell them about the number transfer and schedule the switch.

What is the cancellation process?

In order for your mobile number to be transferred to a new provider, a number of technical and non-technical processes are triggered. These include (but are not limited to):

- Cancelling the provision of the call, text and data allowances associated with the service
- Termination of the contractual obligations associated with that service
- Calculation of final fixed and additional charges associated with the service
- Calculation of any Termination Fees

Please note that the issuing of a PAC does not require the payment of outstanding charges or Fees relating to the cancellation process. However, your obligation to pay any outstanding amounts within 30 days of your final invoice remains in place.

Will you lose service during the transfer?

The porting process is designed to minimise the time you spend without service. The generation of a PAC does not deactivate a service – you can still make calls, send texts and access data.

However, during the number transfer, your service may go down for a very short time (usually only a few minutes). When that happens, it should simply

be a case of turning off and restarting your handset for full service to return.

Can you transfer a disconnected number?

No, you cannot transfer disconnected numbers. Please do not cancel your existing contract if you wish to port your mobile number.

What happens if the PAC code expires?

If you do not use your PAC within 30 days of its issue you will need to contact us to request another PAC, which you can then use to transfer your number. Please remember that the 30 days starts from the point at which the PAC was authorised by your authorised account holder, not the point it was requested.

Can you request a PAC code by text message?

From 1 July 2019, you will be able to request a PAC code by sending a text message to the network you're leaving. Please note you can only make requests by text if your contract is in respect of a single service. The text must be sent from the service relating to the request for it to be valid.

Any exceptions to the PAC request process?

Bulk PAC requests, which are defined as any PAC request that includes 26 or more services, take longer to process than standard requests. Bulk PAC requests can take up to 10 working days.

The STAC process

Once a STAC request has been received and authorised and the cancellation process is complete, your current service provider will generate a STAC.

In order for your request to be processed quickly, it must meet the following conditions:

- It must either be requested and/or approved by an individual authorised on the plan.com account (see [Who can authorise a request?](#)). It must be requested via the plan.com PAC and Disconnection Portal or a plan.com Customer Support agent.
- The transfer must be processed by the new service provider within 30 calendar days from the day of the STAC's issue

Who receives the STAC and how is it sent?

The STAC will be sent to the authorised account holder or billing contact via email as soon as the cancellation process is complete, and the STAC has been generated.

Then what happens?

Once you have issued the STAC to your new service provider, they will get in touch with the network you're leaving to tell them about the disconnection and schedule the switch.

What is the cancellation process?

In order for your mobile number to be transferred to a new provider, a number of technical and non-technical processes are triggered. These include (but are not limited to):

- Cancelling the provision of the call, text and data allowances associated with the service
- Termination of the contractual obligations associated with that service
- Calculation of final fixed and additional charges associated with the service
- Calculation of any Termination Fees

Please note that the issuing of a STAC does not require the payment of outstanding charges or Fees relating to the cancellation process. However, your obligation to pay any outstanding amounts within 30 days of invoice remains in place.

Can you transfer a disconnected number?

No, you cannot transfer disconnected numbers. Please do not cancel your existing contract if you wish to port your mobile number.

What happens if the STAC code expires?

If you do not use your STAC within 30 days of its issue you will need to contact the network that you're leaving to request another STAC which you can then use to transfer your number.

Please remember that the 30 days starts from the point at which the PAC was authorised by your authorised account holder (see [Who can authorise a request?](#)) not the point it was requested.

Can you request a PAC code by text message?

From 1 July 2019, you will be able to request a STAC code by sending a text message to the network you're leaving. Please note you can only make requests by text if your contract is in respect of a single service. The text must be sent from the service relating to the request for it to be valid.

Any exceptions to the STAC request process?

Bulk STAC requests, which is defined as any PAC request that includes 26 or more services, take longer to process than standard requests.

How do I request Switching Information (SI)?

You can request Switching information (SI) by:

- Text: **85075** (free)
- Visit: go.plan (our secure online portal)
- Email: help@plan.com
- Call: **03300 88 18 18**

Then what happens?

Once an SI request has been received and authorised, we will send you the requested Switching Information within 2 working days of the request authorisation.

