



# How to Port your Number

A "How To" Guide on keeping your old number with netTALK



Getting started with a new phone number is tough. You have to call everyone back and give them your new number, especially when you try to call and they don't pick up because it's a strange number. We can all agree that starting over isn't always easy.

However, we at netTALK have made it easy for you and easy to stay in touch with those you know by offering Number Porting. Number Porting is the act of keeping your existing number with another service provider. Here is an example that might help you better understand: if you switch from Vonage to netTALK, you get to keep the number you had with Vonage, but now, the number belongs to you under netTALK's phone service.

**This guide is here to show you how easy it is to keep your existing phone number with netTALK.**






## A Visit to the Home Page

When you reach our home page, [www.netTALK.com](http://www.netTALK.com), locate and click the **Login** link on the top, right hand corner of our webpage.



In the next page, locate and enter the **Username** and **Password** to your online account.





**Customer Account Manager Login:**

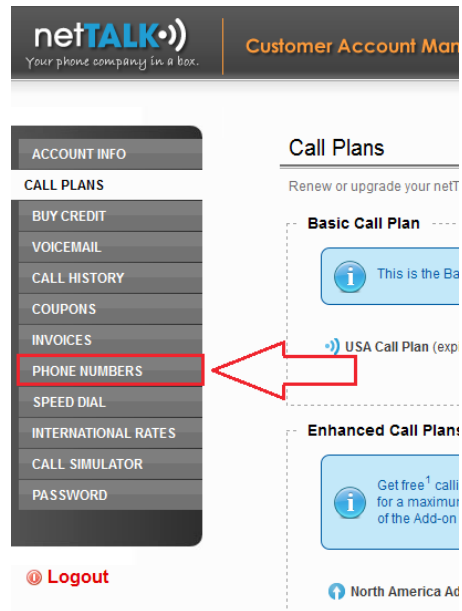
username:

password:

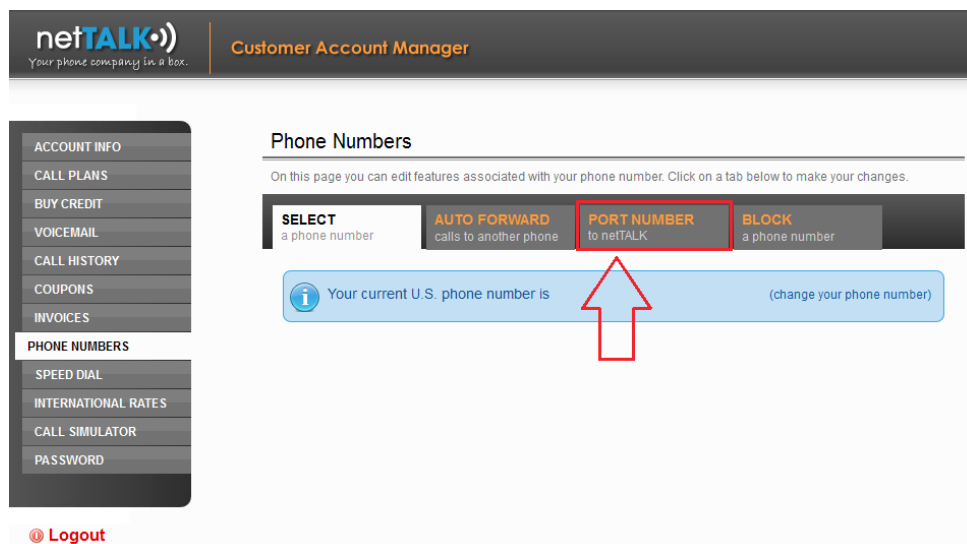
[Forgot username or password?](#)

If you are registering a new device, use the username and password on the sticker inside your box package.  
**IMPORTANT!** If you received a replacement device, DO NOT REGISTER the new device. You need to call  
Tech Support at 1-866-967-1063 to transfer your old account to the new device.

When you log in, locate the menu on the left hand side of your account and click on **Phone Numbers**.



In the middle of the page, the tabs change and you will have the option of selecting the **Port Number to netTALK** tab. If you have the option, click it!



## Step 1 Check Portability

The porting page starts by asking you to enter the full **Phone Number** you want to transfer / port over (area code, city exchange and last 4 digits).

Then click **Check Portability**.

**Phone Numbers**

On this page you can edit features associated with your phone number. Click on a tab below to make your changes.

