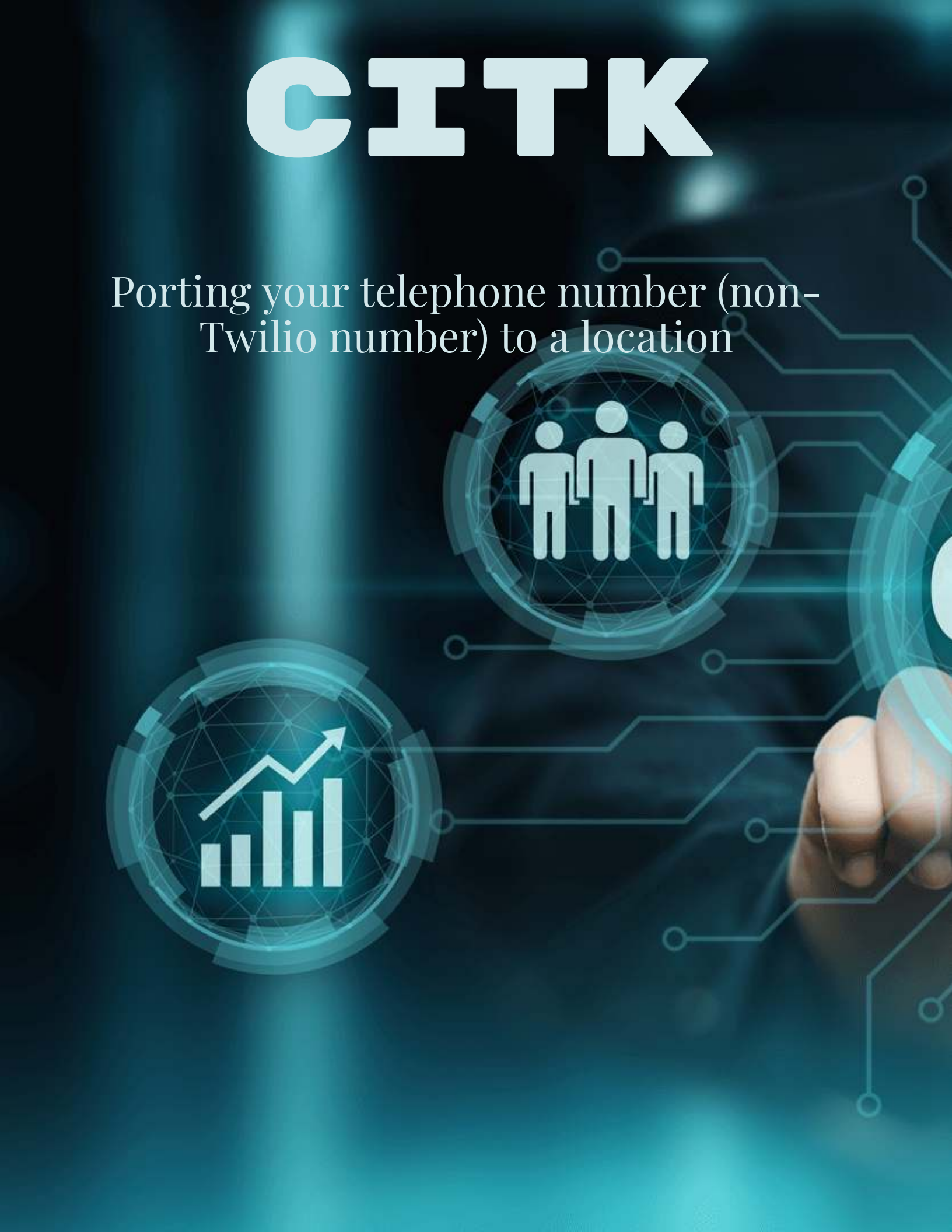
CITK

Porting your telephone number (non-Twilio number) to a location



Update: please prepare the following information below and fill out the form: Porting Form

Due to carrier network freezes, porting activities for all requests will be slowed during the winter holiday season. We will continue to accept and
However, no activations will be scheduled for the following period:
US/Canada: activations will be halted from December 21, 2023 until January 3, 2024
International: activations will be halted from December 15, 2023 until January 3, 2024
Dec 8th is the last day to submit port requests with hopes to get the numbers ported this year

TABLE OF CONTENTS

- Porting your US telephone number (non-Twilio number) to a location
- Porting your Canadian telephone number (non-Twilio number) to a location
- FAQs:1. My Twilio number took forever to port over, what's going on?

