WIRELESS PORT REQUIREMENTS

As we collect the details of your current service provider, the number transfer process does not begin until you have requested for services to be activated via your account portal.

IMPORTANT: *DO NOT CANCEL YOUR SERVICE IN ADVANCE.*
The process of transferring your number will automatically cancel your service with your current carrier.

Please have this information ready at the time of enrollment:

- Current carrier account number.
- Current carrier account PIN/porting PIN/transfer PIN.
- Primary account holder First Name / Last Name as it appears on the bill.
- Billing address on current account.

Most carriers now offer port out protection, please check with your carrier to ensure port out protection is turned off to minimize delays. Email notifications will keep you updated and alert you when your number has transferred to Flash Mobile and you can activate your new service!

Use these steps to find your account number, password, transfer PIN/PIN or passcode by carrier.

MOST COMMON CARRIERS	ACCOUNT NUMBER	TRANSFER PIN / ACCOUNT PIN
AT&T Postpaid	Your account number is on your bill. This is not your phone number. Enter the account number without the dash (–). For bundled bills, the account number will be a 12-digit number under your wireless account summary.	A Number Transfer PIN and account info is required to transfer your number from AT&T. Request your Number Transfer PIN close to the time you'll be submitting the transfer request to the new provider. You can use a single Number Transfer PIN for all numbers on the same account. The Number Transfer PIN will expire four days after you request it. If you need a new one, you can ask for another by following the same steps. **From your AT&T mobile device:** Call *PORT. Follow the prompts to get your Number Transfer PIN sent to you via text. You'll need your account passcode to generate the Number Transfer PIN when calling *PORT. **With the myAT&T app:** -Sign into the myAT&T app. -Choose More and then Manage profile. -Select People & Permissions. -Scroll to Transfer phone number and select **Request a new PIN.** Your Number Transfer PIN will display on the screen. Good to know: Don't see **People & Permissions?** You may have to sign in to myAT&T from a browser. **Online with myAT&T:** -Go to your myAT&T profile. -Choose **People & Permissions.** -Select **Wireless.** -Scroll to **Transfer phone number** and select **Request a new PIN.** Your Number Transfer PIN will display on the screen. Note: AT&T employees can't generate a Number Transfer PIN on your behalf.



MOST COMMON CARRIERS	ACCOUNT NUMBER	TRANSFER PIN / ACCOUNT PIN
MetroPCS	Account number is a 9-digit number that can be found on your online profile. It is not the phone number.	Get your transfer PIN from the website Go to the Metro by T-Mobile website. Log in to your account with your Metro by T-Mobile phone number and Account PIN. Click My Account or your name in the upper-right corner of the screen. Select Profile. Choose Line Settings. Click Request a transfer PIN. Follow the on-screen instructions.
Mint Mobile	Call Mint Mobile at 1-844-646-8746 to get your account number and passcode.	
T-Mobile Postpaid	9-digit account number (not phone number) on your bill.	If you have a personal account, you will need to generate a Temporary Port Out PIN to move your phone number from T-Mobile. Use the steps below to generate your PIN, then provide it to your new service provider. Only the Primary Account Holder will be able to generate a Temporary Port Out PIN. **T-Mobile app:** • Download and log in to the T-Mobile app. • Select Account, then select Profile Settings. • Choose Line Settings, then select Request a transfer PIN. • Follow the on-screen directions. **T-Mobile.com:** • Log in to T-Mobile.com. • In the top right corner, select My Account or your name. • Choose Profile, then select Line Settings. • Select Request a transfer PIN, then select Get a transfer PIN. • Follow the on-screen directions. **Note:** While text messages are typically quick, it can sometimes take up to 24 hours for the message with your Temporary Port Out PIN to be received during extreme cases. Please wait before requesting a new PIN. You can only receive a maximum of 8 PINs in a 24-hour period.
Verizon Postpaid	Account Number is 10 digits, a dash (-) and 00001 (012345678900001).	Use any of these methods to get a Number Transfer PIN: • Dial #PORT from the smartphone that has the number you want to transfer.* (System verifies you're dialing from the phone to be transferred. A link to generate the Number Transfer PIN in My Verizon.) • My Verizon app: Create Your Number Transfer PIN - Go to Account Settings > Security > Click Number Transfer PIN and follow instructions. If they do not have the Verizon App, make a 3-way call with Verizon Care and follow the Verison representative instructions. • My Verizon website: My Profile > Number Transfer PIN > "Generate PIN"