SELECT  
a phone number

AUTO FORWARD  
calls to another phone

**PORT NUMBER**  
to netTALK

BLOCK  
a phone number

**Port Number to netTALK**  
Enter your phone number in the form below to find out if it can be transferred to netTALK and begin the porting process.

1 Check Portability

2 Phone Information

3 Authorization Form

4 Payment Information

5 Confirm Information

6 Print Your Receipt

**Check Portability**

Phone Number to Port

Phone Number: (  ) -  -

Check Portability

After clicking Check Portability, if you get a green box as shown below, then the number is good and you can continue by clicking **Start Porting Process**.

**Port Number to netTALK**  
Enter your phone number in the form below to find out if it can be transferred to netTALK and begin the porting process.

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**Great News!**  
Your phone number (  ) can be ported to netTALK.  
[If you entered the wrong number, click here.](#)  
We recommend you have a copy of your phone bill before beginning the Porting Process.

Porting Tips:

- Make sure you have an active account tied to the number you are trying to port. If your account is not active the port will be rejected.
- Call your current phone provider's "port out" department to confirm the number can be ported out and to confirm the address that's associated with your phone number.

Start Porting Process

If after you enter your number you get the golden box, the number you own is not available for porting at the moment. To resolve this, speak to your current phone service and ask why that's not possible.

**Port Number to netTALK**  
Enter your phone number in the form below to find out if it can be transferred to netTALK and begin the porting process.

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!

Your phone number ( ) cannot be ported to netTALK at this time.  
Please make sure you entered your phone number correctly.

←

Check Portability

Phone Number to Port

Phone Number: ( ) - -

Check Portability

## Step 2 Phone Information

In this step, you will be asked to enter information regarding the phone number you want to transfer / port over to netTALK. Drop the menus down; select your **Type of Service**, **Provider** and **Internet Connection Type**.

Then when done, click **NEXT STEP**.

**Port Number to netTALK**

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Phone Information

Please provide us with some information about the phone number being ported. Remember, you must keep your current phone service until the porting process is complete.

Existing Phone Service Details

\* required fields

Phone Number being ported: change phone number

Type of Phone Number: Landline \*

Current Phone Provider: Other \*

Internet Connection Type: Other \*

Next Step ►



**\*PLEASE NOTE\***

If you drop the menu down for Internet Connection and select DSL, you must read and agree to the **DSL Internet Connection Notice**. Once you have either performed the separation or if you don't have a DSL Service, check the box on the lower left hand corner then click **NEXT STEP**.


**Existing Phone Service Details**

**\* required fields**


Phone Number being ported:  [change phone number](#)

Type of Phone Number: Landline  \*

Current Phone Provider: Other  \*

Internet Connection Type: DSL  \* 

**DSL Internet Connection Notice**

 Please do not continue the port process unless you have separated your DSL Internet Service from your phone service.

If your DSL Internet service is delivered on the same line as your phone service, you must separate the two before you transfer your phone number. Ask your current provider for "stand-alone" or dry-loop" DSL. Failure to separate the two services will result in the loss of your DSL/Internet service after your port completes.

☐ \*There is no DSL service associated with this phone number

Next Step ►



### Step 3 Authorization Form

In this step, you are asked to enter some more information about yourself. In the **Other Personal Information** section enter your First, Middle and Last Name. In the **Residential Address**, enter your current living residence or current home address. When you reach the **Public Telephone Directory Listing**, drop the menu down and select whether you want or do not want to have a public record of your telephone in the yellow pages.

**Port Number to netTALK**

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**Number Porting Authorization (NPA) Form**

This Number Porting Authorization Form ("Agreement") is between netTALK.com, Inc ("NETTALK"), with offices located at 1100 NW 163RD Drive, Suite B4, MIAMI, FL 33169 and:

**(IMPORTANT:** The following section must match the name and service address on your **Other** Phone Bill.)

**\* required fields**

**Other Personal Information**

First Name \*  
John

Middle Initial

Last Name \*  
Doe

**Residential Address**

House Number \*  
1111

House Suffix

Street Prefix  
NW

Street Name/Number \*  
Troll

Street Type  
LANE

Street Suffix  
n/a

Structure  
n/a

Value

Floor  
n/a

Value

Unit  
n/a

Value

City \*  
Miami

State \*  
FL

Zip Code \*  
12345

Public Telephone Directory Listing **Do Not Retain**



As you scroll down, locate the initials field. Enter **your initials** in this field. Next, you will have to enter **Other Account Information**. In the **netTALK Account information**, you will find that it is already filled out for you. In the **Desired Porting Date**, select when you would like to have your number finalized. The date you choose has to be during a weekday, not weekend.

