

# How do I transfer/port my existing home phone number?

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**We are able to port your existing number at no additional cost. Please note that the process will take 1-2 weeks, and in extreme scenarios it may take up to 45 days.**

**The account / number must remain active** at the previous provider until the porting/transfer process has been completed.

To initiate the the process, please provide the required information:

**Letter of Authorization:** <http://voipo.com/Porting.pdf>

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**Copy of a Recent Bill** (or print out of your account) verifying your name and number with the losing carrier .  
Fax these to 949.829.4201 or e-mail them to [support@voipo.com](mailto:support@voipo.com) and we will quickly submit them to our port processing authority. You can assign your account a temporary incoming number (virtual number) while the porting process is underway.

These documents must be sent via fax or scanned and sent via email. We can not accept these documents in physical form, via the Postal Service or another courier.

The Letter of Authorization must have a handwritten signature. If you use another VOIP provider that does not supply bills, you can include a screen shot of the account summary page that includes your service address and telephone number. (We can not accept a copy/paste of an invoice or website for documentation purposes.)

Please do not cancel your account with your previous provider until you verify that the number is routing to us. A disconnected number can not be transferred. If you cancel your service with your previous provider before the transfer has been completed, you may lose your number.

While we make every effort to transfer numbers, Local Number Portability does have some limitations. In some rural areas, where it is serviced by only one carrier, we may not be able to port numbers from that area. To find out if your number is portable, please email [support@voipo.com](mailto:support@voipo.com) with the number and we will check to see that it can be transferred.

No changes will be made to your account or service until the above documents are received, submitted to our porting authority, and have been processed.