

WIRELESS CARRIER PORTING INFORMATION – March 2018

Carrier	Contact	Helpful Hints	Account #	Password PIN	Key Port Out Validations
Airvoice	888 944 2355 support@airvoicewireless.com	Account # equals the 20 digit SIM.	20 Digit SIM	N/A	Account #
CBEYOND	866 424 5477 portouts@cbeyond.net		5 - 6 Digits Numeric	4 - 8 Digits Alphanumeric	Account# Password/PIN Zip Code
Cricket	855 802 4281 g46810@att.com		12 -16 Digits Numeric	4 Digits Numeric	Account # Password/PIN Zip Code
Consumer Cellular	888 750 5519 ccinumport@consumercellular.com	Passwords established by a Consumer Cellular customer, are validated on port outs.	7 or 9 Digits Numeric	6 - 20 Digits Alphanumeric	Account # Password/PIN Zip Code Name SSN/Tax ID
Gosmart MVNE2 Solavei Simple Aspider Cintex	877 207 8009	Support for T-Mobile Reseller Port Outs is provided by their national Number Transfer Center / Port Support Group @ 877 207 8009.		N/A	Porting TN Zip Code
Great Call / Jitterbug	800 733 6632		6 or 7 Digits Numeric	4 - 10 Digits Alphanumeric	Account # Password/PIN Zip Code Name Address
H2O	LNP - 855 855 8247 CARE - 800 643 4926 pcscsforms@locus.net	Password/PIN equals last 4 digits of the SIM. Customers may need to validate last 3 calls or texts to obtain account information. Account # sent to customer via short code message.	8 Digits Numeric	8 Digits Numeric	Account # Password/PIN

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MetroPCS	LNP - 800 518 7518 Pre Port Info - 888 863 8768	The account number is NEVER the porting telephone number (TN). If the porting TN is entered as the account number, a port error will occur. Account # is 9 digits numeric and can be obtained over the phone after authenticating the account. Password/PIN is most often the account holder's DOB and in a MMDDYYYY format. The Password/PIN can be provided via text after authenticating an account.	9 Digits Numeric	MMDDYYYY format	Account # Password/PIN
Net 10	877 836 2368 Portescalations@tracfone.com	Account # equals handset ID (ESN/IMEI) Accounts are not initiated with a Name or Address, however; are validated if added by the Tracfone customer.	20 digit ESN/IMEI	N/A	Account # Name Address Zip Code
Page Plus Cellular	800 550 2436 Porting@pagepluscellular.com	Account # = Porting TN PIN is the last 4 of the TN unless the customer changed it. Does not support Multi Line Ports.	10 digits	4 Digits Numeric	Account # Password/PIN
Red Pocket	712 775 8999 support@redpocketmobile.com	Password/PIN equals last 4 digits of SIM.	9 - 12 Digits Numeric	4 Digits (Last 4 of SIM)	Account # Password/PIN
Straight Talk	877 430 2355 Portescalations@tracfone.com	Account # equals handset ID (ESN/IMEI) Accounts are not initiated with a Name or Address, however; are validated if added by the Tracfone customer.	20 digit ESN/IMEI	N/A	Account # Name Address Zip Code
T-Mobile	877 207 8009 ticketlogging@startek.com	POSTPAID Account # is NEVER the TN. Account # is between 8-11 digits. PREPAID Account # equals the customer's 10 digit TN. Zip Code is the leading reject reason for T-Mobile port-ins. Ensure accuracy of customers 5 digit billing Zip Code.	Postpaid: 8-11 Digits Numeric Prepaid: 10 Digits Numeric	4 Digits Numeric	Account # Password/PIN Zip Code
Telrite dba Puretalk	888 458 7740 porting@puretalkusa.com	Account # equals handset ID (ESN/IMEI) Correct Name, Address & Zip Code will over ride wrong Account #	20 digit ESN/IMEI	N/A	Account # Name Address Zip Code
Tracfone	877 430 2355 Portescalations@tracfone.com	Account # equals handset ID (ESN/IMEI) Accounts are not initiated with a Name or Address, however; are validated if added by the Tracfone customer.	20 digit ESN/IMEI	N/A	Account # Name Address Zip Code

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Verizon Wireless	LNP - 800 711 9300 Care & Pre Port - 800 922 0204 PortCenterICR@VerizonWireless.com	Account # ranges 9 -14 numeric digits. Leading zeroes are a required part of the Account #. If the customer is porting from a Verizon Wireless prepaid account: - Account # is a twelve digit Alpha/Numeric number (e.g. A01234567890) - Account # begins with the leading alpha character "A." The leading alpha character "A" is required.	Postpaid: 9-14 Digits Numeric Prepaid: 12 Digits Alphanumeric	Post Paid: 5 Digits Numeric Prepaid: 4 Digits Numeric	Account # Password/PIN SSN (Last 4 digits)
Virgin Mobile	855 326 7983	Account # is often the porting TN The Password/PIN, referred as a v-Key, drives a high % of fallout from Virgin Mobile	10 digits	6 Digit Numeric	Account # Password/PIN * v-Key
Working Assets dba Credo	866 952 5017	Drop leading zero on Account #	6-7 Digits Numeric	N/A	Account # Name Address Zip Code
ZTAR	800 416 3003 admin@good2gomobile.com	Account # equals porting TN Brand products include: "Speak Out Wireless", "Good To Go", and "Talk & Go"	10 digits	4 Digit Numeric	Account # Password/PIN