TABLE OF CONTENTS

- Porting your US telephone number (non-Twilio number) to a location
- Porting your Canadian telephone number (non-Twilio number) to a location

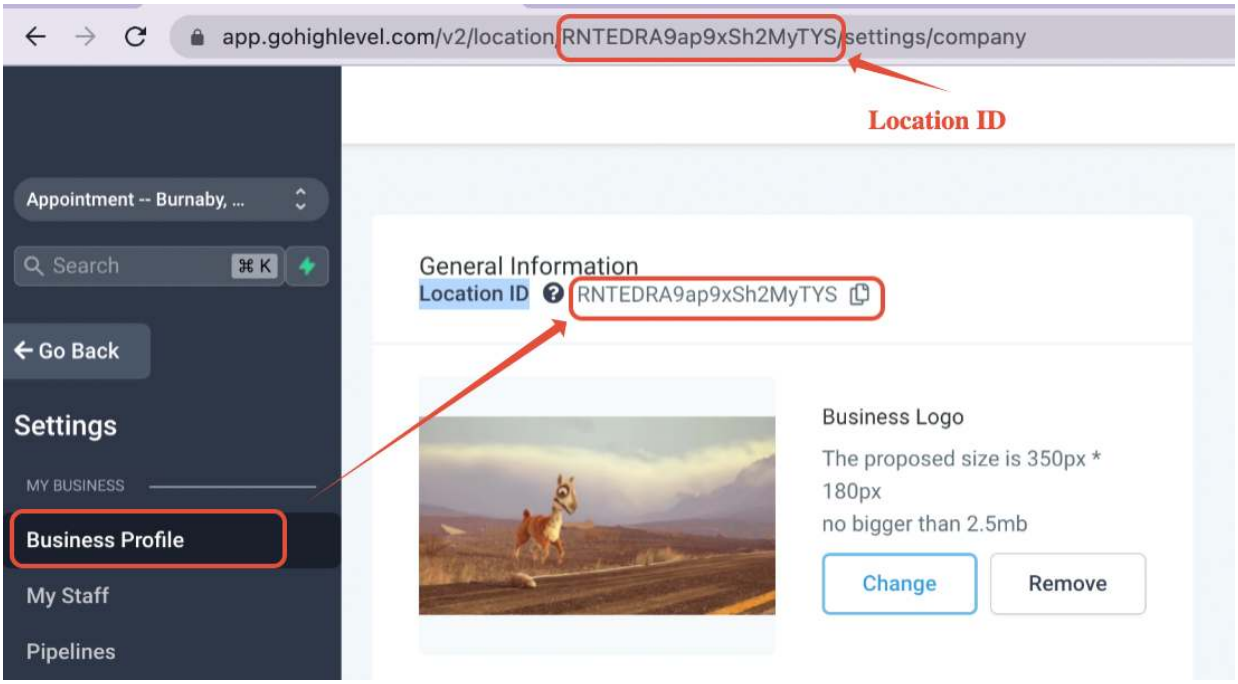
Porting your US telephone number (non-Twilio number) to a location

After reviewing the video, please prepare the following information below and fill out the form: Porting Form

If you have questions, please contact support

1. Location ID:

_____e.g. RNTEDRA9ap9xSh2MyTYS_____



2. Customer Name (the name should appear exactly as it does on the telephone bill)

First Name:

Last Name:

Business Name (if the service is in your company's name):

3. Service Address on file with your current carrier (Please note, this must be a physical location and can not be a PO Box):

Address:

City:

State/Province:

Zip/Postal Code:

4. List all the Telephone Number(s) which you authorize to change from your current phone service provider to Twilio Inc.

Number type	Phone number(s):	Wireless Account number:	Pin / Last 4 of SSN:	Service Provider
Wireless Numbers	e.g. +17787787878	e.g. 12345678	e.g. 1234	e.g. Verizon
Landline & Toll-Free Phone Numbers	e.g. +18881234568			

