

Scheduling and Port Out Guidelines-1817

Introduction

- When a customer moves their phone number (landline or mobile) **to another provider**, this is called a **port out**
 - When **porting** a number to **our company**, it must be an **active, working phone number** with no pending work orders
- **Instructions for Work Order Comments:**
 - **Landline ports:** note the **landline account number** of the customer's current provider
 - **For Vonage and Magic Jack only:** note the **account number** and **PIN**
 - **Mobile ports:** [Porting Out Mobile Services to another Carrier](#)
 - Note the **wireless account number** and **PIN /**

password of the customer's current provider

- **Cingular Wireless (AT&T), T-Mobile, Sprint and Verizon**

Wireless only: note the **account number** and **6-digit port out PIN**

- Customer must contact the provider for instructions on how to obtain the PIN
 - To avoid porting delays, advise customer to call us back with 6-digit PIN asap
 - Note: this PIN is different than the 4-digit account PIN / password used for other wireless carriers
- Always note a **valid contact number** for the day of the appointment

Resolution Steps

- **Important - Port Scheduling overrides Deposit Required Schedule**

- **Ported Phone** - follow *Port Out Terms and Scheduling Guidelines* as below
- **Markets with Deposit Required** - [follow Deposit Scheduling](#)

- **Markets with No Deposit Needed** - schedule in **available** quota according to port guidelines
- Do **not make changes** to the work order on the **day of the appointment**; customer may lose dial tone
- All ports must be scheduled according to guidelines below or a later date
- Do **not office only** or **check in a port**; provisioning completes the order when they receive confirmation that port is complete

Port Out Terms and Scheduling Guidelines

- **Simple Port**
 - **One phone number** porting out from another company (landline or mobile) to our company
 - **Must always be scheduled on a business day:**
 - **Luzerne County, PA:** Orders entered by **12:00 noon** on **Monday** through **Friday**, **schedule 5-7 business days** out
 - Orders entered **after 12:00 noon** on **Monday** through **Friday**, add additional business day to

reflect **5-7 business days** in total

- Provide the customer's **account number** and **PIN** if they have one

- **DC Metro, MA, NY and all other areas of PA:** Orders entered **by 12:00 noon** on **Monday through Friday**, can be scheduled for the **next business day**

- **IL, IN and TX:** Orders entered **by 1:00 pm** on **Monday through Friday**, can be scheduled for the **next business day**

- **CA, OR and WA:** Orders entered **by 3:00 pm** on **Monday through Friday**, can be scheduled for the **next business day**

- Orders entered **after the time frame** on **Monday through Friday** must be scheduled at least **2 business days out**

- **Non-Simple Port**
 - **Two or more numbers** porting out from another company (landline or mobile) to our company


 - **Must always be scheduled on a business day:**

- **Luzerne County, PA:** orders entered by **12 noon**, schedule **5-15 business days out**
 - Provide the customer's **account number** and **PIN** if they have one
- **DC Metro, MA, NY and all other areas of PA:** orders entered **by noon** on **Monday – Friday**, schedule *at least* **4 business days out***
- **IL, IN and TX:** Orders entered **by 1:00 pm** on **Monday** through **Friday**, schedule *at least* **4 business days out***
- **CA, OR and WA:** Orders entered **by 3:00 pm** on **Monday** through **Friday**, schedule *at least* **4 business days out***
- Orders entered **after the time frame** on **Monday – Friday**, schedule *at least* **5 business days out***
- **Carrier exceptions:** [Port Out Chart](#)
- **Special note:** port time frames may fluctuate depending on holidays, weather, pending orders, and business rules for each carrier



Internal Information

Special instructions for **Level 3** port (**Siletz and Wanatchee, OR ONLY**): requires 7 business days for port



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=331>