

CITK

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



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

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 process requests. 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

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

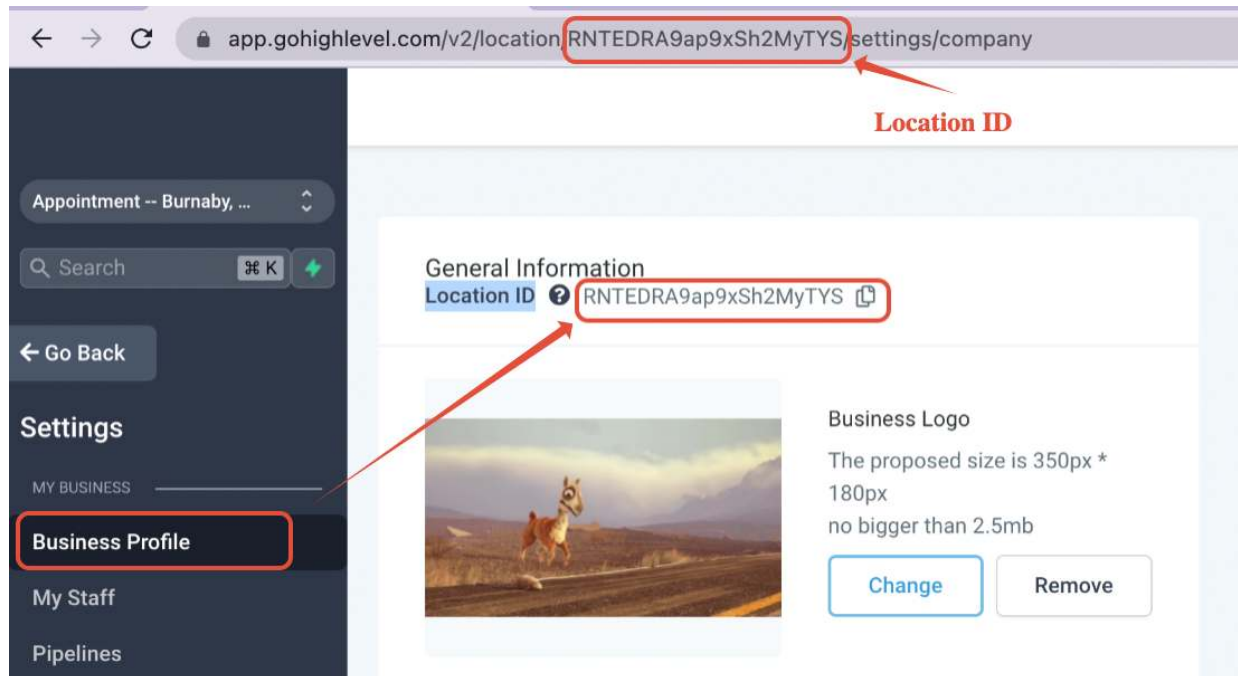
After reviewing the video, please prepare the following information below and fill out the form: [Porting Form](#)

If you have questions, please [contact support](#)

1. Location ID:

 e.g. RNTEDRA9ap9xSh2MyTYS

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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:

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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. <u>+1778778787</u> <u>8</u>	e.g. <u>1234567</u> <u>8</u>	e.g. <u>1234</u>	e.g. <u>Verizon</u>
Landline & Toll-Free Numbers	e.g. <u>+18881234568</u>			

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:

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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:

Port a Number

1. Getting Started

Your port request will be submitted under the account or subaccount you're currently viewing. Please be sure to switch to your master account or the correct subaccount before submitting your porting request.

You are about to port your phone number(s) into Twilio which means that we will work with your current provider to move your number(s) to your Twilio account. The process typically takes 2-4 weeks, and we will provide updates via email. Once complete, you will be able to use the full set of Twilio features on your current number(s).

We are currently able to port in numbers from the continental United States only.

