

Transferring Your Existing Numbers



Before You Begin

Do not cancel your old phone service

Do not cancel your old phone service until *after* we confirm your numbers have been transferred. We cannot transfer numbers that have been disconnected.

Transferring a number with DSL?

If 8x8 transfers a phone number associated with DSL, you will **lose your DSL Internet service**. DSL must be removed before the number can be transferred.

- To transfer a number associated with DSL, call your service provider and obtain a new number for your DSL line, or obtain a different high-speed Internet service such as Cable or a T1 line.
- Don't submit a number transfer request until DSL has been removed from that line and your new Internet service is up and running.

Remove any special features

Remove any special features from the numbers being transferred. Your provider will not release numbers that have Centrex service, Remote Call Forward (RCF), CustoPAK, Ring Mate, Hunting, or ISDN on them.

- Call your provider and remove these features before submitting your transfer request or your number transfers could be delayed for up to 3 months.
- Do not disconnect these numbers yet; just remove the special features from the line.

Cancel recent service orders

If you have new or pending service orders on the account you are transferring numbers from, cancel them with your current provider before submitting your number transfer request.

- Pre-existing orders will conflict with our transfer request and prevent it from going through.
- Don't cancel your existing service yet, just any recent orders.

Transferring a number to Virtual Contact Center

To transfer a phone number to the Virtual Contact Center service, contact our 8x8 Virtual Contact Center support team for assistance. Call 1-866-975-2273 to get started.

International number transfers

If you have a non-US number, please contact us to find out if the number can be transferred and to start the transfer process. Call 1-877-500-8799 to get started.

Number Transfer Checklist

Ready to transfer your phone numbers? To save time, please have the following information ready.

Get prepared

- Gather Your Phone Bills.** Have a recent copy of your phone bill(s) handy. The bill should be no more than 35 days old.
- Have a Plan.** Have a list of the numbers you are transferring and know which 8x8 temporary number or extension you want them transferred to. For example:

Transferring this number	to	8x8 Temporary Number
1-555-123-4567	to	1-555-987-6543 (ext. 001)
1-555-123-4568	to	1-555-987-6500 (ext. 002)

- Know the Service Address** for the numbers you want to transfer.
 - For regular phone and fax numbers this is the actual service location of the numbers.
 - For toll-free and mobile/cell numbers the Service Address is the same as your Billing Address.

If transferring standard phone or fax numbers

- Know Your Main/Billing Telephone Number.** Look to see what the Main Billing Telephone Number is on the invoice. You will be asked for this during the Number Transfer request process.

If transferring cell/mobile numbers

- Account Details.** Be ready to provide either the last 4 digits of the Social Security Number associated with the account, or the Account Number and PIN associated with the account.

If transferring toll-free numbers

- Upload Your Bill.** You will be asked to upload or fax a copy of your toll-free phone bill as you go through the online Number Transfer Request process.
- Fax the Letter of Authorization.** At the end of the online Number Transfer Request process, we will generate a Letter of Authorization for you to sign and fax it to us. We must have this in order to transfer toll-free numbers.

For more information

Please visit:

<http://www.8x8.com/Resources/Learn/TransferringNumber.aspx>