

Guide to Keeping Your Existing Phone Number



ImpactConnect Porting Guide



ImpactConnect makes it easy to keep your number.

If you would like to transfer or port your existing number to the ImpactConnect service, there are some important points to keep to keep in mind

- ▶ ImpactConnect can not transfer disconnected numbers – **DO NOT** cancel your existing service if you wish to keep your number.
- ▶ Once your number has been successfully transferred to ImpactConnect, you may contact your previous provider to cancel your service.
- ▶ Please note that some numbers may not be transferrable. The ImpactConnect team will inform you if this is the case.



Transferring your number to ImpactConnect is as easy as clicking or giving us a call.

The screenshot shows a web form for ImpactConnect. At the top, there is a 'Phone Number' field with a dropdown arrow. Below it, a question asks 'Do you want to keep your existing number?' with 'Yes' selected. A note below states: 'If you would like to keep your existing phone number, please enter it here:' followed by a phone number input field. A disclaimer follows: 'Please note, if you would like to keep your existing number, you will be required to sign an authorization or complete a Third Party Verification giving your consent to transfer your number. We will notify your existing provider to initiate the transfer. Do not cancel your existing service or try to transfer your number yourself. It can take up to 10 business days to process the transfer of your existing number. You can check the status of your transfer by visiting My Account online. While your number is being transferred you'll be able to use your ImpactConnect service for outbound calling.' Below this is an 'E911 information' section with a note: 'With the Enhanced 911 (E911) service, when you dial 911 your telephone number and location are automatically sent to the 911 operator during the call. You do not have to do anything differently to use E911; the number for dialing emergency services is still the same: 9-1-1. ImpactConnect provides E911 in all areas where E911 is available. A power outage in either the network or in your home could affect your ability to dial 911.' At the bottom, there is a question: 'Please confirm your service address for E911' with 'Use the same address as my personal information above.' and 'Yes' selected.

- ▶ To sign up with ImpactConnect and keep your existing number, you can call one of our representatives at **855-678-1901**, or visit our web site [Sign Up Page](#).
- ▶ On the ImpactConnect sign up page, select **YES** to keep your phone number in the Phone Number section and enter the existing number you would like to transfer.
- ▶ We will start the process of porting your number by contacting your current company. Terminating service with a wireless company may require you to pay early termination fees under your existing contract. You are also usually required to pay any outstanding balance owed.
- ▶ Once you request service from ImpactConnect and your number is confirmed transferrable, your existing provider cannot refuse to transfer or port your number even if you have an outstanding balance or owe termination fees.



The Transfer or Porting Period.

Transfers of wireless numbers are often completed in two days. Landline transfers can take as long as 10 business days but are often completed in less than 5 business days.

During the porting process, **do not make any changes** to your service or disconnect your existing number.