In order to be processed, the SI request must be requested and/or approved by an individual authorised on the plan.com account (see [Who can authorise a request?](#)).

Who receives the Switching information and how is it sent?

Switching information will be sent to the authorised account holder or billing contact via email within 2 working days of the request authorisation.

What information will a SI request include?

- any applicable early termination charge
- any outstanding credit balances in respect of prepaid mobile services
- a web-link directing you to go.plan



The disconnection process

If you want to leave a mobile network and do not want to keep your mobile number, this is classed as a disconnection.

As outlined in your contract with plan.com, we require at least 30 days of notice to disconnect a service. This includes services that have met their Minimum Service Term.

In order to be processed, the disconnection request must meet the following conditions:

- It must either be requested and/or approved by an individual authorised on the plan.com account (see [Who can authorise a request?](#)). The 30-days notice starts from the point of the disconnection request is authorised by account holder or in larger organisation the billing contact. We do however allow for a 2-day grace period. That means once a disconnection request has been made it must be authorised within two days ([see request authorisation and next steps](#)). If the request is not authorised within two-days a new request must be issued and approved. The request's approval must be within two days of its issue, after which a new request must be issued and approved.

- The disconnection must be requested via the plan.com PAC and Disconnection Portal

Transfer of disconnected numbers

Please note that you cannot transfer disconnected numbers. Once a service has disconnected, the mobile number will be put back into general circulation by the network provider and may be issued to other businesses or individuals.

What is the cancellation process?

In order for your mobile number to be disconnected, a number of technical and non-technical processes are triggered. These include (but are not limited to):

- Cancelling the provision of the call, text and data allowances associated with the service
- Termination of the contractual obligations associated with that service
- Calculation of final fixed and additional charges associated with the service
- Calculation of any Termination Fees

Please note that the disconnection of a service does not require the payment of outstanding charges or Termination Fees relating to the cancellation process. However, your obligation to pay any outstanding amounts within 30 days of your final invoice remains in place.

Can you request a disconnection by text message?

Yes, from 1 July 2019, you will be able to request a PAC, STAC or SI code by sending a text message to us, if your contract is in respect of a single service. However, this new service will not include standard disconnection requests.

Section two: the go.plan Portal



Step one: Identity and validation

The first step in the PAC and Disconnection Portal process is to identify you properly as a customer and ensure your service is protected from fraudulent or unauthorised requests.

Your details

1

Please complete all fields in this section, which we use to validate your identity and process your genuine requests.

If you are not authorised on the plan.com account, you can still submit your details and complete the form. However, the security code and the authorisation of the request will be sent to the authorised account holder or billing contact via email (see below).

Security code

2

Click **SEND SECURITY CODE** to send a five-digit authorisation code by email to the person at your business authorised to make changes on your account.

If this is not you, it will be the person who signed the contract or the billing contact, depending on how your account was set up.

3

The generation of the code can take up to 10 minutes.

If you do not receive a code within that time period, please click on the link to the right of the code field to resend or call [+44\(0\)3300 88 18 18](tel:+44(0)3300 88 18 18).



Step one (continued): Identity and validation

4

reCAPTCHA

reCAPTCHA is a security service that protects our service from spam and abuse. It's in place to ensure the PAC and Disconnection Portal is available to customers at almost any time of day or night.

5

Next step

To continue to the next step, complete all the required fields and click **NEXT STEP** in the bottom right of the portal.

Clicking this button saves any information you have added or changes you have made to the page.

PLEASE NOTE:

To prevent fraud or unauthorised PAC/disconnection requests, we are unable to process codes in cases where the email address of the authorised contact has been updated within the last 24 hours.

4

5



Step two: PAC and disconnection selection

Business details

1

The next step is to confirm that we've got the right business account. Please check the details and confirm that the detail are correct.