5. A Letter of Authorization

must be PDF files and cannot exceed 4MB

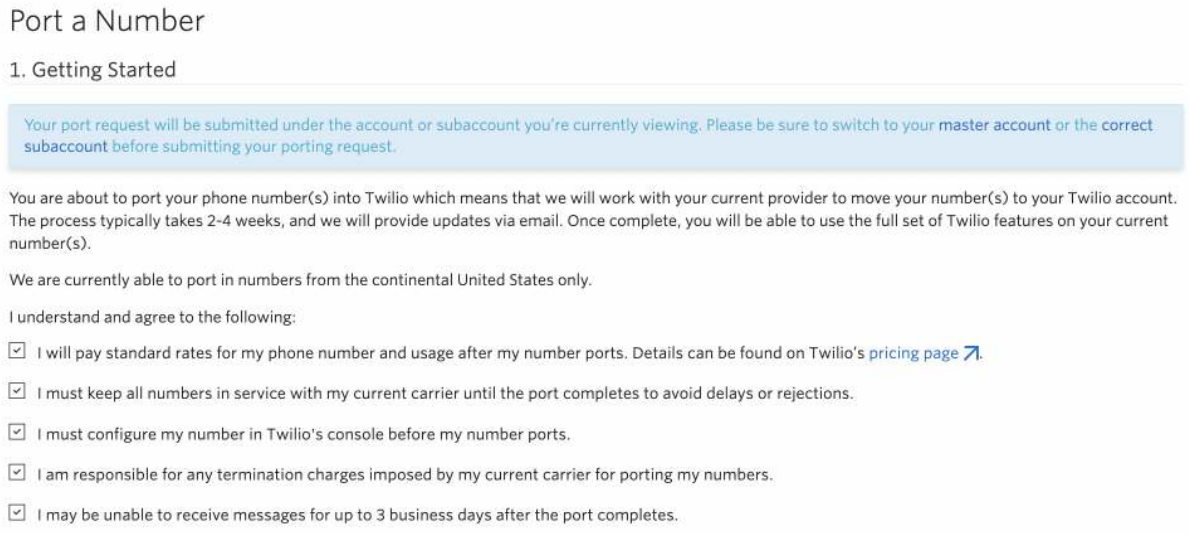
6. A scanned (or electronic) copy of the most recent phone billing statement:
must be PDF files and cannot exceed 4MB

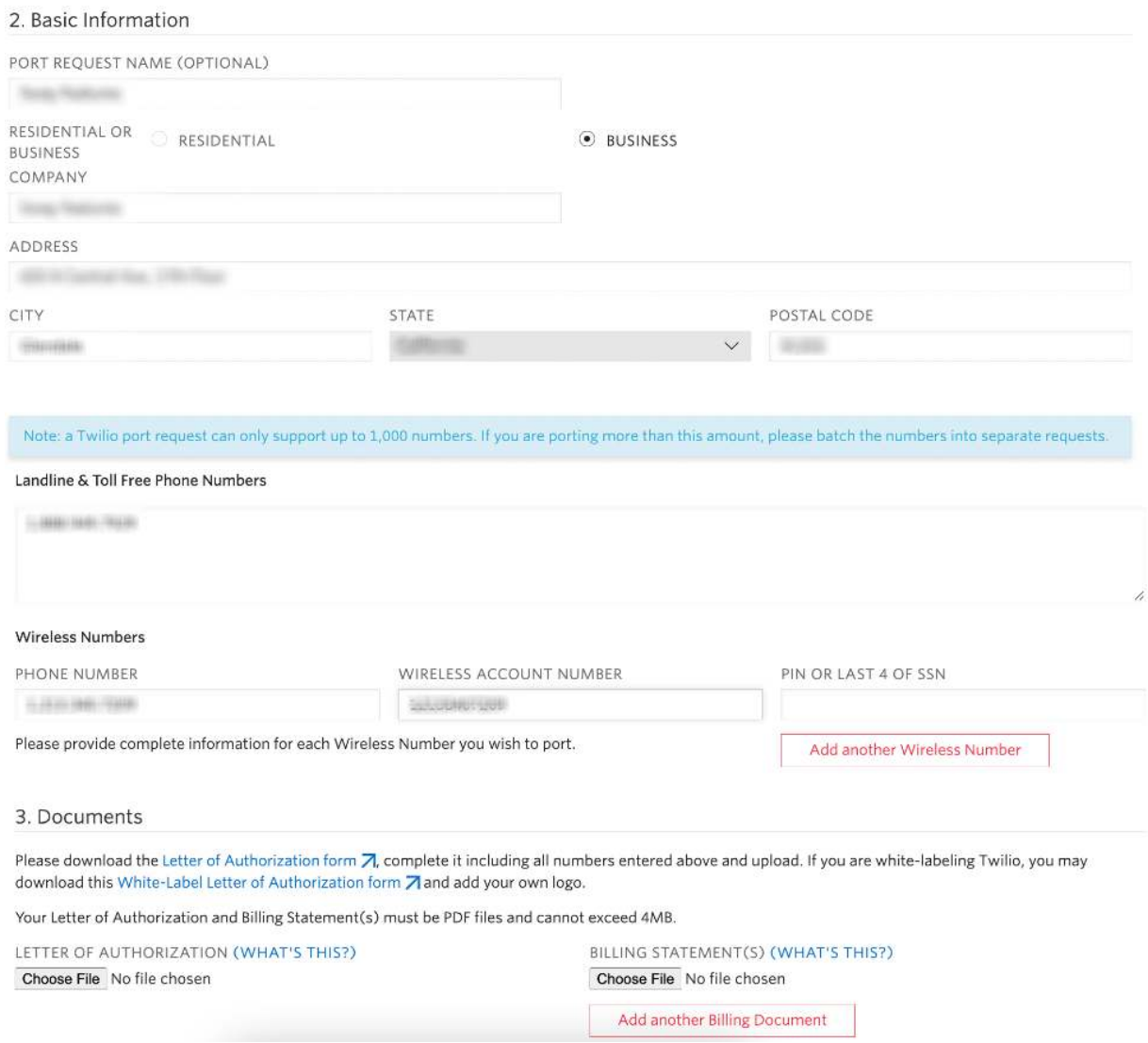
More information:

