



Bringing Your Mobile Number to 1GLOBAL in Germany

Frequently Asked Questions

Number Porting - 1GLOBAL (REVOLUT)

Here you will find a detailed list of requirements for number portability. Number portability follows strict rules and procedures that must be followed.

How can I bring my number to 1GLOBAL?

We distinguish between contract plan and prepaid:

If you're a prepaid customer:

We'll automatically select the right option for you when you order. Just make sure your number is released by your current provider (either by cancellation or port-out opt-in), and you're good to go.

If you're on a contract plan, you've got two choices:

1. Port before contract ends:

Ask your current provider for a port-out opt-in to release your number early. Once that's done, you can order your 1GLOBAL eSIM with number portability. Your old provider will assign you a new number so you can keep using your plan until it ends.

Heads-up: If you don't cancel your old contract, you'll be paying for two plans at once.

2. Port at the end of your contract:

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

I have a prepaid card – what should I know?

Cancel your prepaid card or request an opt-in from your provider so they release your number.

Some providers require a form or call — check with them directly.



Once it's confirmed, order your 1GLOBAL eSIM with number portability in the app or online.

We'll email you once your number is on its way over!

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

Absolutely nothing. It's 100% free.

(Some providers may charge a fee when porting away from them, so check with your old provider if you're unsure.)

How long does number porting take?

Usually 6–10 business days, but to be safe, order your 1GLOBAL eSIM two weeks before you want to start using it. We'll send you a push notification once we know your activation date.

To ensure your number transfers smoothly, your port-in request will be locked two (2) days before the scheduled date and cannot be cancelled after this point.

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 it ended less than 90 days ago, you're still within the window and no port-out opt-in request to your old provider is required.

Can my old provider block or delay the porting?

Sometimes, yes. 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.
- Your porting date is more than 123 days in the future.

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

Of course! Just:

1. Request the port-out opt-in configuration.



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.