Your initials \*  ←

**Other Account Information** ←

Phone number being ported: \*

Type of Service: \* ☒ Residential ☐ Business

Phone Service Provider: \*

Account Number on your Phone Bill: \*


**netTALK Account Information** ←

NETTALK Account Holder's Legal Full Name: \*

Current NETTALK Phone Number: \*  ▼

netTALK E911 Service Address: \*

**Desired Porting Date** ←

 Select the day you want your phone number to be ported to netTALK.  
Note: Your desired due date cannot fall on a weekend or holiday.

Desired Date of Porting: \* 2012 ▼ May - (05) ▼ 17 ▼





After you select the Date, scroll down a bit more to find the **Contact Information**. Read and agree to the **Terms of Service** by entering your Name and Date in the fields below. When all is entered, you are ready to proceed.

Click **NEXT STEP**.

A screenshot of a web registration form for netTALK. The form is divided into several sections. At the top, a red box labeled "Contact Information" with a red arrow pointing to it contains fields for "Alternate Phone Number" (3051234567) and "Email Address" (johndoe@fakeemail.com). Below this is a green box labeled "Terms of Service" containing a scrollable text area with the "netTALK.com Inc. Subscriber Agreement" and a checkbox for consent. At the bottom, there are fields for "NETTALK Account Holder" (John Doe) and "Date" (05-09-2012), followed by "Phone Bill Account Holder" (John Doe) and "Date" (05-09-2012). A green arrow points to the date field. At the very bottom, a purple box labeled "Next Step" with a purple arrow pointing to it is visible.

**Contact Information**

Alternate Phone Number \* 3051234567  
Alternate phone number (not your netTALK phone number)

Email Address \* johndoe@fakeemail.com  
A receipt of your port request will be sent here.

**Terms of Service**

netTALK.com Inc. Subscriber Agreement  
This Agreement ("Agreement") is between netTALK.com Inc., and an end user of netTALK.com's enhanced voice communications services as described below. This Agreement governs both the services described below and any devices provided by netTALK.com for use in conjunction with the services, including but not limited to the "netTALK.com Equipment" (as defined herein). In this Agreement, "you" and "your" mean the customer of the netTALK.com services defined below, and "netTALK.com," "we," "our," and "us" mean netTALK.com Inc., and any netTALK.com affiliates authorized to provide you with netTALK.com services. BY ENROLLING IN, ACTIVATING, USING, OR PAYING FOR THE SERVICES, YOU AGREE TO THE TERMS AND CONDITIONS IN THIS AGREEMENT, INCLUDING THOSE PERTINENT TO 911 EMERGENCY DIALING AND TO THE PRICES, CHARGES, TERMS AND

By typing my name and the date below, I hereby acknowledge that I have read and consent to the [netTALK Terms of Service](#)

NETTALK Account Holder \* John Doe  
Date(MM-DD-YYYY) \* 05-09-2012

Phone Bill Account Holder \* John Doe  
Date(MM-DD-YYYY) \* 05-09-2012

**Next Step**

## Step 4 Payment Information

In this step, you will be given a price value of \$19.95 plus tax for Number Porting. In the **Payment Amount**, you can see the subtotal of the porting process plus any applicable taxes.

**Port Number to netTALK**

1 Check Portability   2 Phone Information   3 Authorization Form   **4 Payment Information**   5 Confirm Information   6 Print Your Receipt

**Payment Information**

\* required field

**Payment Amount**

Number Porting Fee **\$19.95**


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SubTotal: **\$19.95**  
+ any applicable taxes\*


\* The exact amount of applicable taxes will be calculated based on the billing address you enter below. The total amount will be displayed in the next step.


Scroll down until you reach the **Payment Information** section. Here you will have to type in your Credit Card Information using our Secure Credit Card Payment Process.


**Payment Information**


 **Secure Credit Card Payment**  
This is a secure 256-bit high-grade SSL encrypted payment.


 

\* First name    
Enter first name on credit card.

\* Last name    
Enter last name on credit card.

\* Credit Card Number    
Do not enter any spaces or hyphens for the credit card number.

