Overview

This short guide is intended to outline the port request process at Twilio and what things we can do to avoid rejections.

What is Porting?

Porting a number is the transfer of a phone number between two telephone service providers (Carrier/reseller/LSP) on behalf of a customer. The process involves providing a letter of authorization (LOA) and a Bill document no older than 30 days to show the number it's active on the losing carrier side just to start and then the losing carrier will approve or deny the port out request if the information on the LOA matches their records. If the request it's approved it will have a port in date assigned for completion.

Porting takes an average of 3-4 weeks from the time the documents are received. In rare instances, ports can take longer than 4 weeks, especially if a port is rejected by the current losing carrier.

Please note that bulk ports (i.e., ports greater than 50 numbers) can typically be processed in an average of 4-6 weeks.

- The activation time for Standard port requests it's from 8:30 AM PST to 10:00 AM PST
- For standard requests the port in date will be assigned as per availability.
- Porting coverage for US and CA is from 7 am PST until 5pm PST

The following are the stages of a port request:

- Creation
- Review
- Submission
- Approved/denied
- Port date assigned
- Completion

PORT IN REQUEST FLOW

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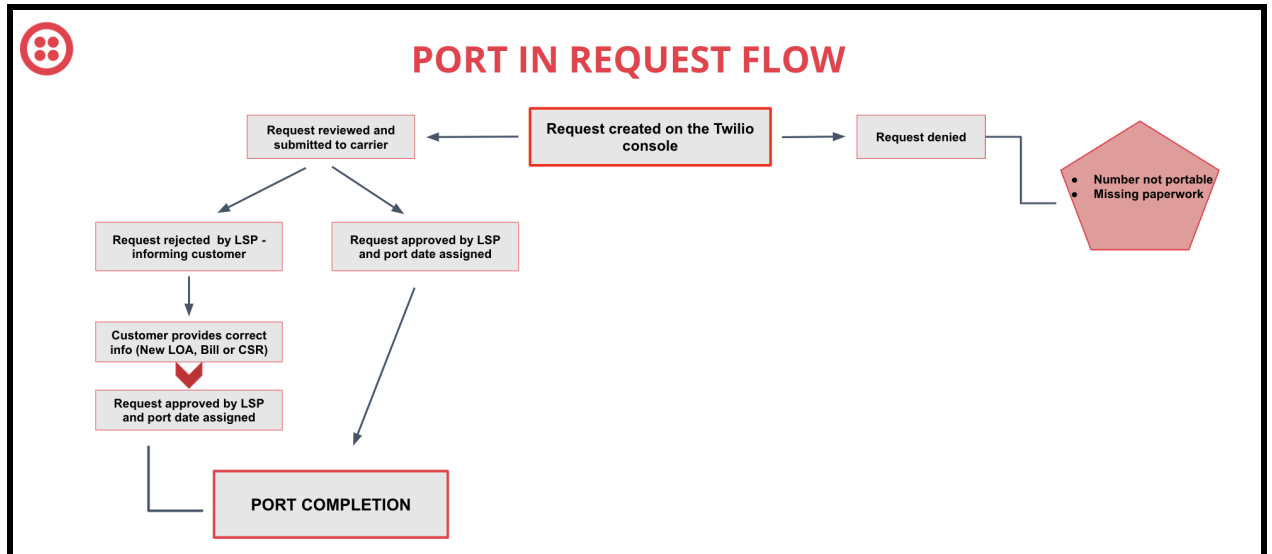
Why would my port request be denied in the ''review'' state?

- If the LOA it's not completed it will be rejected, please make sure to add the authorized name, address, account number/Port out PIN, signature and date within 30 days.
- If the number it's not portable to Twilio the request will be canceled.
- If the number it's already active under twilio inventory the request will be canceled as duplicated.

What is a CSR?

CSR - Customer service record: It's a number ownership data that owners or authorized users can get from their resellers or carriers.

In some cases you might be required to request a CSR for the port request, you can do so by reaching out to the current service provider and talking to their porting team, after the ownership of the number has been confirmed most of the carrier can provide this information that will be sent to you as a document.

What is a LOA?

A Letter of Authorization (LOA) is signed by the authorized user and/or owner of the number(s). The information on the LOA must match the authorized user's name and service address provided by the losing carrier. The "service address" refers to the location associated with the service number.

Best practices before submitting a new port request

- Request a CSR to your carrier to confirm you are submitting the correct information.
- Submit the requests per address; if there are more than one address registered for the number you want to submit, please create individual requests per address.
- Make sure to request the account number and port out PIN, we will need this information as well.
- The numbers should remain active during the whole port in process, if disconnected the port in will fail
- If you are doing a partial port request from the losing carrier account, please don't port in the billing telephone number since this may cause rejections.

What is a rejection?

Sometimes a request to port a phone number into Twilio can result in an initial rejection by the current carrier.. These rejections occur for a variety of reasons, the following it's a chart where you can see the most common rejection reason and how these can be solved:

REJECTION REASON	MEANING AND RESOLUTION
Account/PIN Number	Some carriers use the account number as another data point to verify a port order request and if the account number does not line up with what they have on file, your port will be rejected. The account number is often found on the customer's bill copy, and sometimes on the CSR.
Address Remaining Services on Account	Frequently there are additional services on the account which need addressing; these can range from other telephone numbers to data services. Some carriers require all remaining services remain active on the account as a first response to this type of rejection. However, that's not a viable option for all carriers. In these cases, customer assistance is required to determine what services should port, what should disconnect, or to work with the current carrier to reconfigure the account so the porting telephone numbers can move
Address/Zip Code Mismatch	If the address submitted on the authorized order does not match the address on the losing carrier's Customer Service Record (CSR), you're sure to see a rejection. Losing carriers often require the Service Address (not the billing address) for the phone numbers being ported over, so you'll need to make sure the correct address for the authorized party is being used.

Data Mismatch	This rejection can be returned for both local and toll-free telephone numbers, and toll-free numbers are more frequently in this category. This response indicates that all end-user information provided, company name, authorized name, address, is incorrect. Please request a CSR to your carrier to validate the correct information
Feature Freeze	A number transfer application may be rejected because the current service provider placed a freeze on the transfer ability of your number. The customer will have to reach out to their carrier to remove the freeze. Sometimes the losing carrier will provide an identification code for the removal.
Inactive/disconnected	A number transfer application may be rejected because the number has been disconnected with the losing service provider. One or more numbers to port is disconnected or has been issued a disconnect order One or more numbers to port is currently unassigned or unable to locate on your provider's billing records.
Incorrect BTN	The Billing Telephone Number (BTN) / Account Telephone Number (ATN) is the main telephone number on a customer's account, and it's a critical data point for validating port order requests. If the BTN does not match what the losing carrier has in their records, they will reject the request.

Company Name Mismatch	This one is pretty straightforward: the business name must match what the losing carrier has on file for the numbers.
Pending Order	If there are any active orders on the account that has an active port, carriers will reject a new port order with an error saying "pending orders". These "pending orders" can include things like a recent feature add or disconnect, address change, authorized name change, etc.
TN's belong on different accounts	There is more than 1 address or account number associated with the port. Please request a CSR record and update the request accordingly

*For more information about Twilio port in please visit:
https://support.twilio.com/hc/en-us/articles/223179348-Porting-a-Phone-Number-to-Twilio