Transferring Your Existing Numbers
Information Sheet & Checklist

ACC Telecom
Your partner in building a future of communications for your business.

Before You Begin

Do not cancel your old phone service

Do not cancel your old phone service until after we confirm your numbers have been transferred. We cannot transfer numbers that have been disconnected.

Internet service

If you plan on ordering or upgrading your internet service, please complete this prior to submitting your number transfer request.

Fax lines

If you are moving your fax lines to a different carrier, please complete the fax transfer either *before* submitting your transfer request or *after* your number transfer is complete. Failure to do so will cause a pending order on your account and will cause number transferring delays.

Contact Your Current Carrier

Cancel pending service orders

Cancel any new or existing service orders on the account you are transferring numbers from prior to submitting your transfer request. Examples include call forwarding, adding or removing features, transferring fax or internet lines.

Remove any special features

Remove any special features from the numbers being transferred before submitting your transfer request. Your provider will not release numbers that have Centrex service, Remote Call Forward, CustoPAK, Ring Mate, Hunting or ISDN on them.

Obtain LOA Information

Your LOA (Letter of Agency) must be complete of errors in order to guarantee a successful and timely port, therefore please contact your service provider to verify:

- Your *service* address(es)
- Your BTN(*s) (Billing Telephone Number),
  *Your account may have multiple BTNs, please request information for all BTNs.
- List all telephone numbers that fall under each BTN.

Transferring a number with DSL

Transferring a number associated with DSL will cause you to lose your DSL Internet service. DSL must be removed before a number can be transferred. Simply call your service provider & obtain a new number for your DSL line, or obtain a different high-speed Internet service such as Cable or a T1 line.

Number Transfer Checklist

Completing the LOA/RESPORG forms

Please follow the number transfer checklist when completing the LOA (Letter of Agency) & RESPORG (toll-free number porting) forms.

- ☐ Gather your most recent phone bill(s). Invoice(s) should be no more than 35 days old. Account number, name, and address must be visible on the invoice. Please submit your invoice(s) with your completed LOA(s)/RESPORG(s).

- ☐ LOA & RESPORG forms must be typed.

- ☐ Toll-free number transfers should be indicated on the RESPORG form only, not the LOA.

- ☐ Your LOA must be signed within 30 days of submission.

- ☐ Your service address on the LOA/*RESPORG must match the service address with the losing carrier *exactly*- even if there are misspellings. Your service address is the actual service location of the numbers. *Use the address found on your invoice when completing the RESPORG- this could be your billing address.

- ☐ Please complete a separate LOA for each BTN and/or account with the losing carrier.

- ☐ A new BTN must be decided if transferring your current BTN. Please indicate the new BTN on page 2 of the LOA, in the lower left box.

Important Final Information

If your LNP (local number portability) case gets rejected, you may need to contact the losing carrier for a CSR (Customer Service Record).

Please have a **Static IP address available**. Please contact your Project Manager to determine what type of Static IP address you will need.

Ports are completed within 15-45 days once the FOC (Firm Order Confirmation) acknowledgment is received.

Push Fee Disclosure: LNP Supplement Charge is a direct carrier fee with a minimum penalty of $25 per number or maximum of $150 per case for end user alteration or cancellation of telephone or toll-free number ports(s) already in process. No fee will be issued in the event that ACC Telecom solely alters or cancels the port.

LNP Contact: Kristin Hunt
Please send all invoices, LOAs, & RESPORGs to krhunt@acctelecom.com or fax to 410-995-0129.