How to Port Numbers with Twilio

Table of Contents

[Overview](#)
[Why Port Numbers to Twilio](#)
[Best Practices for Porting with Twilio](#)
[Instructions on How to Port with Twilio](#)
[Porting Types](#)
[Port Request Rejections](#)
[Port-Out Process and Phone Number Security](#)

Overview

This document contains details about the porting process that you and your customer need to know to port any type of number into Twilio. In this document, you'll find the following sections:

- **Why Port phone numbers to Twilio?**: An overview of porting that you can send to other people at your company so that they can explain and pitch porting to your customers.
- **Instructions and best practices for porting with Twilio:** An overview of transferring your customers numbers to Twilio, steps to ensure the porting process is as seamless as possible, and explanations of how to proactively address common issues that can delay the porting process.
- **Porting Instructions for your customers:** A concise document you can send to your customers to ensure that they provide you with the information you'll need for a successful porting process.
- **Letter of Authorization**: A white label Letter of Authorization to which you can add your company branding and send to your customers.

Why port phone numbers to Twilio?

Twilio makes web-service APIs so you can build your own scalable, reliable communications applications for voice and SMS. Thousands of businesses, from sole proprietors to the Fortune 500, use Twilio in diverse industries such a healthcare, education, customer service, retail, and manufacturing. Porting your numbers to Twilio will allow you to use our programmable API to quickly and cost-effectively build a call center, set up an SMS-notification dispatch service, or track calls for real-time call and message routing for lead distribution and analytics, all with your existing phone numbers.

To port phone numbers, all you'll need is a completed and properly executed Letter of Authorization. Our porting team will manage communication with the current carrier for the numbers, and we'll keep you updated throughout the process. A port request should complete within 2 and 4 weeks for simple ports and within 6 to 8 weeks for larger, more complex ports. Once the port is complete, a ported number will have all the same functionality as any equivalent number purchased from Twilio.

We can't wait to see what you build.

Instructions and best practices for porting with Twilio

Overview

In most cases, porting a number to Twilio is easy, though there are certainly things you and your customers can do to ensure the process runs as smoothly as possible. When you're ready to port your customer's number to Twilio, you'll need to provide us with a signed Letter of Authorization to prove ownership of the number. Once we've received your signed LOA, we'll coordinate with your customer's current telecom carrier and our carrier partners to complete the port.

To ensure the port request is successful, it's best to have your customer contact her current carrier before submitting the port request to ensure that the information you're providing matches what the current carrier has on file. This step will likely save you -- and your customer -- delay during the process. When it comes to porting, carriers are extremely particular that the information matches the service name and address on file for the phone number, which may be different than the billing information.

As soon as we receive the port request, a ticket will be automatically created and sent to you. We'll follow up with status updates, additional information, and the porting completion date in that ticket.

Throughout the porting process, you can feel free to reach us at porting@twilio.com. We'll be happy to answer any questions that you may have.

Steps to port a number

When your customer is ready to port a number, the first step is to have her contact her current carrier to get the information the current carrier has on file for her account. Your customer should speak to someone in her current carrier's porting department to obtain service information for the number.

To port a number, we'll need the following information from the authorized user or owner of the number:

- The authorized user's first and last name.
- A list of the number(s) to be ported.
- The corresponding service address (not a billing address). This must be an actual physical address. Please note that PO Boxes are not valid addresses, and submitting a PO Box address will inevitably delay the porting process.
- A Letter of Authorization (LOA) signed by the authorized user and/or owner of the number(s). Note that the information on the LOA must match the authorized user name and service address provided by the current carrier.
- A scanned (or electronic) copy of the most recent phone bill (within the last 30 days) that includes the account, owner/authorized user name, and address information for all the numbers to be ported.

To ensure that your port request processes as smoothly as possible, your customer will need to make sure all the information provided matches the service information on file with the current carrier. If the information provided does not match the current carrier's records, the port request will be temporarily "rejected" until the right information can be provided. Carriers rely on matching information to ensure that they are not "slamming", or taking away numbers from the rightful owner.