Service details

2

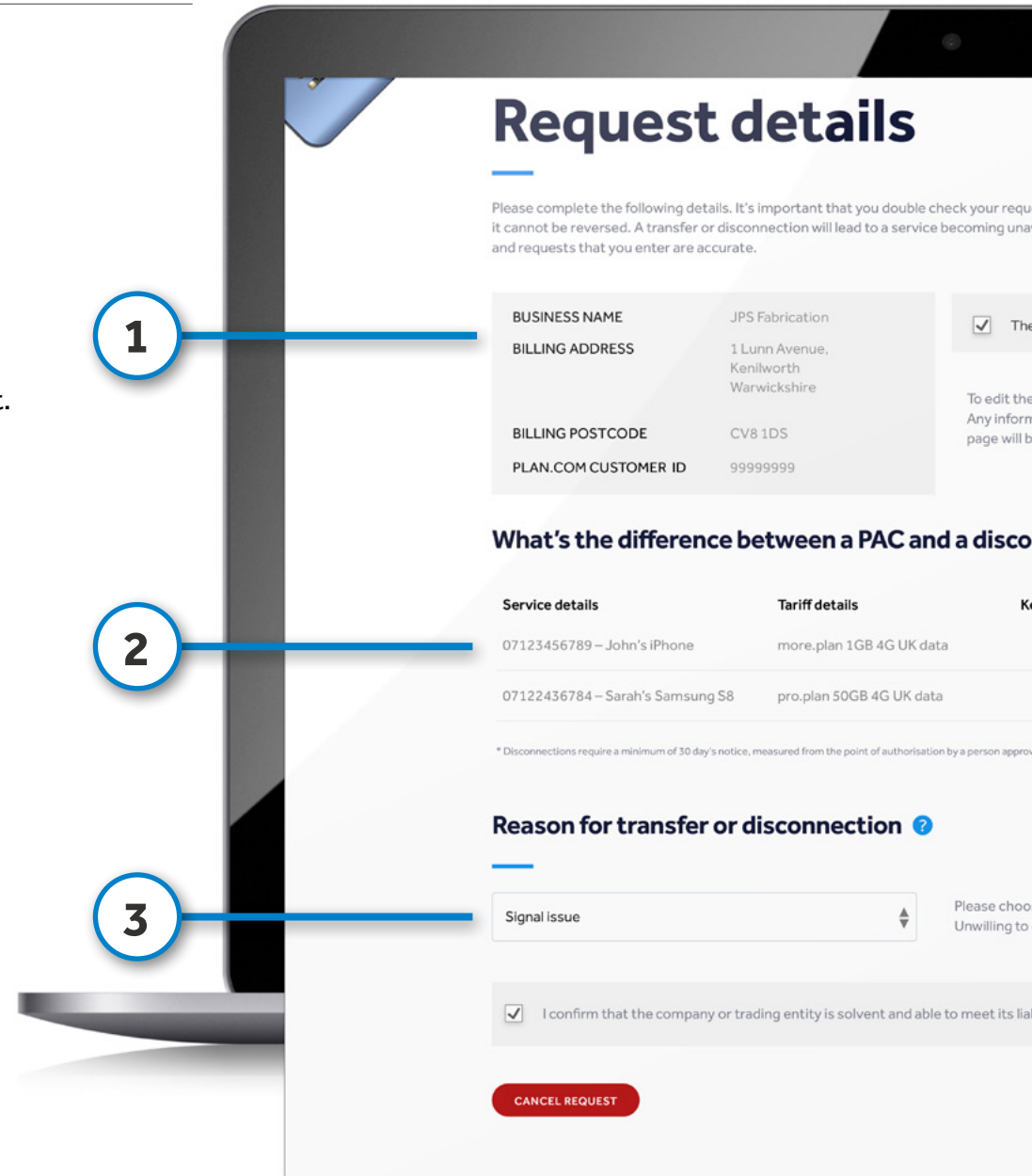
We then provide a list of services and the tariff details. Please identify the service(s) you want to change by selecting to transfer it to a new provider (request PAC) or disconnect the service (you do not want to transfer or keep the number).

Reason for transfer or disconnection

3

Providing a reason for transfer or disconnection helps us identify issues with your account to ensure we can improve our service in the future where it's needed, or in some situations, support the request by initiating additional processes.

Unwilling to disclose the reason? Simply select 'I'd rather not say'.



