

## IMPORTANT – Freespeech service will be switched off on ...

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Created On: 21 Jan 2024 12:15 PM

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The call routing service will be switched off on midnight 29th of February 2024. We will maintain support, contact and billing until necessary.

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Dear Customers,

Itâ€™s with regret that we announce the end of the Freespeech service.

Due to a number of factors such as inflation, hosting, Brexit, energy & skills cost the website is no longer sustainable. We thought long and hard about building a way forward for 2024 but unfortunately the only path available is service termination.

The call routing service will be switched off on midnight 29th of February 2024. We will maintain support, contact and billing until necessary.

We hope this service termination is not a major inconvenience for you.

To maintain phone continuity you will need to move your phone number to another provider. To do this you will need to contact the new provider and request a number port. Note that you do not need to contact Freespeech to initiate this number porting.

We operate a number of different number types. The following information will help you with moving the number.

Ireland numbers:  
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All Ireland numbers may be ported away without delay or penalties (pay up to date of port). IRL numbers are routed via Viatel (<https://www.viatel.com/>). When you contact the new provider please state Viatel as the donor provider.

Note that you will need to contact a provider who provides Irish porting services.

UK local numbers:  
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All UK local numbers may be ported away without delay or penalties (pay up to date of port). UK numbers are routed via Nasstar (<https://www.nasstar.com/>). When you contact the new provider please state Nasstar as the donor provider.

Nasstar also provide a number of inbound call services if you wish to contact them directly.

#### UK non-geo numbers:

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Some UK non-geo numbers may not be portable (0844, 0845, 0870, 070). The "free numbers"™ associated with account (normally 0844) will not be portable. However we are working with a provider to see what can be done to facilitate porting.

These numbers are not portable as we are the direct block holder without reciprocal porting arrangements.

Contact support if you have a query on UK non-geo number portability

#### International numbers:

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Portability of international numbers will be on a case by case basis with the exception of UK. International numbers are provided by Manifone (<https://www.manivox.com/>).

To port an international number you will need to contact an international provider which provides porting services.

Manifone also provide a number of inbound call services if you wish to contact them directly.

We'd like to take this opportunity to thank all of the customers for their business over the years, it was our pleasure. Once again we sincerely apologise for any inconvenience .