Porting Out Mobile Services to another Carrier- Article no. 9369

Resolution Steps

1. Attempt to **retain the customer**

2. **Authenticate 2 Security Questions and the CPNI PIN** before discussing or changing anything; customers cannot opt-out of CPNI verification

3. Provide the customer with the **Carrier PIN and Operator Reference number(s)*** located in **Reach Central**. Customer will need to provide PIN to the new carrier

    - **** Every line has its own. If porting multiple lines, you will need each one***

    - *No further agent action is required*

    - ***Reach** will handle the disco via an API to disconnect. Mobile services will cease when port out is complete. Agents will not see a pending WO. Once complete, agents will see **Reachuser** as the ICOMS id that made the change*

4. **Please note:**

    1. Billing will continue until the port out is completed. Billing will be prorated. Bill proration should be a familiar topic for agents

    2. **We cannot prevent a port out even if customer is in Collection status**

    3. **Agents should not provide a timeframe** or estimated timeframe to complete. ***Timeframe is dependent on new carrier***

4. Agents **should not submit tickets to Reach** requesting a status on the port

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