\* Expiration Date  01  2012   
The date your credit card expires. Find this on the front of your credit card

\* Security code  what is this?   
(or "CVC" or "CVV")  
The last 3 digits displayed on the back of your credit card. (Amex: 4 digits on front.)

Scroll down some more and you will find the **Billing Address** step. Here, enter your Credit Card's Billing Address. **Check the small box** on the lower left hand corner of the screen.

Once you're done, click **NEXT STEP**.

**Billing Address**

Please enter your contact billing address below.

\* Country

United States

\* Address

Apt/Unit

\* City

\* State/Province

AL

\* Zip/Postal Code

☐

I UNDERSTAND ALL SALES ARE FINAL. THIS IS A PROCESSING FEE TO INITIATE A LOCAL NUMBER PORT. In case my initial port request fails, the processing fee will cover up to 2 more attempts. netTALK does not give full or partial refunds for failed porting requests regardless of the basis for the refund request.

Next Step ►

## Step 5 Confirm Information

In this step, you get to **confirm** whether or not the information you entered is correct or incorrect. Take advantage of this step if you need to go back and edit anything. Starting from the top of the page, you get to **edit** the **Phone Number** you wish to transfer/port over to netTALK, the **Phone Number Information** or **any of the steps you were at previously**.

**Port Number to netTALK**

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**LNP Order Confirmation**

Please confirm the information before submitting.

▼ Phone Number being Ported

edit

Phone Number being ported:

▼ Phone Number Information

edit

Phone Number Provider: Other

Type of Phone Number: landline

Internet Connection Type: Other

▼ Current Phone Service Account Information

edit

Type of Service : Residential

Desired Date of Porting:

Account Number on your Phone Bill:

Name on Account:

Address on Account:

Direction Listing: Does not retain

Mobile Account PIN or Password: (none)

▼ netTALK Account Information

edit

NETTALK Account Holder's Full Legal Name:

Current NETTALK Phone Number

NETTALK E911 Service Address

The screenshot shows a web form for submitting a porting request. It is divided into two main sections: 'Payment Information' and 'Contact Information'. The 'Payment Information' section includes a 'Payment Amount' table with a 'Number Port Fee' of \$0.00 and a 'Total' of \$0.00. The 'Contact Information' section has fields for 'Email' and 'Phone Number'. Below these fields is a yellow warning box with an exclamation mark icon, stating: 'Your phone number (305-654-5463) will begin the porting process as soon as you press the button below. Please make sure you have entered all your phone number information correctly to prevent delays.' At the bottom of the form is a green 'Submit Porting Request' button.

Payment Information	
<b>Payment Amount</b>	
Number Port Fee	\$0.00
<b>Total:</b>	<b>\$0.00</b>

▼ Contact Information

Email:  
Phone Number:

**Submit Porting Request**

At the very bottom, you will get a message stating that **porting will begin once you Submit your Porting Request.**

If after checking everything and everything is good to go, click **Submit Porting Request.**

## Step 6 Print Your Receipt

In your final step, you will be given your **Reference ID**. At the end of the Reference ID, you will see **the number that you are transferring / porting over**. You can print your receipt out from this same page by clicking the **PRINT** button.



1 Check Portability 2 Phone Information 3 Authorization Form 4 Payment Information 5 Confirm Information 6 Print Your Receipt

✓ Your request to port your phone number has been successfully submitted.  
The results of your request will be sent to your email address.  
Please allow up to 4 weeks for processing.

Print

Local Number Porting Request Summary

Reference ID: 13000-159974 [Redacted]

▼ Number Porting Preferences

Phone Number to Port:

Scroll up to the top and select the tab **PORT NUMBER to netTALK**.

SELECT a phone number AUTO FORWARD calls to another phone CHANGE your phone number PORT NUMBER to netTALK

The blue box gives you the current status of the porting process, the **Reference ID** and the **PON Number**.

SELECT a phone number AUTO FORWARD calls to another phone CHANGE your phone number PORT NUMBER to netTALK

Port Number to netTALK

You submitted a Number Port request on [Redacted]  
A confirmation email was sent to [Redacted]

Current Status: PENDING  
Reference ID: [Redacted]  
PON: [Redacted]

Please check your spam folder if you have still not received your confirmation.  
If you need further assistance, please call Technical Support at 1-866-967-1063.

**Congratulations!** You have completed the porting process and are now on your way to making free phone calls with your existing number.