I understand and agree to the following:

- ☒ I will pay standard rates for my phone number and usage after my number ports. Details can be found on Twilio's [pricing page](#).
- ☒ I must keep all numbers in service with my current carrier until the port completes to avoid delays or rejections.
- ☒ I must configure my number in Twilio's console before my number ports.
- ☒ I am responsible for any termination charges imposed by my current carrier for porting my numbers.
- ☒ I may be unable to receive messages for up to 3 business days after the port completes.

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2. Basic Information

PORT REQUEST NAME (OPTIONAL)

Twilio Twilio

RESIDENTIAL OR BUSINESS ☐ RESIDENTIAL

☒ BUSINESS

COMPANY

Twilio Twilio

ADDRESS

12345 Main St, Suite 100

CITY

San Francisco

STATE

California

POSTAL CODE

94102

Note: a Twilio port request can only support up to 1,000 numbers. If you are porting more than this amount, please batch the numbers into separate requests.

Landline & Toll Free Phone Numbers

1-800-123-4567

Wireless Numbers

PHONE NUMBER

714-234-5678

WIRELESS ACCOUNT NUMBER

1234567890123456

PIN OR LAST 4 OF SSN

1234

Please provide complete information for each Wireless Number you wish to port.

Add another Wireless Number

3. Documents

Please download the [Letter of Authorization form](#), complete it including all numbers entered above and upload. If you are white-labeling Twilio, you may download this [White-Label Letter of Authorization form](#) and add your own logo.

Your Letter of Authorization and Billing Statement(s) must be PDF files and cannot exceed 4MB.

LETTER OF AUTHORIZATION (WHAT'S THIS?)

Choose File No file chosen

BILLING STATEMENT(S) (WHAT'S THIS?)

Choose File No file chosen

Add another Billing Document

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

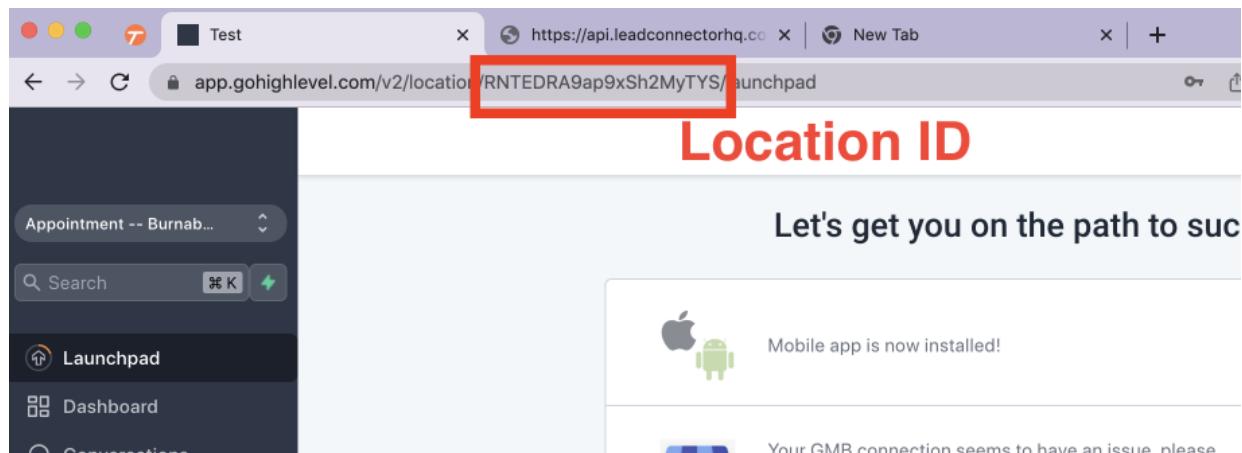
Depending on the losing carrier, this process typically takes between 4 - 6 weeks. While you're waiting, be sure to check the phone numbers' capabilities that will be available to you after porting.

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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