

How to Port to SIPStation

Welcome to our complete guide to SIPStation number porting. We are glad that you are considering bringing your number(s) to SIPStation and we look forward to serving you. This wiki is for customers who would like to port phone numbers **in** to SIPStation from another service provider. If you are looking to port numbers **out** of SIPStation, please see our wiki "[Porting Out from SIPStation](#)."

Number porting allows you to keep your phone numbers when switching service providers.

You must have an open and active account at [SIPStation.com](#) with at least one voice trunk or fax trunk. Your SIPStation account must be verified. Please see our [Account Verification Requirements](#) wiki for verification instructions. Number porting is not available with SIPStation Free Trial accounts.

Topics in This Wiki:

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Other Porting Wikis:

- [Porting Out from SIPStation](#)
- [Port your number out of Google Voice](#)

Fees

Please see the current [SIPStation Rates](#).

See also the current [SIPStation Terms of Service](#).

How to Create a Number Port Request

A "port request" is a request to move a telephone number or group of telephone numbers to SIPStation from another service provider. A single port request may involve multiple numbers as long as they all belong to the same carrier and are not a mixture of local and toll-free numbers.

Are you planning to port more than one number? Before you proceed, first read our "do's and don'ts" to help you decide whether you need to split your request into multiple orders.

Port Request Do's and Don'ts

Following the tips below will speed the processing of your port request(s) and help us better serve you. We want your porting experience to be quick, easy, frustration-free, and successful.

Please take time to organize your port request(s) as follows, in order to prevent delays and extra paperwork later:

- 1. Please use one submission for each port request.**

We can port multiple numbers at the same time, but the numbers must be grouped according to #2, #3, and #4 below. Each group of numbers is considered one port request. We can process one port request per submission but you can create as many submissions as you need.

2. **Please do not combine local and toll-free numbers.**

We need to treat these as separate port requests because we process them differently on our end. Please create separate port requests for local vs. toll-free numbers.

3. **Please be sure all numbers in a single port request belong to the same carrier.**

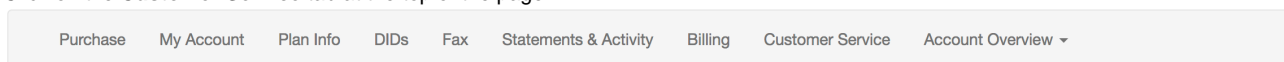
Often, the end user is not aware that their provider is using multiple carriers. Please check with your provider ahead of time to determine if you need to split your numbers into different groups.

4. **Please be sure all numbers in a single port request share the same account information.**

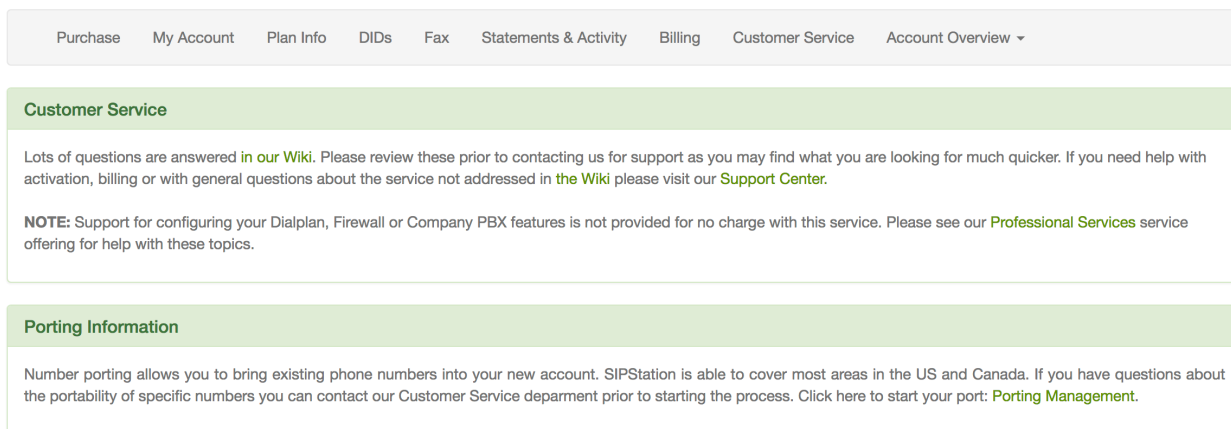
This information includes account number, billing telephone number (BTN), business name, and service address. If you have a complex account, please double-check the configuration with your service provider.

