

Transferring your telephone numbers to 8x8

1 Please gather the following information from your current provider:

- Billing information: first name, last name, company, and address.
- The name of the current service provider, such as AT&T, Comcast or BT.
- Billing Telephone number. For landlines or fax numbers, you can enter the primary telephone number on the account. For wireless, mobile, and toll-free accounts, enter one of the numbers you are porting.
- The phone numbers you are about to port to 8x8.
- A completed Letter of Authorization, the LOA. The forms available to complete can be found [here](#).



Additional Services?

Before initiating the porting process, make sure you cancel any special services for your numbers, such as broadband or Special Calling Features like Forwarding.



Questions?

Should any questions or problems arise, please refer to our [porting guide](#)

2 Then submit your request to 8x8

For small port requests, we also provide a service to use the form in our X series Admin Console. Refer to [this guide](#) for assistance.

The screenshot shows the '8x8 Admin Console' interface. The breadcrumb trail is 'Home / Phone numbers / Port Phone Numbers'. A progress bar on the left indicates four steps: 1. Pre-check (active), 2. Basic information, 3. Select Numbers, and 4. Confirmation. The main content area is titled 'Pre-check' and contains the following instructions: 'Please make sure that the numbers you are requesting to port meet the following: 1. You are the billing owner of the numbers. The name of the billing owner and the billing telephone number are required. You will find this information on the bill from your current provider. 2. You do not have DSL or special features such as Centrex, Distinctive Ringing, etc. Porting numbers with DSL or special features may cause porting requests to be rejected or delayed by your current provider. We recommend that you cancel any special services delivered over the requested number.'



More than 50 numbers to port?

A managed porting service may be suitable. We are happy to help, contact your 8x8 Account Manager to purchase LNP Services. For more information, refer to [this guide](#).

3 8x8 submits your request to your current service provider

There are steps we need to complete, please allow time and make sure you have planned what to do if there are delays. For more information, please refer to [this guide](#).



Check Status

Check the status of your port from Admin Console by following the instructions [here](#).

4 Porting Complete

Once the ported numbers are active, they replace your 8x8 temporary numbers. Follow the procedure [here](#) to ensure you are set up correctly.



Request Rejected?

If your current carrier rejects your porting request, you may need to provide further information. Please see [this guide](#) for possible reasons and next steps.