

# Winback- Article no. 1105

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## Introduction

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- Astound phone customers requesting to port their number **to another** landline or cell phone carrier **must place an order** with the company they want service with
- When our company receives the order, the **Port Out** team **enters a work order in ICOMS** to let us know the customer is porting out to another company
- **Do NOT cancel these Work Orders or disconnect the phone line!** The number must be **active** (not disconnected) to port to another provider

## How to identify a Port out (Winback) Work Order

- Work order is entered as an **Internal Order / Downgrade**
- **Work Order** comments provide this information: name of phone company, customer's phone number, due date and PON number
- *Example:* **AT&T 570-222-1234**  
**DD 10/25 PON: ABC12345678**
- Note: we do **not require** a PIN for a customer to port out to another company
  - [Winback Business Rules](#)
- Winbacks / Port Outs are handled by [CSD\\_Port\\_Outs@astound.com](mailto:CSD_Port_Outs@astound.com)
- Related article: [Porting Phone Number Issues](#)

# Resolution Steps

[Expand All](#) | [Collapse All](#)

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[Winback Definition](#)

[Winback Process](#)

[Do Not Enter a Phone Disconnect on a Winback](#)

[Order Rejected - Freeze on Line](#)

[Winback Order Rejection Reasons](#)

[Customer Claims We are Not Releasing Their Phone Number](#)

[Timeframe to Release Number to New Provider](#)

[Customer Claims the New Company is Servicing their Phone Number Now](#)

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