



Bringing Your Mobile Number to 1GLOBAL in the Netherlands

Frequently Asked Questions

Number Porting - 1GLOBAL

Here you will find answers regarding the process, required information, and rules for bringing your number to 1GLOBAL.

How can I bring my number to 1GLOBAL?

We distinguish between contract plan and prepaid:

If you're a prepaid customer:

You can order your 1GLOBAL eSIM with number portability in the app. We will contact your old provider and handle the switch. We'll email you once your number is on its way over!

If you're on a contract plan, you have two options:

Option 1. Port before your contract ends:

You can order your 1GLOBAL eSIM with number portability. We will contact your old provider and handle the switch. You can continue using your current SIM and plan until your number transfer is complete. We will notify you once your number has moved across.

Option 2. Port at the end of your contract:

First, cancel your existing plan and request the port-out opt-in configuration. Then, order the 1GLOBAL eSIM around 2 weeks before your contract ends. We'll handle the switch and activate your number as soon as it's free.

How much does it cost to port my number to 1GLOBAL?

Absolutely nothing. It's 100% free.

How long does number porting take?

Number transfer typically completes within 2-3 business days, but no more than 10 business days, or, in case your request was submitted more than ten days before the contract's expiry, at the latest on the first working day after the end of the contract. We'll notify you by email once we know your activation date.

Your eSIM is usually activated early in the morning on the porting day - give it until noon, and, if it's still not working, reach out to us in the chat.

Can I port my number after my old contract has already ended?

Yes - as long as your old contract ended less than one month ago. However, if you terminate your contract, you retain the right to request number portability only until the end of the contractual term.

Can my old provider block or delay the porting?

You have the right to keep your number when switching to another provider in the Netherlands. However, sometimes porting might be delayed or denied if:

- Your contract hasn't been canceled (for end-of-term porting).
- Your personal details (name, date of birth) don't match exactly.
- The 1GLOBAL service provider code is not added properly to the request.

Can I port my number into an existing 1GLOBAL eSIM?

Not at the moment. Number porting needs to be done during your initial order.

Can I take my 1GLOBAL number with me to a new provider?

Of course! Just:

1. Cancel your 1GLOBAL plan and order your new subscription with a request for number portability.
2. Your new provider can then request your number from us.

Need help?

We've got you! Chat with our support team directly in the app or email us anytime. We'll make sure your number gets home safe.