CARRIER	ACCOUNT NUMBER	TRANSFER PIN/ ACCOUNT PIN
Flash Wireless	Account number is an 8-digit number that can be found on your online profile in the Account Summary > Account Information section.	The PIN is a 4-digit number that can be found on your online profile in the Account Summary > Security Info section.
Airvoice Wireless	Account number is the SIM card number.	The password is the last 4 digits of your phone number.
Alltel	Account number is the 10-digit phone number.	The password is your 4-digit PIN.
AT&T Go Phone	Call the AT&T Number Transfer Request Line at 1-888-898-7685 to get your account number – it is not listed on the online account.	The passcode is your 4 digit PIN.
AT&T Landline	The account number is the 10-digit phone number.	The PIN is the four digits to the immediate right of the phone number in the top right corner of your bill.
Boost Mobile	Call Boost at 1-888-266-7848 to get your 9-digit account number. To reach a representative, wait for the opening message to go to English. When prompted, enter your Boost phone number. Press option "4" when the system says "Technical Issues press 4." Next, listen to all the 7 or so menu options. At the end of the menu options, wait 10 seconds and you will be prompted to speak with a Boost Customer Care Representative by pressing "0" (zero). When prompted, enter your 4-digit Boost PIN.	The passcode is the 4-digit PIN with Boost, the same PIN you use to log in.
Black Wireless	Call Black Wireless at 844-252-2532 and request they release your phone number for porting and provide you with your account number and PIN.	
Budget Mobile	Account number is listed on your www.budgetmobile.com/account page.	The passcode is the last 4 digits of your phone number.
CenturyLink	Account number can be found in the top right corner of your bill. It's your phone number, plus 3 digits.	The passcode is 0000 (4 zeros).
Comcast	Account number can be found in the top right corner of your bill.	The passcode is the PIN that Comcast gave you at activation. If you don't know your PIN, you can reset it on your online account page.
Consumer Cellular	Account number is a 9-digit number that can be found online or by calling Consumer Cellular.	There is no passcode. Use 0000 (4 zeros) if the carrier you are porting to requires a passcode. Also, the name and address must match. Contact the Consumer Cellular porting department at (888) 750-5519 if you experience any issues.
Cricket	Account number and PIN can be found online or by calling Cricket customer service at 800-274-2538.	The account number and PIN will be provided by Cricket customer service. You will be asked to provide the three most recent outgoing calls to verify your phone number and provide you with the PIN.
EasyGo	Call the Port-Out Hotline at 1-800-562-3229 and request they release your phone number for porting and provide you with your account number and PIN.	
Freedompop	Account number is the 10-digit phone number.	To find your PIN visit https://my.freedompop.com. Log in and select the "hamburger" (three stacked lines) menu icon at the top-left and choose Settings, then choose Port Out Info. Or if you are already logged in, just go to https://my.freedompop.com/settings/port-out-info.

CARRIER	ACCOUNT NUMBER	TRANSFER PIN/ ACCOUNT PIN
Good2Go Mobile	Account number is the 10-digit phone number.	
Google Voice	Your account number is your 10-digit phone number. Go to: https://www.google.com/voice/ unlock to unlock your number. For more information, see: https://support. google.com/ voice/answer/1316844.	Your passcode is the last four digits of the phone number, unless you've previously changed it. Your full name and address must match. It will take four to seven4 to 7 business days to complete. There's a $3 charge to port from Google Voice if the number wasn't originally ported to Google Voice.
GoSmart	Account number is your phone number.	Your passcode is the 4-digit PIN you use when calling customer service. If you don't have a PIN, you can set one up by calling 611 from your GoSmart phone and following these steps: 1. When prompted, say "no" if you want to refill. 2. Choose "Manage my account" followed by "Change my account PIN." 3. You will be asked to provide the three most recent outgoing calls to verify your phone number and provide you with the PIN.
H20 Wireless	Call customer service at 1-800-643-4926 and request they release your phone number for porting and provide you with your account number and PIN.	
Jolt	Account number is the SIM card number.	The passcode is the last 4 digits of your phone number.
Line 2/Toktumi	Account number is your phone number.	The passcode is your login passcode. It will take 3 to 5 days to complete the transfer process.
Kroger i-wireless	Account number is the 10-digit phone number.	The passcode is the 4 to 8-digit PIN you set up when you activated the account.
Lycamobile	Call Customer Service at 1-866-277-3221 to get your account number and password.	
NET10	Account number is not the phone number. It is the MEID or IMEI serial number of the phone which can be found on the back of the phone itself. If you are using a BYOP SIM Card, it will be the last 15 digits of your SIM Card number.	There is no passcode. Use 0000 (4 zeros) if the carrier you are porting to requires a passcode.
Ooma	Account number is "1" followed by your 10-digit phone number. It will take 4 to 7 days to complete the transfer process.	Your passcode is your Ooma account password.
Page Plus	Account number is the 10-digit phone number.	The passcode is the last 4 digits of your phone Boxnumber, unless you previously changed it.
Project Fi	On the Project Fi website or app, choose Manage Plan, then choose Cancel Service, and then choose Transfer Your Number to Another Carrier to see your account number and passcode.	Follow the steps provided under the ACCOUNT NUMBER column to the left.
Ptel	Account number is your phone number.	The passcode is the 4-digit account PIN which can be found by logging in to My Account on Ptel.com and selecting Account Details or by calling Ptel at 866-225-5631.
Red Pocket	Call Red Pocket support to get your account number and passcode.	Your passcode will be provided when you call Red Pocket support.
Republic Wireless	Account number is your phone number.	Your passcode is your 5-digit ZIP Code.

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Ringplus	Log in to your RingPlus dashboard and select the name of the account you wish to port out. On the left, select Porting Your Phone Number under Device. Next, select the Port Out Your Number tab to view your account number which is your phone number.	The passcode is your phone's 6-digit MSL.
Safelink Wireless	Account number is the phone's serial number IMEI or MEID.	There is no passcode.
Selectel Wireless	Account number is an 8-digit number, labeled "Account" that's displayed on your online account page.	The passcode is your 4-digit PIN if you set one up at activation.
Simple Mobile	Account number is the last 15 digits of the SIM ID.	The passcode is the last 8 digits of your SIM, or your online password unless you previously changed it.
Solavei	Account number is your 10-digit phone number	Solavei doesn't use passcodes. If your new provider requests a passcode, use your zip code.
Straight Talk *(Telcel America and tracfone)*	Account # is NOT the Phone Number – It is the MEID or IMEI serial number of the phone (this can be found on the back of the phone itself – under the battery, so remove the battery). Or, if you are using a BYOP SIM card, it will be the last 15 digits of your SIM card number.	Passcode can be found on your online Straight Talk or tracfone profile page and is usually last 4 digits of the phone number, or, for BYOP SIMs, the last four digits of the SIM ID. If no passcode is listed, set one up before porting.

