

# **Local Number Portability (LNP)**

## **TERMS AND CONDITIONS**

By using this form and the port request information, you agree to port your telephone number to Fireline Communications, LLC., through its carriers or affiliates. You agree that Fireline Broadband, Inc., will be your new provider for this number unless you decide to port it away from Fireline Communications, LLC.

Porting fees are non-refundable. Additional service charges may apply for any changes or cancellations to orders that have already received a port/commit date.

## **WHAT YOU NEED TO KNOW**

We recommend prior to completing the LNP form you request a Customer Service Record (CSR) from your old service provider. A CSR lists all the services you have, without all the confusing extra information contained on your bill. Use the information on the CSR to complete the LNP form.

You do not need to contact your old service provider to let them know you are porting your numbers to Fireline.

Please do not cancel your services with your old service provider until after your numbers have been ported and working through Fireline at your location.

Once you request service from Fireline, your old service provider cannot refuse to port your number, even if you owe money for an outstanding balance or termination fee.

## **HOW LONG DOES PORTING TAKE**

On most occasions, we can port your numbers within 2 weeks of you submitting your LNP form. Orders with 50 or more numbers, orders with multiple carriers, and orders with errors, may take up to longer. We will update you once a Firm Order Commit Date FOC has been provided.

## **SWITCHING YOUR SERVICE BEFORE THE PORT DATE**

If you would like to move your services before the port date, we are happy to help. You will need to make sure that your current telephone lines all have call forwarding enabled before we schedule the port date. The losing service provider will not accept any account changes from you once we have submitted your numbers for porting. If you do not currently have call forwarding or are unsure, please contact the service providers customer service department and request that call forwarding be added to your lines.

**\*\*Customers purchasing PRI services are not eligible to begin services until the port date.**

## **COMPLETING THE PORTING FORM**

Please ensure that all information provided is exactly as your previous service provider has it listed on your account. If you have a summary bill, always use the service address where the telephone numbers are located. Any error may delay the port date up to 5 days for each occurrence.

## **A SEPERATE PORTING FORM IS REQUIRED**

## WHEN:

**YOU HAVE TOLL FREE NUMBERS** – TOLL FREE & LOCAL NUMBER PORTS ARE REQUIRED TO BE ON SEPERATE FORMS.

**YOU HAVE NUMBERS FROM MULTIPLE CARRIERS** – YOU MUST COMPLETE A SEPERATE FORM FOR EACH TELEPHONE COMPANY.

## PORT REQUEST TYPES

**Full Port:** Select this option if you are moving all your telephone numbers to Fireline.

**Partial Port:** Select this option if you wish to leave telephone numbers and or other services on the account with the old service provider.

If one of the numbers you are porting to Fireline is the Billing Telephone Number (BTN), on the account, you must select a new telephone number from the list of telephone numbers you are keeping with the old service provider. Please list the number you choose under NEW BTN. If you also have DSL, FIOS or any other services on the account, please list the services in the Additional Information section of the form so we may notify the service provider that we are including the additional services in this request. Failure to identify additional services may cause a delay of the port date or los of services.

[COMPLETE THE LNP FORM NOW](#)