Step two (continued): PAC and disconnection selection

Solvency and liabilities

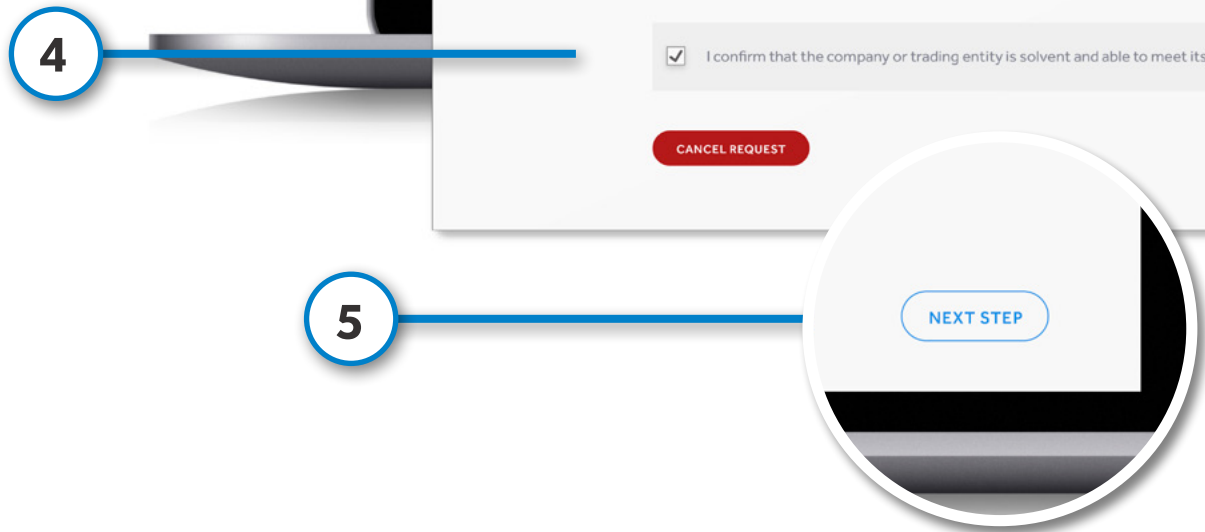
4

It's important that we're notified of any changes to your business that impair your ability to pay your bills. Please tick the box to confirm that your business is trading, or leave it blank if you are not.

Next step

5

To continue to the next step, click **NEXT STEP** in the bottom right of the portal. Clicking this button saves any information you have added or changes you have made to the page.



Step three: Contractual obligation & fees notifications

Transferring or disconnecting a service from plan.com leads to a change in our contractual arrangement.

Termination Fees

1

This section identifies the potential Termination Fees if you are in contract that would become payable if the request is submitted, authorised and processed.

