What Happens While Your Number is Being Ported?

Porting is the process of moving your phone number away from your current provider and transferring it to another provider, such as VOIPx3. Ports generally take 2-3 weeks to complete and requires a completed Letter Of Agency (LOA) and a recent bill from the current provider to begin. During this time, you will have service with both VOIPx3 and your previous provider.

Your Number is still yours

One of the more common misconceptions about porting a phone number is that the new provider takes ownership of the number. You retain absolute ownership of your number, and the FCC assures that your provider will allow you to transfer your number out if you decide to switch again to another service provider.

Your number is your number. What is being transferred during a port is merely the phone service from one provider to another; ownership does not get transferred.

Here's How It Works

For example: You've been an AT&T subscriber for some time, and you have a current, active phone number which was provided at the time their service began.

Then, let's say that you have decided to switch to VOIPx3, meaning that you'll need to port that number to VOIPx3 (the fact that VOIPx3 is a cloud services provider doesn't make a difference for porting).

What happens when you port is that the current provider who is keeping that number active (AT&T) approves your number to be released, or "unlocks" it so that it can be transferred out, and the new provider (VOIPx3) takes the phone number and activates it again as the new provider.

Will You Miss Any Calls?

You will not miss any calls because your number will never be out of service at any point, so there is no downtime. During the porting process, your current provider keeps the number active during the transfer up to the moment that it transfers to your new provider.

It then seamlessly becomes active with the new provider. That's why it's also important to not cancel service with the previous provider until the port is complete.