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## What information do I need to provide ServiceTitan before transferring my number?

1. **Signed LOA** (Letter of Authorization) for Telephone Numbers
  - Legal document that allows ServiceTitan to request porting the customer's phone number
2. **Signed RESPORG** (Responsible Organization) for Toll Free Numbers
  - Legal document that allows ServiceTitan to request porting the customer's toll free number
3. **Current phone bill copy**
  - Customer's most recent telephone bill or invoice from their current phone provider. Must be dated within the past 30 days.

## What are the basic steps in porting?

1. ServiceTitan notifies the customer's current phone provider of the request to port the customer's phone number
2. The customer's current phone provider will validate the customer's information in order to approve the port request to ServiceTitan
3. If any of the information does not match, the port request will be denied
4. Once the customer's current phone provider approves the port request to ServiceTitan, the numbers will be released to ServiceTitan on the agreed upon date
5. Numbers will now be working with ServiceTitan

## Reference links:

<https://www.fcc.gov/consumers/guides/porting-keeping-your-phone-number-when-you-change-providers>

<https://www.npac.com/number-portability/how-1np-works>