1. Submit your port request. Log into your Twilio project and going to the Porting Request page.You will need the following for a successful request:

- The authorized user or owner's first and last name.
- The corresponding service address. This must be an actual physical address. PO Boxes are not valid addresses.
- A Letter of Authorization (LOA) signed by the authorized user and/or owner of the number(s). Note that the information on your LOA must match the authorized user name and service address provided by your current carrier.
- Obtain a Customer Service Record (CSR).
- 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 you'd like to port.
- Read the most common reason for rejections to avoid them.

We will then be able to submit these information for you in the sub-account:





Porting your Canadian telephone number (non-Twilio number) to a location

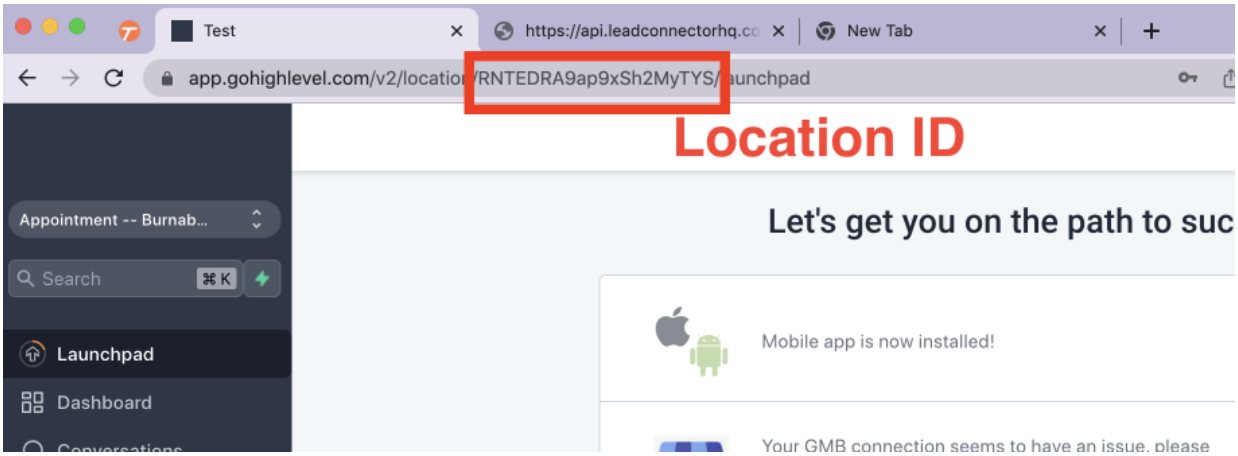
Depending on the losing carrier, this process typically takes between 4 - 6 weeks. While you're waiting, be sure to check the phone numbers' capabilities that will be available to you after porting.

We charge a **one-time porting fee of $7.00 USD per number**.

If you have questions, please contact support to get the Account SID for you.

Location ID:

_____e.g. RNTEDRA9ap9xSh2MyTYS_____



Once we provided you with the Account SID, please prepare the following information below and fill out the form: Porting Form

- The number(s) to be ported in E164 format; for example: [+][1][xxx][xxx][xxxx]
- The attached Twilio Canadian Letter Of Authorization within the last 15 days
- Your most recent billing document
- Your Customer Account Number (the one in your current carrier's records).

