



DATA OFFER: GETTING PREPARED

To make sure the process goes smoothly, we ask that you please take some time to prepare ahead of requesting a SIM card from us.

Keeping your number

We will do our best to provide a package that allows you to keep your number if you want. But This is not always possible. This will depend on what packages we currently have available.

You might not be able to keep your number if:

- ⊗ You have a PAYG SIM with O2 or an O2 provider - Tesco, Sky Mobile, Virgin, Giff Gaff, Lyca Mobile
- ⊗ You have a PAYG SIM with Vodafone or a Vodafone provider - Vodafone, Asda, Talk, Lebra

How do I keep my number?

All the information you need to switch your number to your new SIM, including how to get your PAC (Porting Authorisation Code – this is a unique code that authorises the transfer of your number) from your provider, can be found here:

<https://www.o2.co.uk/help/device-and-sim-support/how-to-keep-your-mobile-number>

If you require further assistance, please make use of local digital drop-in sessions.

Training

Online training on a wide variety of ways to get the most out of your device and data are available through Learn my Way

<https://www.goodthingsfoundation.org/learn/learn-my-way/>

Courses are often also available at local libraries and community locations.

If you meet the criteria and have completed the steps in **Get Prepared**, you are ready to submit your application.

<https://forwardcarers.tfaforms.net/f/freedata>