



# **IMPORTANT!**

## **Number Porting Information**

**Your Digis Unlimited Phone Service has been configured with a new telephone number. To port an existing telephone number from your current provider to Digis, please follow these instructions:**

To port an existing number, which you can do at any time as long as your current number is active with your provider, you will need to submit a "Letter of Authorization" (LOA) to Digis. To submit this LOA, log into: **<http://my.digis.net>**, and sign in with your login name and password which should have been assigned by your salesperson. (If you didn't receive a login name and password, please check your initial invoice provided by your installer, or call customer care at 1-888-DIGIS-88). When you log in, click on the "My Account" tab, then under monthly services click on "Port Phone Number" next to the VoIP Unlimited Phone service. Fill out the information EXACTLY as found on your current provider's bill, type your name as the E signature, and submit the form. We will receive the information and will begin the porting process, which usually takes from 20-30 calendar days.

We will set up your service to automatically switch to your ported number once your existing phone provider releases that number to Digis.

Although you may continue using your Digis Phone to place calls, you may wish to use your ported number to receive calls on the same phone during the porting process. This can be done by "call forwarding" your existing phone number to the temporary number. If you do not already have this feature on your current phone number, contact your phone provider to subscribe to Call Forwarding. The typical call forward code is \*72, followed by the number you're forwarding to (your temporary Digis number).

Once your number has been ported, you may wish to check with your old provider to assure that they have cancelled your account and sent you a final bill. This should normally happen.

We will e-mail you when the port has completed. To check your number porting status, please send an e-mail with your name and phone number being ported to: **[phoneadmin@digis.net](mailto:phoneadmin@digis.net)**.

**IMPORTANT: Do not cancel your existing phone service until you receive notification via email verifying port has completed.**