# Transferring Your Phone Number to a New Communications Provider

## Everything you need to know.



Your company's phone numbers are critical to running your business, vital to both your customer service and sales efforts. So naturally, you want to be sure you can keep your existing phone numbers should you decide to move to a new communications provider.

Under FCC local number portability (LPN) rules, you are legally able to transfer—or port—your existing wireline, wireless or Voice over Internet Protocol (VoIP) number whenever you move or change providers. Here's everything you need to know about the number transfer process.

### What types of numbers can be ported?

Most toll-free, wireless, and landline phone numbers in the United States and Canada.

### How will you know if your number(s) are eligible for transferring?

Visit success.ringcentral.com/rcsupportportallearningcenter?lctabid=number_0 or contact the RingCentral Sales team.

### Is there anything you need to do before starting the transfer?

Check the contract with your existing carrier to make sure there are no pending orders or special features that cannot be transferred. If you have a service contract with your current provider, you may have to pay an early termination fee. If you have any bundled services with your phone service (such as internet), check whether the transfer will affect your service agreement or fees.

### What information do you need to request transfer of your number(s)?

1. Name of the account holder (authorized to make changes to the account)
2. Name of the company
3. Billing telephone number
4. Service address (location where you receive phone service)
5. Billing address (required for mobile phone numbers)
6. Account and PIN number (required for mobile numbers)

**NOTE**: Only currently active numbers are eligible for transfer.

## How do you start the process of transferring your number(s) with RingCentral?

RingCentral is here to make transferring your numbers go as smoothly as possible. Just follow these four simple steps to transfer your existing number(s) to RingCentral.

- Visit your online RingCentral account and follow the on-screen instructions to begin your transfer request.
- Set up your greetings, answering rules, and other preferences so you can make and receive calls with your temporary RingCentral phone numbers during the transition period.
- Wait for RingCentral to notify you by email that your transfer is complete and number(s) are ready to use with our service.
- Visit your online RingCentral account to choose the specific date and time for the final transfer. At that point, your temporary numbers will be replaced with those you have transferred to the RingCentral service.

## How long will it take to have your number transferred from your old carrier?

It usually takes 15–30 business days to transfer your number, but the process is often faster.

## Will you be able to make and receive calls during the transition period?

Yes. During service setup, the RingCentral team will assign temporary numbers to get your system up and running. Incoming calls to your existing number will then be forwarded to the temporary number until the transfer process is finalized.

## When can you cancel your current phone service?

Wait until the transfer is complete to cancel your phone service. Your number must be active with your provider for it to be transferred to RingCentral.

## Have questions or need additional assistance?

Contact RingCentral at:

- Phone: 800-820-3676 (US), +1-925-301-8209 (international) Monday–Friday, 7:00 a.m.–4:00 p.m. PT
- Web: ringcentral.com/support
- Email: numberporting@ringcentral.com

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral

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