

# Line Number Portability

## *Frequently Asked Questions*

**Question: What is required to submit a port request to etherFAX?**

**Answer:** Letter of Authorization (LOA), and Recent Bill Copy along with other required information. This request can be submitted at <http://www.etherfax.net/port>

**Question: What is the BTN/ATN?**

**Answer:** Billing Telephone Number or Account Telephone Number is to which all telephone numbers of a customer are charged in a consolidate telephone bill. If this 10 digit number is not on your bill, you may obtain this from your current carrier.

**Question: What is the difference between a full port and a partial port?**

**Answer:** A full port is when you are porting all numbers on your account and there will be no additional services or numbers for that account. A Partial port is when you are only porting some of the numbers from your account and the account will remain open. **NOTE:** If you are submitting a partial port, please ensure your BTN/ATN is NOT one of the TNs to be ported.

If you need to port your main BTN/ATN under a partial port, please ensure to contact your current provider to have a BTN/ATN change order in ADVANCE of your request to port.

**Question: Do I cancel my services with my current carrier before or after my port?**

**Answer: DO NOT** cancel any services or schedule any other orders on the account prior or during the porting process, unfortunately this will cause a rejection and the services will have to be reinstated or any pending orders will have been removed before the port can complete.

**Question: How long will it take to port my number(s)?**

**Answer:** Porting times vary as a result of both the losing and winning carrier involved in the transaction. LNP orders may take up to 10-45 business days to complete and any order over 50 numbers will be considered a port project and could take additional time.

**Questions: What does FOC mean?**

**Answer: Firm Order Confirmation**, this is the date that has been agreed upon between the two carriers to port your existing number(s).

**Question: How will I know when my number(s) will port?**

**Answer:** Your etherFAX LNP Representative will keep you updated on the status of the port request and will notify you via email when your number(s) has received FOC (Firm Order Confirmation).

**Question: Can I change the FOC Date of my number(s)?**

**Answer:** No, we suggest that you keep the FOC date provided, if there is advance notice (at least 48 hours business days) in some critical situations we can request a new date, but there is no guarantee

that the port date can be changed. **Effective April 1, 2017 there will be a fee associated with any successful FOC date change. Pricing will vary depending on carrier regulations. Your LNP representative will inquire with the carrier and advise on this fee.**

**Question: Can I pick the day of my port?**

**Answer:** Yes, you can suggest a port date when you first submit your documentation, this date MUST be 7 business days out from the day you send your request. This is NOT a guarantee date as there are many factors that could change the time frame. Your LNP Rep will SUGGEST the date, however both the losing carrier and the winning carrier have to accommodate.

**Question: Can I cancel a port request?**

**Answer:** If the request has **NOT** already received an FOC than yes, then you may have time to cancel the order. If an FOC date is already in place, we will do our best to cancel the port within 48 hours' notice, some additional fees may apply to cancel a port with a FOC. If we are not given advance notice, there is **no guarantee we can cancel the order and the port may complete as scheduled.** **Effective April 1, 2017 there will be a fee associated with any successful FOC cancelation. Pricing will vary depending on carrier regulations. Your LNP representative will inquire with the carrier and advise on this fee.**

**Question: When will I know when my number(s) have ported to etherFAX?**

**Answer:** Your etherFAX representative will advise you when your port has been completed and your numbers are fully activated with etherFAX.

**Question: Are all numbers portable?**

**Answer:** No, to be sure your number is portable; please contact your etherFAX LNP representative to verify before you submit any orders. Please note that portability confirmation from etherFAX means we support the Rate Center the number is located in. It is best practice for the customer to confirm with their current carrier the terms of portability within their contract/agreement.

**Question: Can I still use etherFAX Services if my numbers are not portable?**

**Answer:** You may have the option of using your existing carrier to do a Remote Call Forward to an etherFAX Toll Free Number. Obviously you may continue to leverage etherFAX for outbound traffic.

**Question: Can I expedite a port request?**

**Answer:** Not all losing carriers can accept expedites, it can be requested at the time the port request is submitted and some additional fees may apply if it is possible. Please contact your LNP Representative for additional information.

**Question: What happens if my port request is rejected?**

**Answer:** Your LNP Representative will advise you of the cause of the rejection, it is the end users responsibility to work out the rejection with their current carrier and once resolved to advise their Sales Representative and etherFAX will then resubmit the port request.

**Question: What happens if I port an incorrect number?**

**Answer:** If the mistake is noticed within an hour or less of the port being completed, we can do our best efforts to "snap" the incorrect number to the original carrier IF they accept "snap" backs. Please note that some additional fees may apply to "snap" a number back. If too much time has passed, a "snap" back will not be possible and you will have to follow the procedure to port the number away, this can

take a few weeks or more to accomplish. **Effective April 1, 2017 there will be a fee associated with any successful ported carrier snap-back. Pricing will vary depending on carrier regulations. Your LNP representative will inquire with the carrier and advise on this fee.**

**Question: Can I port toll free numbers?**

**Answer:** Yes, please visit <http://www.etherfax.net/port> and choose the TFN option to begin your port request.

**Question: What do I do if I my new ported number(s) are not working?**

**Answer:** You may contact [support@etherfax.net](mailto:support@etherfax.net) for assistance or visit <http://www.etherfax.net/support> to create a ticket.