

Porting Numbers

Can I port my existing number to ring-u?

Yes! You can absolutely port (transfer) your number to ring-u. You must perform this procedure even if you already indicated an intent to port when you went through the quick start wizard. The procedure is the same either way. **Note:** *This is a paperwork submission process and will take some time. This process can take from about 2 days to 2 weeks. It is important to submit the correct information the first time to ensure there is no reason for your existing carrier to reject the request.*

1. Obtain a copy of your latest bill from your existing provider.
2. Log in to the [ring-u customer portal](#).
3. Click **“My Services”** ⇒ **“Numbers”** ⇒ **“Port Request”**
4. Fill out this form matching the information on your latest bill from your existing provider. *This is very important. Your existing carrier will check this information for accuracy against their records, and they may use information that does not reflect what they have on file as a reason to deny the port request.*
5. At the bottom of the page, be sure to indicate either **“Porting all numbers on account”** or **“Not porting all numbers on account”**.
6. Click **“Create Form”**. This will generate a PDF **Letter of Agency** that we need you to print out and sign. It will also create a support ticket accessible from the **“Support”** button in the upper right hand corner of the customer portal.
7. Once you have signed the document, please scan and either upload it to the support ticket or email it to support@ring-u.com. We will also need you to upload or send your latest bill from your existing provider.
8. We will keep the support ticket updated with the progress of the port request. If you have not heard from us in some time, feel free to check with us. *This is a paperwork submission process, and while we try very hard to be on top of every request, occasionally one will fall through the cracks.*

What if I need to port a number from ring-u to another carrier?

You can absolutely do that too! We'll be sorry to see you go, but we understand that sometimes our paths must part.

Please contact us before having another provider submit the request, and we will unlock the number for porting. If the new carrier has any problems attempting to obtain the number, just get in touch. *As long as you are up to date on your ring-u subscription and we know you're wanting to authorize this action, we will do what we can to help your new carrier take control of the number.*

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