

Keap Business Line: Port an AT&T number

This article applies to:

Install [Keap Mobile](#) to your iOS or Android device

If you already have a phone number for your business with AT&T, Keap can port your number to our partner Twilio so that you can use your existing number with Keap Business Line. When you have collected the required information, you can [submit your request in your Keap mobile app](#).

Warning: We do not recommend porting over a number you use for personal calls. **Porting the number of the device you use for personal calls will disable your phone from receiving or making outbound calls.**

Required information

Account number

- You can find your account number on your AT&T bill or by logging into your account online by going to <https://signin.att.com/>
- You can also reach out to AT&T customer service by calling 1-800-331-0500 or visiting one of their retail locations

PIN

- AT&T assigns its customers PIN numbers. You will not be able to find it directly on your bill and will have to contact AT&T
- To obtain your PIN number from AT&T, you can call them at 1-800-331-0500 or visit one of their stores and request your PIN number

Billing address

- This is your billing address where you receive your billing statement
- You can sign in to your account to see the billing address using <https://signin.att.com>

Image of your billing statement

- Take a picture or upload an image your most recent bill that clearly shows your **account information** and **date**
- This image will be used to ensure the account is in good standing

