

What to expect when Migrating your mobile to Timico

We're writing to introduce ourselves as Timico, your company's new mobile services provider.



Timico provide fixed and mobile telecoms services directly to businesses with a dedicated managed service to support you and your colleagues.

This short guide will take you through what to expect as you migrate or port to Timico and where you can go should you require any help.

For most migrations or ports the process will be straightforward and everything will take place between your IT Manager and Timico.

Before starting any migration process, remember to back up all information on your device to a Cloud account. If you're not sure how to do this, check with your IT Manager.

Here's what to expect:

1 Same network but a new SIM

Even if you're moving to Timico but staying on the same network you may require a new SIM. This could be because you need a 4G compatible SIM for the tariff you're moving to. Timico will send your IT Manager new SIMs ahead of the planned migration day so these can be given out to you and your colleagues.

2 Changing networks

If you are moving from another network to a Timico network then you will definitely require a new SIM. Timico will send your IT Manager new SIMs ahead of the planned migration day, who in turn will arrange to get these to you in time for the migration. If your phone is network-locked then you will need to check that it has been unlocked prior to receiving the new SIM card. Raise this with your IT Manager.

These SIMs will not be live until the migration day, so don't insert them into your device until the agreed porting day as no service will be available.

3 New devices and new SIMs

Your new device and SIM will be with you a few days before the planned migration day. On the migration day, insert your new SIM into your new device. The SIM will show it is connected to the new network once the migration has taken place. Until then, service will resume on your old SIM and device.

4 What happens on the migration day?

Prior to the migration Timico will have loaded specific information relating to your SIM and network onto the system. In the early hours of the planned migration day, commands will be sent to the network which will tell your losing provider to send the numbers to Timico.

Your losing provider has to have closed the numbers by 4pm on that day so they can fully transfer to Timico. You should have full service by no later than 4pm. We advise you switch your phone on and off periodically throughout the day to enable your settings to refresh.

Your network and data can come over in stages. So you might be able to make calls and send SMS before being able to use data. It is advisable to keep your device connected to Wi-Fi throughout the process so you don't lose anything that you might have been working on on your device. Please check with your IT Manager if by 4pm you still don't have full service.

Also until the full service has migrated to Timico, it is worth checking with your losing provider that they have fully closed your account and sent the commands. We advise you speak to your IT Manager first as they may have a specific contact at the losing network.

You need to tell your IT Manager if:

- Your SIM does not arrive before the migration day
- You are likely to be out of the country on the planned migration day
- There are any specific services you might require on your SIM, for example the ability to make international calls or send premium SMS messages.

In the first instance, speak to your IT Manager. If advised you can speak to a member of the Timico Customer Services Team on **0844 417 6380**.