

TRANSFER MY EXISTING NUMBER

To transfer your existing telephone number you must fill out the **Letter of Authorization form below completely**. Once this form has been submitted we will begin the transfer process with your current phone company. The status of your transfer can be found in your control panel on the Numbers page. **The transfer process can take UP TO 60 DAYS to be completed.** You will be issued a temporary number until your transferred number has been activated.

Step 1: Why should I transfer my number to Phone.com?

We know you have probably had your same number for awhile. Why switch numbers, thus leaving you the time-consuming job of contacting friends, family, customers, business partners, etc. with the new number. Keep it easy by transferring your existing number to Phone.com!

With so many features available, the choice is simple:

- Customer claiming they left a message and their call was never returned? Check your past saved voicemails through the ease of email to see if they're right!
- Give your home-based business a professional sound; no one will know you are answering calls from your living room!
- New baby in the house? Set up a schedule to forward all calls after 8pm straight to voicemail to avoid waking up the little one!
- And so much more!

Still have questions? [Review some frequently asked questions](#) then come back to transfer your number

- [FCC.gov: FCC Consumer Facts](#)

Step 2: Can my existing number be transferred?

Phone Number to Transfer ?

Enter the phone number you wish to transfer and click "Check Now".

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- This number has remote call forwarding (RCFW)

Please note, the "Check Now" search only verifies that your rate center is supported by Phone.com. Any account freeze or contractual obligation with your provider cannot be determined with this search. Please contact your current provider to learn if your number is fully portable to another company.

Step 3: Letter of Authorization

I authorize Phone.com to act on my behalf to transfer the above telephone number to Phone.com. I understand that I can have only one telecommunications provider for any one telephone number, and that by transferring the number to Phone.com, my existing service on that phone number will be affected. This authorization shall remain in effect until I provide further written notice.

Billing Name ?

Customer's Business or Personal Name: (Exactly as it appears on your bill.)

Current Service Provider: Please choose...

Service Address ?

Address: **Please Note:** The service address is where the service for the number to transfer is currently being used. *This may be different than your billing address.*

Address 2:

City:

State:

Zip:

Authorization Information ?

Your Name:

Your Telephone Number: () -

I am transferring a: Residential number Business number

- By checking the box shown, and submitting this form, I grant electronic authorization for Phone.com to act as my agent to complete this change, and I direct my current telecommunications provider to work with Phone.com to effect this change. I specifically grant Phone.com authority to sign the Letter Of Authorization (LOA) on my behalf.
- I assert that the information I have provided on this form is true and accurate to the best of my knowledge. I acknowledge that any attempt to port numbers for which I am not authorized constitutes **criminal identity theft** and is punishable by law.
- I understand that **the transfer process may take UP TO 60 DAYS**, and I agree to keep my account in good standing with my current telecommunications provider, during this transfer period. I understand that I will receive a temporary number from Phone.com during the transfer period, and I agree to pay all standard monthly, usage, and recovery fees, even though my phone number has not yet been transferred.
- I understand that my current telecommunications provider may or may not cancel my existing wireless or wireline service on which this phone number is associated, depending on their policies.
- Once I have verified that the transfer is complete, and my number is routing to Phone.com, I agree to contact my current telecommunications provider to confirm their cancellation of my service. I understand that I am responsible for any cancellation, termination, or transfer fees that my current telecommunications provider may charge me.
- I understand that if I wish to return this telephone number to my current telecommunications provider, I may be required to pay a reconnection charge to that company.
- I also understand that Phone.com may have different rates and charges than my current telephone company, and I am willing to be billed accordingly.



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