Filling out a Porting Request Submission

1. Please complete the online Letter of Authorization (LOA) to give us permission to port-in your numbers.
2. Log into your <https://sipstation.com> account and navigate to the Location you want to submit a port request for.
3. Click on the **Customer Service** tab at the top of the page




4. Scroll down to the Porting Information tab and click on the Porting Management link



5. Provide the email address you want all emails sent to regarding this port request. This is the email address for the **primary porting contact**. All communications regarding the porting will be sent here.

Contact Email

6. Pick the FOC (Firm Order Commitment) Date (The day you want the ports to be completed on). By default we set the date to be 7 days from submission. There is no guarantee the date requested is what your losing carrier will agree to, but you have to provide at least 7 days and we will make best efforts on our end to accommodate.

Req FOC Date

2017-11-07

Please provide a date you would like your numbers to port on also known as the FOC Date. We can not guarantee the date you request will be the date your losing carrier agrees to and in the end they have complete control over the final date and not us. You will get a email from your ticketing system with a FOC date once your Port Request is approved by your existing carrier of the phone number

7. List all the phone numbers you want to submit on this port request. Each Port request should only contain grouping of numbers that belong to the same carrier and on the same bill from your carrier. Please do not mix Local and Toll Free Numbers on the same port request, create two separate requests instead.

Numbers

Numbers

9208868130

9208868131

Separate the numbers using enter

8. Provide the Address information for the numbers you want to port. The address must be entered EXACTLY the same way as shown on the losing carrier's CSR (Customer Service Record)

1. Please note: The billing address on your invoice is not always the service address shown on the CSR.

Address Information

House Number

100

Street Prefix

Street Name

RENFREW DR

Street Suffix

Address 2

STE 100

City

MARKHAM

Country

Canada

Province:

Ontario

Zip Code

L3R9R6

9. Provide the name of the authorized contact on the account. This is the name of the person on file with the losing carrier.

Authorizing Person

Please provide the full name of the person who is authorized on your account with your current carrier to request changes such as porting numbers. Please note if this name does not match exactly as your losing carrier has on file they may reject the port

Auth Person Title

Title of person who is the Authorized user to port the listed numbers here with your losing carrier

10. Provide the Billing Telephone Number (BTN) and account number as shown on the CSR.

Billing Number

Which number on your account is considered the Billing Number or BTN. If unsure you can try and submit your request with your main number here or your account number. Each carrier is different and some carriers do not store a BTN and will ignore whatever you define here

Account Number

Provide account number on your existing account. If no account number is provided by your losing carrier put your BTN or Main phone number

11. Customer Type - Business or Residential

Customer Type

12. Business Name - The account name as shown on the CSR.

Business Name

13. Number Type - Landline or Wireless number. Wireless numbers MUST be accompanied by the PIN. Wireless ports submitted without a PIN will be rejected. The PIN used to port out a wireless number is supplied by the losing carrier.

Number Type

14. Partial Port - yes or no. Usually "Yes". If you choose "No", any remaining lines or services on the account will be disconnected at the time of port.

1. Please note: Not all carrier's allow a Full Port.

Partial Port

Yes

15. Upload a Bill Copy to help the Porting process. The bill must be dated within the last 30 days.

Bill Upload (Image files or PDF only)

Bill Upload (Image files or PDF only)

Choose Files No file chosen

16. Sign the document using your mouse to draw our your name and type in the Authorized Users

Agreement

Signature



Clear Undo

Authorized signers name

Bob Doe

By checking this box, I assert that the above typed signature serves as an acceptable replacement for my actual signature and that I am authorized to make the port out request for the listed phone number(s) from the current carrier.

17. Press the Submit button so submit your port request.

Submit Port

Viewing and Replying to Existing Port Request

1. Once a port request has been submitted a ticket in our ticketing system will be created and an email will be sent to you.
 1. All updates to the porting process including rejections, acceptance and requests for additional information will be sent via the ticketing system to you.
 2. You can **reply** to the ticket email at anytime. Do not forward the ticket email, replies to forwarded ticket emails are not received. Do not email numberporting directly, the reply will not be appended to the ticket.

