Number Porting (LNP) Customer Checklist

Use this checklist to ensure your port request includes everything needed for timely processing.

Before You Submit Your Port Request

- [ ] Complete and sign the Letter of Authorization (LOA).
- [ ] Verify the LOA is signed within the last 30 days.

Provide a Recent Bill Copy or Customer Service Record (CSR)

- [ ] Current service provider
- [ ] Customer name
- [ ] Service address
- [ ] Account number
- [ ] Billing telephone number(s)
- [ ] Summary page showing all phone numbers on the account

Account PIN or Passcode

- [ ] Provide your account PIN or passcode if one is associated with your account. Many carriers require this information to process your port request.

Verify Your Numbers Are Active with No Pending Orders

- [ ] Confirm all numbers being ported are active and that there are no current "Pending Orders" connected to the numbers. * *Pending Orders can make numbers ineligible to port.*

Remove Port Protection

- [ ] Remove any PIC Freeze or Carrier Change Restriction before submitting your request.

Determine Your Port Type

- [ ] **Full Port – Move all numbers.**
- [ ] **Partial Port – Move only selected numbers.**
- [ ] **If your BTN is being ported in a partial port, identify the remaining number that will become the new BTN.**

Important

**Do NOT cancel your current service until your numbers have successfully ported. Canceling service too early may result in the permanent loss of your phone numbers.*

What To Expect

Port Type	Timeframe
Standard (1–10)	7–20 Business Days
Bulk	10–30 Business Days
Project	30–40 Business Days
Canada/Puerto Rico	20–45 Business Days
Expedites	When Available

MIX Networks does not control porting timelines. Your current carrier determines the completion date.

After Your Port Completes

- [ ] **Verify your phone numbers are working.**
- [ ] **Confirm your previous carrier has stopped billing.**

Need Help?

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