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, 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**.

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**.
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.

**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**.
*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**.
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.
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.
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**.

<table>
<thead>
<tr>
<th>NetTALK Account Holder</th>
<th>Date (MM-DD-YYYY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>05-06-2012</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone Bill Account Holder</th>
<th>Date (MM-DD-YYYY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>05-06-2012</td>
</tr>
</tbody>
</table>
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.

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

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

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