Ensuring a Seamless Transition

We never expect a loss of service when you port numbers to Twilio. To ensure this seamless experience, there are two things that you and your end-user should do:

1. Continue current service with the current carrier, PBX, app, etc. for at least 10 days past the scheduled port date. For instance, your customer should continue to pay for existing phone service with her current carrier until you've verified that calls are routing to Twilio as expected. This way, if the scheduled porting time is delayed for any reason, your customer's current coverage will continue.

2. Make sure to fully test and configure your Twilio app at least 48-hours before your scheduled port date. Since port times occasionally vary, it's imperative that you have your app up and running when the number re-routes to Twilio. If your app is not running and properly configured, phone service for ported numbers won't work as expected after the port occurs, even though traffic has been re-routed to Twilio.

Once you have this information from your customer, you can log into your Twilio account and go to the porting page to submit the port request.

Timeframe

Due to the carrier coordination involved, the porting process for ports less than 50 numbers takes between two and four weeks from when we receive the required documentation, assuming there are no rejections. Bulk ports are more complex, and typically take between six and eight weeks to complete. The amount of time can vary depending on the carriers involved. As you might imagine, a carrier that is losing a phone number may want to be completely certain that the port request is valid before allowing the number to port to another carrier.

Often times, the current carrier for a number will initially reject a port request, most likely because the information provided doesn't match their records. Most rejections can be easily resolved (more on this below). If a rejection occurs, an additional two to four weeks may be added to the overall port time.

Porting Types

Twilio can port any type of number, from landline to mobile to toll free to Google Voice. Porting consists of two main categories: LNP (Local Number Portability) porting and toll free porting. From a customer perspective, the process for both types of ports are the same. In case you're curious, the process for each is outlined below.

LNP Porting Overview

Landline, mobile, and Google Voice numbers are all considered "local" numbers, and they'll go through the LNP porting process. To port a local number, we'll work with our provisioning partner to ensure that the number completes the three phases described below:

CSR (Customer Service Record) Phase: Twilio and its carrier provisioning partners will request a "service image" (a record of the account) from the current carrier to ensure that the information provided in the port request matches what the current carrier has on file. If everything matches, the request will move on to the next phase. In cases where a CSR is not provided by the current carrier, Twilio may ask you to obtain this document from the "losing carrier" (i.e., the carrier that has the phone number at the start of the porting process) so the order can be moved to the next phase.

In fact, as mentioned above, one of the surest ways to ensure a speedy porting process is to have your customer proactively reach out to her current carrier before completing a Letter of Authorization to ensure that the information provided matches what the current carrier has on file. You can read more about this here:

https://www.twilio.com/help/faq/porting/why-should-i-provide-a-csr-with-my-port-request

LSR (Label Switch Router) Phase: Next, the port order will be sent to the current carrier. At this stage, the current carrier will either (1) accept the request and proceed to the next phase or (2) reject the request (more on rejections below) for any of the following reasons outlined in this FAQ:

https://www.twilio.com/help/faq/porting/why-was-my-port-request-rejected

Please note that a request may pass the CSR phase, but be rejected by the current provider at the LSR phase if inaccurate service information is provided by the current carrier, account information changes, or there are outstanding billing/account issues between the end-client and her current carrier.

Pending Activation: For the final stage, Twilio will wait for the port date to be provided by the current carrier so the order can be triggered and the phone number activated on our network. The date on which the number ports is known as the port date or the Firm Order Commitment (FOC) date.

Toll Free Porting Overview

Landline and toll free porting have different phases in which the providers coordinate the transfer of numbers. Toll free porting requires two phases: port away request and re-routing.

Port Away Request: As soon as we receive a signed LOA, we'll submit the port request to the current carrier for a number, which is also known as the RespOrg. If the information provided matches the information on file, the current carrier will "release" the number to Twilio.

After the number is "released" by the losing carrier, it is standard industry practice for the losing carrier to continue service on the number for a period of 10 days until the winning carrier finishes the process of porting the number. In rare instances, we see losing carriers release coverage on a number early. To ensure a seamless transition, you should continue to pay for existing phone service with your current carrier until you've verified that calls are routing to Twilio as expected. This way, if the scheduled porting time is delayed for any reason, you can ensure that your current coverage will continue.

