



Bringing Your Mobile Number to 1GLOBAL in Poland

Frequently Asked Questions

1. What does "bringing my number" mean?

It simply means you can keep your current phone number when you change from your old mobile company to a new one like 1GLOBAL. Rules in Poland make this possible. It's designed to make switching service providers easy.

2. How does it work in Poland?

In Poland, there's an official system managed by the Office of Electronic Communications (UKE) using a central database (PLI-CBD). This system helps your old provider talk to your new provider (1GLOBAL) to make the switch happen. When you ask 1GLOBAL to bring your number, we start the process.

3. What is "Power of Attorney" and why do I need it?

In Poland, to make bringing your number smoother and faster, you need to give 1GLOBAL permission, known as "Power of Attorney". This lets us handle talking to your old provider and cancelling your contract on your behalf. This is the standard way most mobile companies do it in Poland because it makes the process quicker and less likely to fail.

When you agree, you are also confirming that you know about any potential costs from ending your old contract early.

While Power of Attorney is recommended for a smoother process, you may also request number transfer directly from your previous provider if you prefer to manage it yourself.

4. How do I bring my number?

Whether you have a contract plan or a prepaid card, when you select a plan with 1GLOBAL, you must select the "Bring My Number" option; provide the required information for the transfer request, and grant 1GLOBAL Power of Attorney. This lets us manage the cancellation with your old provider and the number transfer process for you. If you have a contract, keep in mind you might need to pay fees to your old provider for ending it early, especially if you are still within a minimum term or promotion period.

5. What can I do while waiting for my number transfer to complete?

You can start using your 1GLOBAL plan right after purchase. We'll provide you with an eSIM and a temporary phone number so you can make/receive calls and use data immediately. When your number transfer is finalized, your original number will automatically link to your eSIM, and the temporary number will be deactivated. Check the "Number Transfer" section in the 1GLOBAL app for updates on your request.

6. What details do I need to provide?

When you ask us to bring your number to 1GLOBAL, you'll need to give us some specific information that must exactly match what your old provider has shared with you. You'll also need to provide information to prove your

identity.

For a **personal account**, you usually need:

- Your first name and last name.
- An identity document number (like PESEL or Citizen ID for Polish citizens, or Passport/Residence Card for foreigners).
- Your address.
- Your email.
- The phone number you want to bring.
- Your current provider's name.
- The date you want the switch to happen (Portability Date).
- Permission (Power of Attorney) for 1GLOBAL to handle the switch for you.

For a **business account**, you usually need:

- Your business name and registration number (NIP/REGON).
- Your business address.
- Your billing address (if different).
- Your email.
- The phone number you want to bring.
- Your current provider's name.
- The date you want the switch to happen (Portability Date).
- Permission (Power of Attorney) for 1GLOBAL to handle the switch for you.

7. How long does it take?

The time it takes can depend on how you choose the switch date. With the Power of Attorney, the switch can happen as **within 1 working day from the agreed activation date** (often overnight if requested before 17:00 PM local time), or any date you choose **up to 30 days later**. You can also schedule it for the end of your next billing cycle or your contract end date, which could be up to 6 months away if your contract is that long. While the technical process itself happens quickly overnight, it's a good idea to plan ahead.

Important: The timing of the number portability depends on your contract with your existing service provider. If your current number is not transferred within 365 days, then the temporary number will be set as your primary number for your voice service.

8. Can my old provider stop the process?

Yes, sometimes there can be delays or problems. This might happen if:

- The personal information (like name, address, or ID) doesn't match exactly what your old provider has for you.

- There are technical issues with the request.
- Your old provider rejects the request, which can happen for various reasons (like data mismatch or issues with your contract status if not handled via Power of Attorney).

If your number is not transferred on time due to fault of your previous provider, Polish law entitles you to compensation - ¼ of your average monthly bill (or top-ups for prepaid) for each day of delay.

9. How much does it cost?

Bringing your number to 1GLOBAL is **completely free**. This is your legal right under Polish law. However, your old provider might charge you a fee for leaving them, especially if you are breaking a contract early. It's best to check with them if you're unsure.

10. What happens on the day my number is switched?

On the planned date, your number moves. The switch usually happens **between midnight and 3 AM Central European Time (CET) and you will be able to view this information on the mobile app**. Your old provider stops having your number, and 1GLOBAL starts having it. At this moment the temporary number with 1GLOBAL, your old number will replace it. Your 1GLOBAL service should be ready shortly after. Give it until noon; if it's still not working, contact support. Your temporary number will be temporarily set aside for 30 days.

11. How will I know what's happening?

We'll notify you as your number moves through the process in 1GLOBAL app.

12. The 1GLOBAL eSIM on my device still shows the temporary number even after my number transfer completed. What should I do?

- It's normal for some devices to take a while to update the number displayed on the eSIM after a transfer. This is due to how different device manufacturers handle these updates. You have two options:
- Wait: The number will typically update automatically within 72 hours as your device syncs with the network.
- Reinstall eSIM (Faster): To update the number immediately, delete the existing eSIM from your device settings and then re-download it from the 1GLOBAL mobile app.

13. Where can I get help?

If you need help with bringing your number, you can chat directly with our support team in the app or send an email anytime. If your service isn't working by noon on the switch day, please reach out via chat.

14. What if I change my mind?

You can withdraw your request before the transfer is finalized. Contact us immediately at help@1global.com.