

Broadband Line Renumbering/Porting

Porting the CLI from a broadband service directly to Horizon will cause the broadband service to cease. In order to transfer a CLI from a broadband service to Horizon you will need to port the CLI to another PSTN line and then to Horizon. You can use a spare PSTN line or, if a spare is not available, you will need to order a new PSTN line.

It is possible to renumber a broadband line, you will need to request this with your PSTN provider. Once the line renumbering is complete, please contact the broadband provisioning team to advise so that we can update our records. This will have no detrimental effect on the live broadband service.