

A COMPLETE GUIDE TO

SUCCESSFULLY PORTING YOUR PHONE NUMBER

FOR YOUR BUSINESS



Porting Your Phone Number

So you've decided to transfer your business number to a new provider. Most likely, you're apprehensive about a few things, and you're certainly not the only one.

When it is imperative that you don't lose your current number—whether for professional or personal reasons—you are going to be concerned about the transfer.



Most of the apprehension concerning the porting of your number to another provider is due to a lack of knowledge, which is why we are providing this guide on the process of porting a phone number.

To start, let's go over the most common concerns and misconceptions about transferring a phone number to a new provider.

Common Concerns

1. You might lose your number

One of the most common concerns of porting your number to a new provider is that it may be lost during the transfer process.

False

It is not possible for your phone number to be lost simply as a result of the transfer process.

2. Service could be interrupted

Uptime is of paramount importance for almost every business and service interruptions due to porting are a legitimate concern.

True & False

While service interruptions are possible, this is usually a result of your new service not being setup properly prior to the transfer being completed.

3. It may take a long time

Typically when a business is ready to port their phone number, they need the transfer to happen quickly.

True & False

Most ports complete within a few business days and delays are usually the result of not having proper documentation to support your authority to authorize the transfer.

4. Porting may break my current contract

I won't be able to port my phone number because I have an active contract.

False

Porting a phone number will not break your contract. However, you may not be able to cancel services until the end of the contract period with your current provider.

Before You Port

1. Make sure your number is eligible

While it is not a common issue, some local phone numbers are not eligible to be ported to other networks.

2. Gather documentation

Your new provider will tell you exactly what is needed but it is a good idea to locate a copy of your most recent phone bill that shows the number you wish to port.

3. Make sure the owner approves

The only person that can authorize the port of the phone number is the current account holder, owner, or authorized party.

4. Know the costs

Porting a phone number is typically free but some providers may charge hidden fees to transfer a number in/out of their service.

5. Request an estimated date of completion

Most ports are completed in a few business days once all the required documents have been submitted. But some providers may have extended transfer times for particular numbers.

Submitting Your Port

1. Be sure to respond to requests promptly

Most porting delays are due to not responding promptly to requests for documentation.

2. Make sure your new service is setup properly

In order to ensure a seamless transfer, make sure your new service is setup correctly. Most providers will give you a temporary number to test your new service before the port completes.

3. Don't make any changes to your current service

The most common reason for issues, especially service interruptions, during the porting process is due to changes being made to your current account.

4. Keep an eye out for your date of completion

Typically your new service provider will email you a date of completion. This is the date that your number port will complete and traffic will begin being routed to your new provider.

After Your Port Completes

1. Make sure your new service is working properly

Now that your phone number port has completed, you will want to place several test calls and make sure that your new system is working as expected.

2. You may now make changes to your old plan

Once you have confirmed that the port has completed, you may now make changes to your previous service plan.

If you intend to cancel your old service, you may still need to contact the provider to make this request. It is not uncommon for service to remain active even after the number has been ported away.





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