

Porting your number to JOi is simple.

If you order a SIM card while placing an order:

After receiving the SIM log into your JOi App or go to www.joimobile.es to activate your SIM card. Click on “Activate your SIM card” in the “Notifications” section, enter the number of the SIM card (ICCID) indicated on the SIM card. At this point a Porting request is sent. You will receive an SMS within one business day to confirm once your service is activated

If you’ve received a SIM card from an Independent Business Owner

Log into your JOi App or go to www.joimobile.es to activate your SIM card. At this point a Porting request is sent. You will receive an SMS within one business day to confirm once your service is activated

Need assistance?

Check out our comprehensive online support section for any questions you may have: www.joimobile.es/myjoi/help

You can also Chat with our dedicated JOi team during standard office hours via www.joimobile.es

In case you do not port but request a new number, you are subject to €7.00 (IVA Incl.) SIM delivery fee.

Submitting the porting request, signed by the customer (pre-paid or post-paid), to the provider to which s/he wants to change, will trigger the beginning of the operator change process. The request submission can happen at any of the authorized distributors and shops of the mobile operators.

Once the porting request is signed and submitted, the following clauses are accepted:

- From the moment the customer submits the signed porting request, the operator change must be processed within one working day from delivery, with the change of operator taking place during the early morning of the following day, provided that the customer has not voluntarily requested a later date for the portability activation, and provided that the request has not been rejected by the current operator due to the occurrence of any of the causes which are accepted in the current porting specifications.
- The customer accepts the potential interruption of the service at any moment between 2:00am and 6:00am of the day that the change of operator applies, to allow the necessary measures to be taken by the operators.
- The customer requests the service activation with the operator to which the request is submitted and s/he communicates his/her desire to cancel the service with the operator which currently provides the service, maintaining his/her telephone number.
- The operator to which the customer has requested the service must inform the customer in case his/her request is rejected, indicating the cause of such rejection. For the accepted requests, the customer can ask his/her future operator for free information about his/her request and the day that the change of operator will take effect. From that moment on, the customer will be able to

make and receive calls with the new operator and the same telephone number, once s/he inserts the SIM card provided by the new operator in the mobile device.

In case of complaints, the customer must contact the operator's specialized Customer Department or Service, within a month from the moment the incident causing the complaint is known. When the customer submits the complaint, the operator has the obligation to give him/her the complaint's reference number. If the customer has not received a satisfactory answer from the operator within a month, s/he can send his/her complaint through the following channels, following the rules established by each of them:

- Juntas Arbitrales de Consumo, directly or via a Consumers Association.”
- Secretaría de Estado de Telecomunicaciones y para la Sociedad de la Información (SETSI, Spanish State Secretary of Telecommunications and Information Society) – Telephone for queries: 901 33 66 99; Website: <http://www.usuarioteleco.es/>”