FAQs:

1. My Twilio number took forever to port over, what's going on?

Sometimes it might be that those Twilio numbers are already with another Twilio project. So we just need to move the Twilio number once the client provides the losing Account SID.

Please refer to this article to Move Twilio Numbers From One Twilio Account To Another

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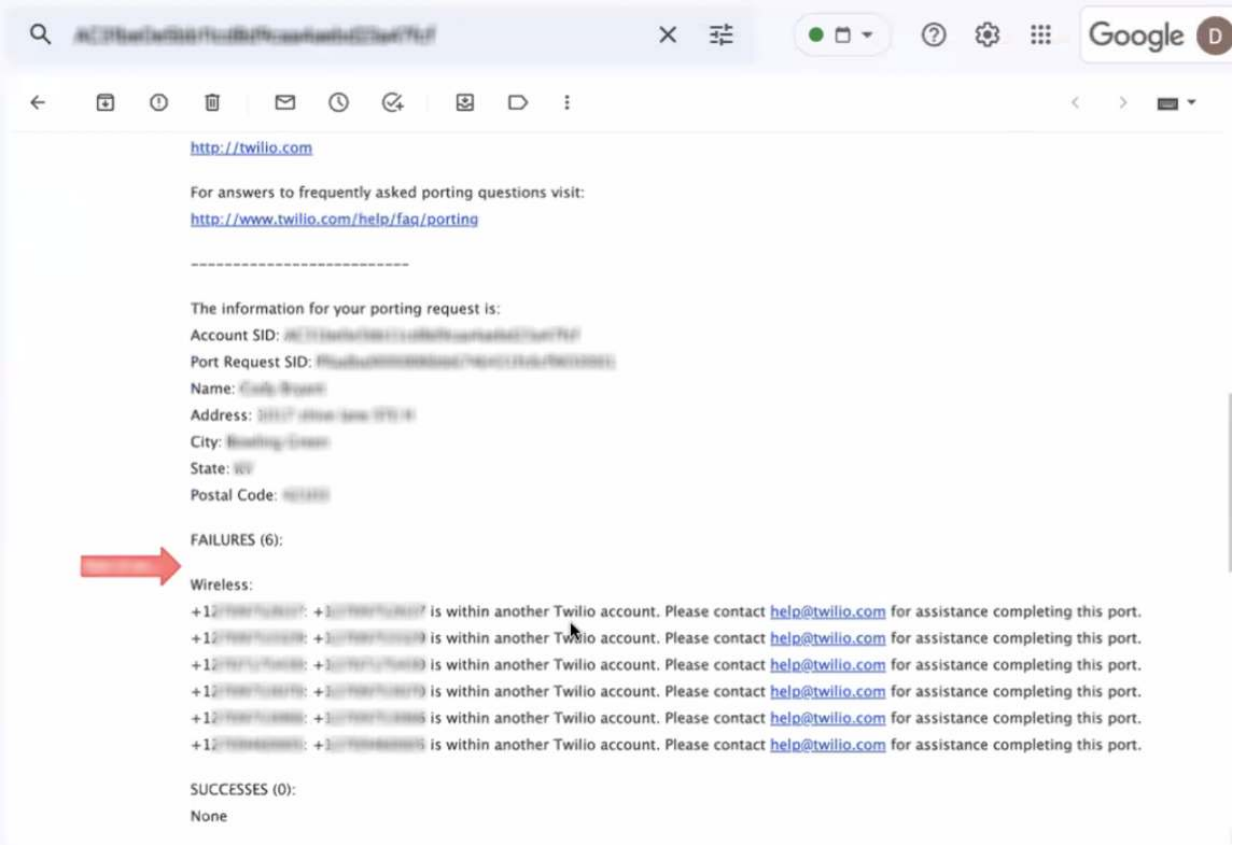

http://twilio.com

For answers to frequently asked porting questions visit:
http://www.twilio.com/help/faq/porting

The information for your porting request is:
Account SID:
Port Request SID:
Name:
Address:
City:
State:
Postal Code:

FAILURES (6):

Wireless:
+1 : +1 is within another Twilio account. Please contact help@twilio.com for assistance completing this port.
+1 : +1 is within another Twilio account. Please contact help@twilio.com for assistance completing this port.
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SUCCESSES (0):
None