

Getting Started

The Line Number Porting (LNP) process is simple and straight forward as long as the required information and documentation is provided in an accurate and timely manner.

IMPORTANT NOTE: The longer you wait to submit the required documents and/or if the information is incomplete or incorrect, the longer it will take for Fonality to initiate the LNP request with your current provider.

Required Documents

- LNP form with Authorization Signature and Phone Number Table
- Telephone Bill or Proof of Ownership for each number being ported

Be prepared to wait

The overall process can take anywhere from 10 - 45 days and is dependent on the cooperation of your current service provider.

Fonality will provide you with temporary DID's to accommodate your business during the porting process. Forwarding your number to the Fonality provided DID's will ensure your business will not see any break in service.

Important tips for a successful transition:

- ✓ Start the process IMMEDIATELY
- ✓ Submit the required documentation
- ✓ Check that the documentation is complete and accurate
- ✓ Do not terminate your current service
- ✓ Forward your numbers to Fonality provided temporary numbers (DID)

To ensure a quick transition be sure the required requested documents have been submitted and are accurate as any errors can delay the overall process.

Initiating the Process

▶ Submit the required documentation.

In order to begin the LNP processing, Fonality requires documented authorization as well as proof of ownership for all numbers that are being ported. Once your Fonality order has been completed, Fonality will email you the required documentation as well instructions. Incomplete and/or inaccurate documentation will delay your request.

▶ Do not terminate your existing telephone service.

Terminating your service will release your phone number back into your service provider's "pool" of numbers, and will nullify the porting process. Once the number porting is completed you will be notified by Fonality, and you can then cancel your previous phone service.

▶ Forward your phone numbers to the Fonality provided DID's.

As a service to customers Fonality will provide temporary DID's for every number that is being ported. Forwarding your numbers to the temporary DID's will ensure your business does not experience a break in service and/or miss any important calls.

▶ Be prepared to wait up to 30 days

Once all the required documentation has been received, we will start the process of porting your number by contacting your current provider. Your provider can take up to 30 days to process and complete the porting request. Unfortunately there is nothing Fonality or you as a customer can do to expedite this process.

▶ Be aware of potential outstanding fees and dues.

Be aware that when terminating service with your previous provider, you may be obligated to pay any early termination fees under your existing contract, or outstanding balances for services rendered.

Your current service provider may not refuse to port your number, even if you owe money for an outstanding balance or termination fee.

Frequently asked Questions

Q: What documentation will I need in order to successfully port my number(s)?

- Current phone bill with the billing telephone number.
- Complete and accurate Fonality LNP form.

Q: Why does the process take so long?

The government mandates that a carrier which is losing a number may take up to 30 days to release the number to a new carrier. Some carriers will release numbers sooner than others (and Fonality will always send your request as soon as it is received).

Cell phone numbers are under different legal provisions and the cell phone carrier architecture is different. This is why cell phone numbers port faster than land line or business numbers.

Q: Why do I have to keep my old service after I switch providers?

Terminating your service will release your phone number back into your service provider's "pool" of numbers. Once the number porting is completed you will be notified by Fonality and you can then cancel your previous phone service.

Q: What can I do about my business number during the porting process?

You can ask your current service provider to forward one or all of your number(s) to the temporary DID (phone number) that Fonality provides you when you sign-up for service. Fonality will include one DID for every line that you activate, but you can add other DIDs to your account a la carte.

Note: Your existing service provider may charge you fees for forwarding your calls. These fees may only apply to long distance calls in line with your contract, or they may charge a fee for forwarding your phone number to another company.

Q: What do I do if my order was rejected?

Orders may be rejected for several reasons, including but not limited to:

- The ported number contains Enhanced Local Service (ESL). All ESL services must be removed from the number before requesting the port.
- Telephone numbers must have Distinctive Ring options removed prior to porting.
- There was a contractual agreement made prohibiting porting the number.
- The number is associated with carrier change restrictions or a customer requested PIC freeze.

Q: Can I undo my number port after it has been completed?

Customers have 24 hours from the time of the port to notify Fonality directly. Fonality cannot guarantee "snapbacks", but will use best effort to do so. Please be aware fees may apply to cancellation requests.