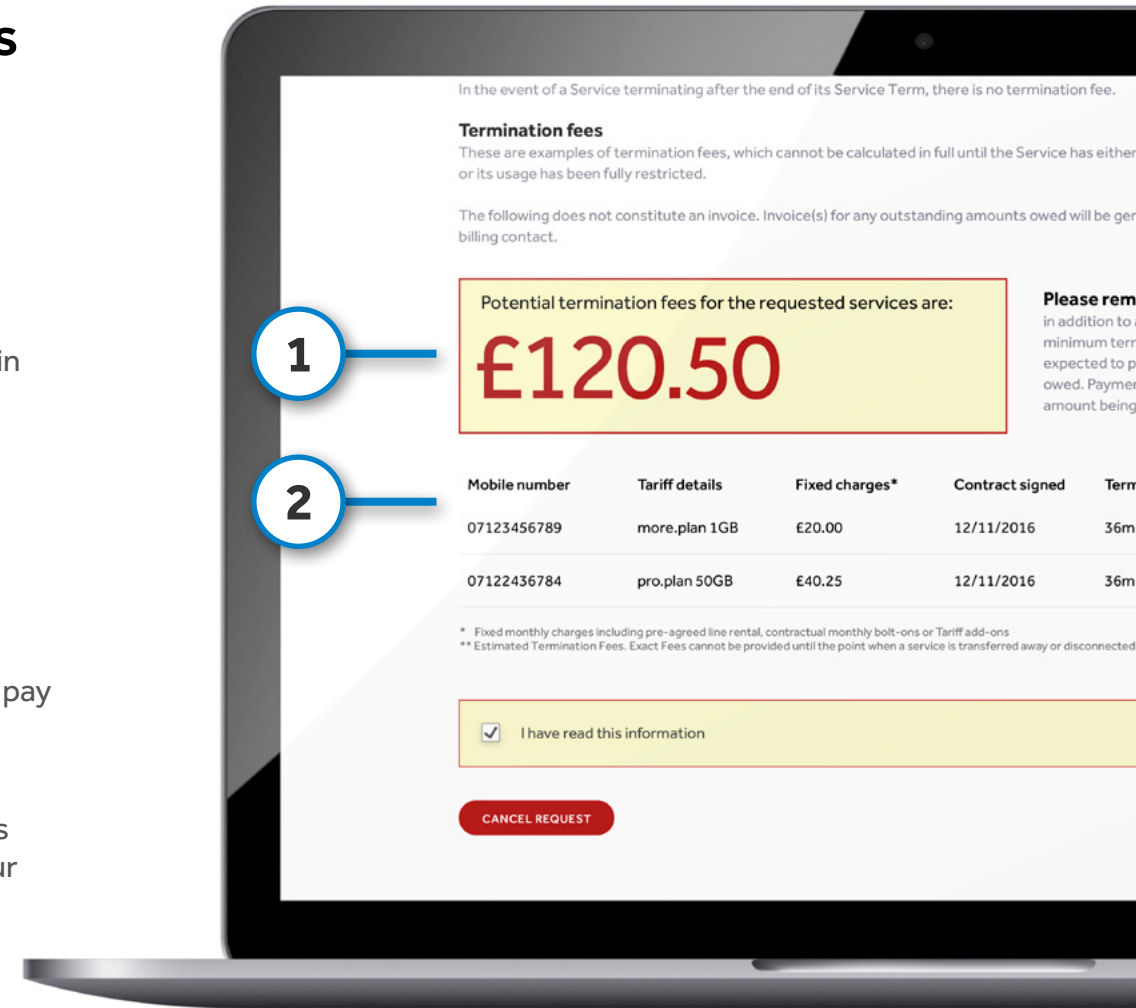
Breakdown of Fees

2

This section shows which services the Fees relate to, which is important if more than one service is being Terminated.

In addition to any Termination Fees, you will also be expected to pay any current outstanding sums owed. Payment is required within 30 days of the amount being invoiced.

The information provided on this page should not be regarded as a final invoice. Your final invoice will be generated and sent to your account's billing contact.



Step three (continued): Contractual obligation & fees notifications

Submitting the request

3

Please tick the box at the bottom of the page to indicate that you have read the notices and click **SUBMIT REQUEST**.

4

When you click **SUBMIT REQUEST** the information you have provided will then be submitted to us. An email will also be generated that is sent via email to your plan.com authorised account holder, which is either the person who signed the contract or the billing contact, depending on how your account is set up.



Step four: Request authorisation and next steps

Once you have submitted the transfer or disconnection request, plan.com is notified and you will be sent an authorisation email.

