

AT&T Office@Hand

Number Transfer Port Next Steps

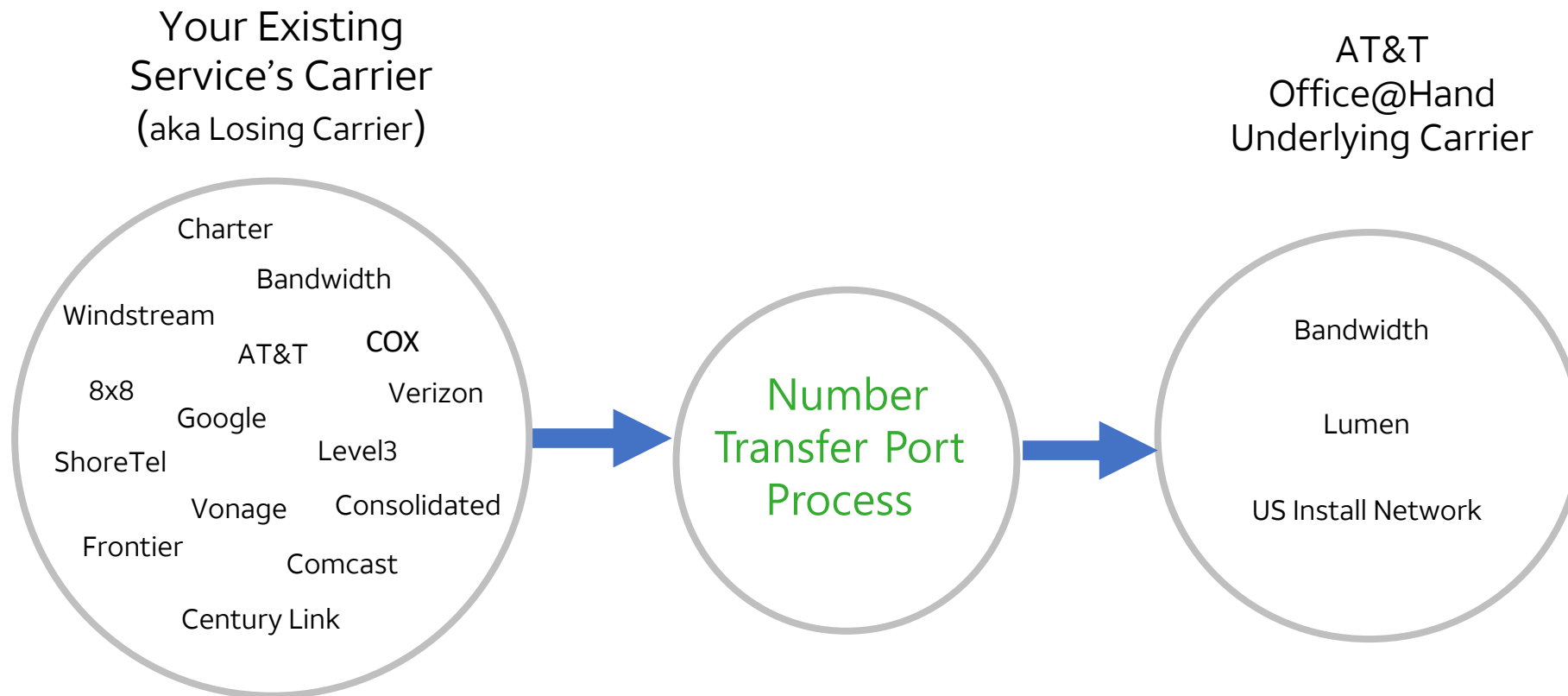
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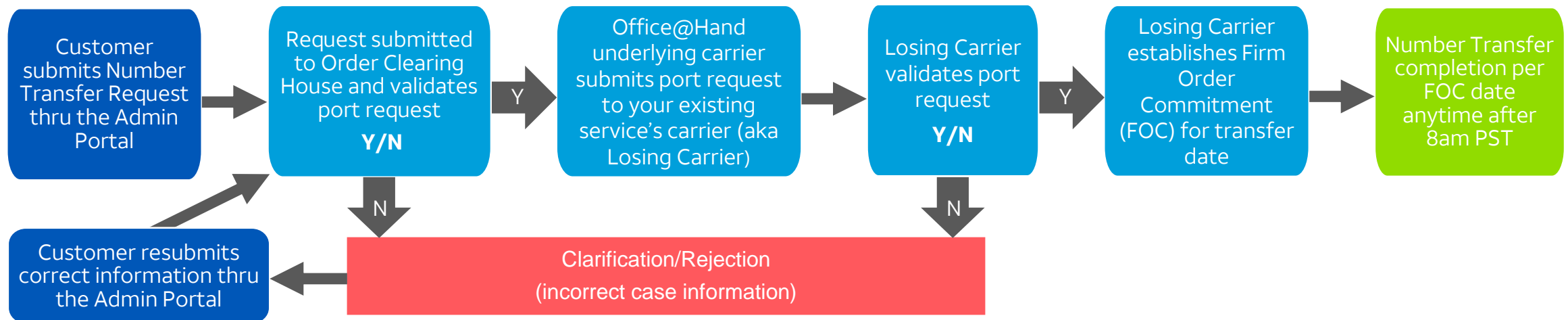
AT&T Office@Hand – Number Transfer Port Background

Customer's existing telephone number will be transferred from its current carrier to the underlying carrier where AT&T Office@Hand service resides



AT&T Office@Hand – Number Transfer Port Flow

- Customer submits the number transfer request using the Office@Hand Admin Portal
- Part of the industry porting process involves information validation. It is normal to get clarification/rejection on information submitted. The customer is required to review and submit corrected information.
- Be advised that the longer it takes to resolve - the more time will be added to the port process – so prompt response from the customer will allow for a quicker port date



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Pre-Number Port Eligibility

Ensure the following conditions are satisfied before making a Port request:

- Telephone number must be an Active number
- No open orders on account
- Received and setup new AT&T Office@Hand or BYOD desk phones
- No DSL/broadband on accounts
- Confirm your number can be ported. Click [here](#) to verify



Account Info to Gather

Collect the complete list of the following information:

- Phone numbers to port
- Billing accounts numbers
- Exact Authorized username for each account
- Exact Service Address
- Password/PIN (if applicable) for each account
- Electronic copy of latest Bill statement for each account within 30 days of requests

Obtaining current CSRs will help in data gathering

Click [here](#) for an organizational worksheet



Submitting Requests

Customers submit number port requests through the Admin Portal. Click [here](#) for porting reference information.

Expect porting to complete within 5 to 30 business days from port request

For porting questions call 888-388-1058 (M-F, 7AM-4PM PST)



Responding to Rejections

Customer may receive rejections asking to correct and resubmit information

Customer is responsible to contact the current carrier of the account to get correct information

Click [here](#) on how to resolve and respond to rejections



Good to Know

Top 3 reasons for rejections:

- Incorrect Authorized Name
- PIN/Account # not valid
- Service Address mis-match

The *requested* transfer date is a customer preferred date. The actual date of transfer will be determined by the current carrier of the account. That date is referred to as the Firm Order Commitment (FOC).

Numbers can port anytime after 8AM PST on the carrier approved FOC date.

Submit separate port requests for each account and Toll-Free number

Temporary numbers listed in the port request are automatically replaced by ported numbers