



Callidus Communications Ltd

SIM CARD PORTING GUIDE

On the day of the Transfer/Port

1. Ensure that you have your new SIM Card with you as your old SIM card will cease to work during the day.
2. Use your existing network SIM until you are no longer able to make or receive calls.

NB This could happen any time between **10am and 12 midnight**.

- If in doubt, you could try calling your mobile number from another phone to see if it is still connected
3. Replace your old network SIM card with your new Callidus (Vodafone) SIM card and restart the phone.

DO NOT DISPOSE OF YOUR OLD SIM CARD UNTIL YOU ARE HAPPY THAT THE NEW SIM CARD IS WORKING AND THAT YOU ARE ABLE TO RECEIVE PHONE CALLS

Please Note

- It is rare to experience downtime however it is possible.
- E-mails sent to you during the porting process may not be received by your Phone. They will still be delivered to your laptop, they will not be lost. **Please check your laptop for any important messages which may not have been received by your PHONE.**

Data connection settings (messages/texts) should automatically be sent to the handset when your new Vodafone SIM is put into a handset.

- If your handset is still not working at 4pm please reboot the device, (tuning the device on and off) if you still have service issues please contact **Callidus Support on 0330 365 3050** or email support@calliduscomms.com