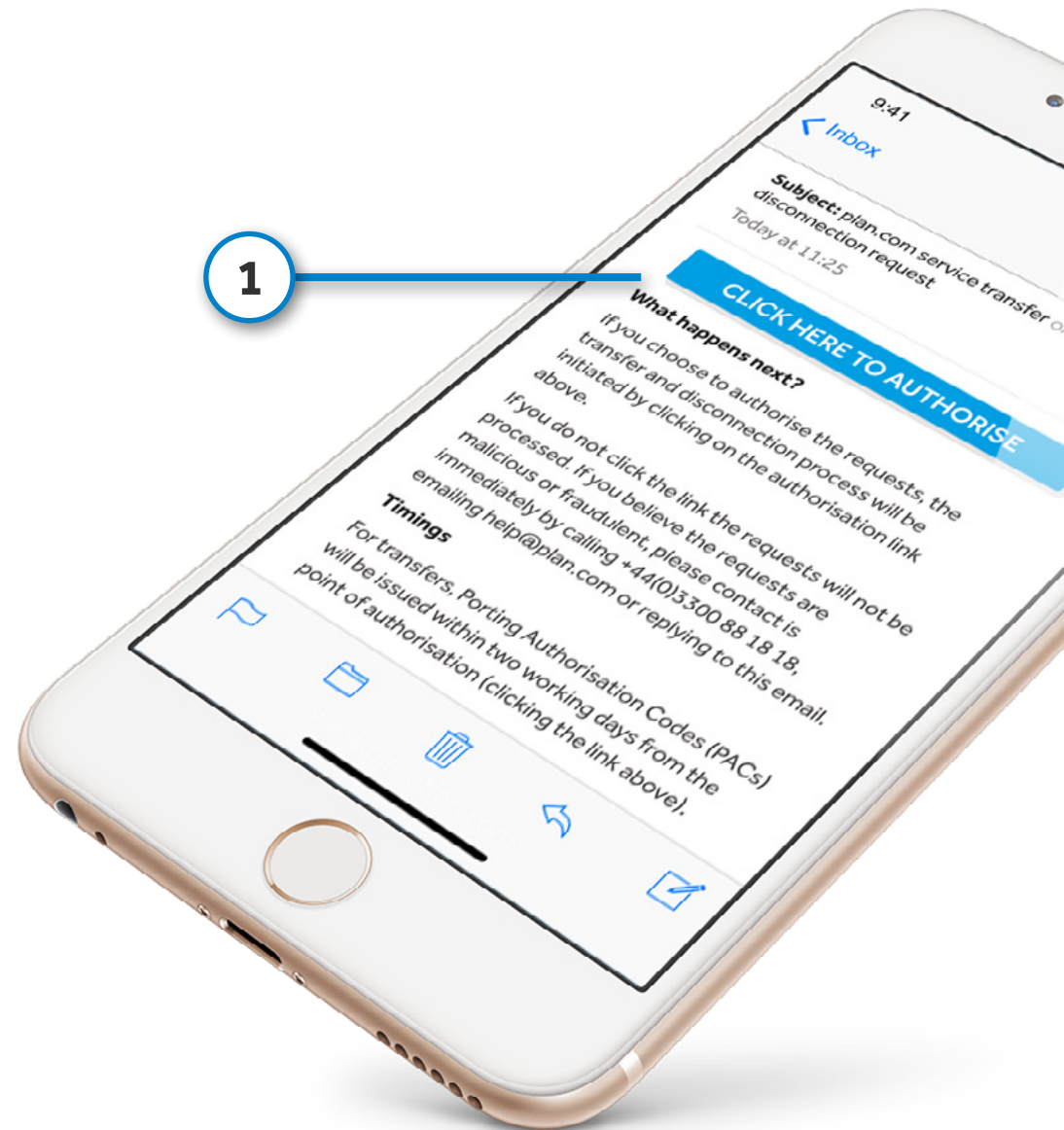
Who is emailed?

The same person who was sent the security code at the start of the process, which is either the person who signed the contract or the billing contact, depending on how your account is set up.

How do they authorise the request?

1

To authorise the request, the authorised contact simply needs to click on the link in their email.



Next steps

Transfer (PAC) requests

The PACs associated with the services you selected will be issued within two working days of the request's authorisation. The PAC will be emailed to the person who authorised the request.

The transfer request process will not be initiated until we have received authorisation. This is to prevent unauthorised requests, which may impact a business's connectivity.

Disconnection Requests

Disconnection requests must be authorised within two days of the request being issued (see [request authorisation and next steps](#)).

This is to ensure that disconnections can be processed on the date specified, which must be at least 30 days from the point of authorisation.

To cancel a disconnection request after it has been authorised, please call our Customer Support on [03300 88 18 18](tel:03300881818) or email help@plan.com at the earliest possible convenience.

STAC Requests

The STAC associated with the services you selected will be issued within two working days of the request's authorisation. The STAC will be emailed to the person who authorised the request.

The STAC request process will not be initiated until we have received authorisation. This is to prevent unauthorised requests, which may impact a business's connectivity.

Issues

If there are any issues relating to the Termination, we will contact you at the earliest possible convenience.

Final invoices

Final invoices, including any related Termination Fees, will be generated and sent once a service has been transferred away or disconnected from the plan.com network.

plan.com