3. You can also log into the ticketing system with your SIPStation account at <https://support.sangoma.com> to view and reply to tickets
2. A list of all pending port request can be viewed from within your SIPStation store under the Customer Service tab as shown below
 1. You can click on the Ticket ID hyperlink to have the system automatically take you into your ticket to view all replies and reply to any ticket or request.

[Purchase](#) [My Account](#) [DIDs](#) [Fax](#) [Statements & Activity](#) [Billing](#) [Customer Service](#) [Account Overview](#) ▾

Porting Management

Below you will see a list of all pending ports that you have submitted to SIPStation. You can also start a new port request with the form below. To interact with your Porting Specialist or provide more information you can click on the Ticket ID number below which will log you into the ticket system and let you view the ticket and reply or ask any questions you may have on your port request. You can also call and talk with the porting department Monday thru Friday 8AM to 5PM Central Time 920-886-8130 ☎ .

The following is the list of your current porting request.

Port ID	Letter Of Authorization	Ticket ID	Order State	Last Modified
758652-2		758652	Order Has been submitted to Upstream Provider for Approval	10/18/2017 07:10:10 pm

Showing 1 to 1 of 1 rows

FAQ

General Porting Tips

1. **Keep your numbers active with the losing carrier until after the port.**
 We are only able to port numbers that are active and inservice on your account. Please do not make any changes or place any orders on the account while the port is in progress. The port may be rejected for a "Pending Order" if you do. Do not place a cancellation or disconnect order until the port has completed.
2. **Determine the correct information that is on file with the losing carrier. Don't guess or use trial-and-error.**
 All of the information you submit in the letter of authorization (LOA) must match what the losing carrier has on file. This includes the account name, service address, account number, authorized contact name, and BTN. Remember, the information on file with the underlying carrier, may be a different from what is on file with your provider.
3. **Plan for up to four weeks of processing time.**
 Porting can be a slow process and we appreciate your patience. The typical time-frame for most ports to be completed is 1-3 weeks. If any rejections are encountered, the process will take longer. Some numbers, such as Google Voice numbers, can be ported as quickly as 24 hours, but this is an exception to the norm. We typically cannot honor requests to "expedite" a port.
4. **Be ready for the port.**
 If you make a port request, we assume you and your SIPStation account are ready to accept the ported numbers. You will be able to manage your new DID(s) in your SIPStation account as soon as we receive an assigned port date. You will need to have your trunks and routes set up ahead of time in order to avoid downtime. Ports typically occur at 11:30 AM eastern time on weekdays. Please let us know if you would like a specific date, keeping in mind this works best as an "on or after..." type of request. Although you can request to cancel a port, sometimes this is not possible, especially on short notice (less than 2 days). It's best to make a port request only when you are truly ready.
5. **Communicate with us.**
 Sometimes we will need more information from you in order to complete a port, so it's important that we are able to communicate with you. When you first create a number port request ticket, you can expect to receive a response within 1-2 business days. If you haven't received this response, please check your e-mail's spam filter. When you open a Port Request with SIPStation as outlined below a ticket is created in our ticketing system and you will receive email updates as the porting process happens. At anytime you can reply to those emails or even log into the ticketing system with your SIPStation login at <https://support.sangoma.com>

Gathering your Information and Paperwork

Before you fill out your port submission, there are a few other things to check:

1. Is a bill copy available?

When you request to port-in numbers to SIPStation, we ask that you include a copy of the most recent bill for the numbers. The bill copy must be dated within the past 30 days (issue date, not due date). The bill copy helps prove your ownership of the numbers. It can also help us catch errors. In case the losing carrier rejects your request, we can often use your bill as a means to dispute the rejection. A PDF is best. A screenshot is acceptable if there is no other means of providing a bill copy.

2. Is a PIN required?

We need to know a personal identification number (PIN) or pass code for certain ports. Please check with your service provider to determine if a PIN will be required. You can advise us of the PIN when you open your number porting ticket in our support system. If you do not provide the PIN but we later determine it is required, we will let you know.

3. Is a Customer Service Record (CSR) available?

A CSR is a document describing the configuration of your account. It is an official document that comes from a carrier. While the information on it is coded and looks cryptic, it is extremely useful for us when we are working on your port request, especially if we encounter a rejection. Not all providers will be able to give you a CSR. But if you can obtain one, we greatly appreciate it if you can pass it along to us.