It's important to note that we can't start re-routing your toll free number to Twilio until it has been released to us by your current carrier. If your customer reports a lapse in coverage before the number has completed porting, she'll need to reach out to her current carrier and ask them to maintain service on the number until the number has been verified to be working with Twilio.

Re-routing: As soon as the number is released to us, we'll start the final porting processes of configuring the number and re-routing traffic to Twilio. When a number has finished configuring, we'll provide you with a completion date for the port request. You'll want to make sure to have Voice and/or Messaging URLs set up well in advance of the final port date to ensure the number will be working when the porting process completes. URLs can be configured from the Manage Numbers tab of your Twilio account portal.

Normally, the process of porting a toll free number takes anywhere from 1-4 weeks, though this process can take longer if the current carrier initially rejects the port request or requires additional information. Once again, this is why getting the right information upfront is so critical to ensuring a smooth process.

Port Request Rejections

Sometimes, a request to port a phone number into Twilio can result in an initial rejection by the current carrier of that number. It's important to note that, in nearly all cases, rejections can be easily resolved by having the rightful owner of the phone number contact the carrier's porting department.

As outlined above, for all port requests, we'll work with the number's current carrier to port the number. Rejections occur for a variety of reasons, such as an incorrect account number or PIN for an account, an address or zip code that doesn't match the current carrier's record, or a port request made by an unauthorized user on the account. You can read more about common reasons for port request rejections here:
https://www.twilio.com/help/faq/porting/why-was-my-port-request-rejected

In nearly all cases, these rejections can be remedied by the rightful user of the phone number. However, rejections will inevitably delay the process of porting a number. The surest way to reduce the likelihood of a port rejection is to have your customer obtain a Customer Service Record (CSR) from the current carrier before submitting a port request to ensure that the information submitted matches the information on the CSR. You can read more about obtaining a CSR here:
https://www.twilio.com/help/faq/porting/what-does-it-mean-when-a-number-is-rejected-during-the-porting-proc

Please note that, because Twilio does not have any rights to a phone number before it is ported, we unfortunately cannot resolve many rejections on on your customers' behalf. We ask that you reply with updated information within the next 5 business days after a port request has been rejected. After this time, our provisioning partners may cancel the port for inactivity. However, if your port request is canceled for inactivity, don't worry. We can always re-submit the port request on your behalf.

Port-Out Process and Phone Number Security

We also make it possible for you to port phone numbers away from Twilio to another carrier.

Porting Away from Twilio
Twilio has chosen to extend our paying customers certain rights to port away phone numbers purchased from Twilio. In addition, for any numbers that you originally ported onto Twilio's platform, you have the right to port those numbers away from Twilio. The only constraints are

any technological issues on your new carrier's end and that the process should proceed according to applicable laws and regulations.

Allowing Your End-Customers to Port Numbers Away

Although many Twilio customers permit their end customers to port away Twilio phone numbers from the Twilio platform, you should determine this issue with your legal counsel. In particular, many Twilio customers permit their end customers to port away phone numbers under the following circumstances:

- Your end customer has been assigned or purchased a specific phone number, pays for the use of that phone number, and is the party that answers the phone number whenever the number is called.
- Prior to signing up for your service, your end customer used the phone number and then ported the phone number into your Twilio account.

Number Security

As soon as you bring a number to Twilio, it will stay on Twilio until our carrier partner receives a valid port request for this number with information that matches the information on file for the number. Because of FCC regulations, our carrier partners are obligated to move on port requests when matching information is provided. Further, when we receive information about a port-away request for one of your numbers, we will email you so that you can either confirm or dispute the port away request. If you dispute a port away request, Twilio will be notified that the port away notification was not warranted by you as a Twilio customer, and we will promptly begin the dispute process. Because of time sensitivity, we recommend that you dispute any port-away notifications within 48 hours of first receiving the notification.