

Telephone Topics

Worried About Switching Wireless Providers And Losing Your Phone Number?

What You Need to Know About Local Number Portability

(NAPSA)—Until a few years ago, some wireless phone customers felt locked into their service plans, knowing that if they switched to a different provider they would be forced to surrender their wireless phone number, potentially causing confusion among friends, families and business associates.

The Federal Communications Commission recognized that sometimes real-life scenarios make it difficult to hold on to your original phone number, which is why it mandated Local Number Portability (LNP)—a policy that allows customers to retain their phone number while offering the ability to switch to a different wireless provider.

Among all national service providers, only Verizon Wireless supported this customer-friendly policy, and, as a result, the company adopted the best practices to make it easy for customers and businesses to switch wireless service providers.

Today, customers may easily change wireless companies while keeping their phone number, often choosing the wireless company with the most reliable network. LNP is not only a benefit for individual consumers; businesses can also switch their corporate accounts—large or small—if their current wireless service providers are not meeting their expectations.



Porting your wireless number to a new provider is straightforward and usually takes less than an hour, because the process is automated.

Before porting a wireless number, customers should remember the following tips from Verizon Wireless:

- Save copies of your old cell-phone bills.
- If you want to keep your phone number but change your wireless company, don't cancel service with your old company.
- Keep a copy of your "contacts" list and information.
- Have an alternate contact number available in case the port takes longer than anticipated.

So when your wireless contract is up for renewal, and you want to take advantage of new services or switch to a company with a more reliable wireless network, remember that LNP gives you the freedom to take your phone number with you.