

# Port/transfer a phone number into Keap®

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This article applies to:

Phone porting is the process of moving a phone number from one carrier to another. In this case, you may be considering porting an existing business number to Keap, which would allow you to use Keap features without having to get and share a new number. In addition, you may also port a Keap Business Line to another carrier.

Porting your number is a 4-part process, and it can take anywhere from 2 - 6 weeks to complete.

During that time, starting by your submission of a porting request, Keap sends your request to your mobile carrier, our partner, Twilio, connects your ported number to Keap, and finally your mobile carrier releases your ported number from their service to Keap and Twilio.

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## Step 1: Ensure your number is eligible for a phone port

The following are the most common carriers/service providers:

- AT&T
- Verizon
- T-Mobile
- Sprint
- Google Voice
- Grasshopper
- Pinger's Sideline
- GoDaddy's Smartline

**Note:** We do not support porting a number from carriers that are not listed in this article.

**Warning:** If you are porting a number from AT&T, Verizon, T-Mobile, or Sprint, 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.**

When Keap ports a number, we are moving that number away from the current carrier/service provider to Keap. The number Keap ports should be a secondary number or a secondary device number, not a primary personal device number. Porting the number of the device you use for personal calls will disable your phone from receiving or making outbound calls.

## Step 2: Set up a temporary number

To port a number over, you'll first need to set up a Keap Business Line number. This number will be temporary and allow you to try out Keap's phone line features as your port request is processed. Learn how to set up your Keap Business Line [here](#).

## Step 3: Submit your phone port request

Once you've set up a temporary number, you will be able to submit a phone port request in the Keap mobile app. This request must be made within the mobile app and cannot be done on your behalf by Keap Support.

To submit your request, navigate to **Settings > My Business Line > Business Line Number > Phone number porting**

We'll need 6 critical pieces of information from your existing phone account in order for us to submit your request. Each carrier or service provider may have specific requirements for how to request this information.

- Name of the account holder
- Telephone number
- Account number
- PIN or last 4 digits of your SSN (differs depending on carrier/service provider)
- Billing address
- An image of the most recent copy of your billing statement

Each carrier or service provider may have specific requirements for how to get that information and what the information is. Below are links to more information about the porting process with each of the most common carriers and service providers.

- [AT&T](#)
- [Verizon](#)
- [T-Mobile](#)
- [Sprint](#)
- [Google Voice](#)
- [Grasshopper](#)
- [Pinger Sideline](#)

- [GoDaddy Smartline](#)

## What happens after I submit the request?

- After you've submitted your request, we'll review the information and submit within 1-3 business days.
- Once submitted **phone port requests can take anywhere from 2-6 weeks.**
- If your request is approved by your carrier, we'll reach out to you to let you know it was approved. Keap will complete your request within one week.
- We'll notify you once your request is complete and, at that time, you'll be able to take advantage of the features and benefits of Keap Business Line with your existing number.

## FAQs

### **Can my phone port request be declined?**

A request can be denied. We'll reach out to you if your phone port request was denied and let you know why. There are a few reasons why your phone port request may be declined:

- The information provided to Keap was incorrect (typically account number or PIN)
- Your phone number is not unlocked by your carrier (only applies to carriers that lock down numbers)
- Your bill is past due
- Your account is no longer active

### **Is there anything I can do to speed up the process?**

No, the process cannot be expedited. However, the best thing you can do is ensure all the information you provide in your request is accurate. You can also follow up with your carrier to ensure they've received everything they need to process your request. Beyond that, there's not much that can be done to speed up the process. Some carriers approve it quickly, and others don't. We appreciate your patience.

### **If my number is not eligible for porting now, will it be in the future?**

Possibly. Phone porting relies on us working with carriers that have shared clearly defined processes for porting a number. Once more carriers share that documentation, we can add them to our list of eligible carriers.

We also review every porting request initiated by our customers. If we see enough interest in porting from carriers that aren't currently on our eligibility list, we'll follow up with those carriers to explore the possibility of adding them.

### **How many numbers can I port to my Keap mobile app?**

You may port one number per Keap app.

### **Why do I need a temporary Keap Business Line?**

Keap can't immediately port your existing number, so you'll need a dedicated business line to explore the app. With your temporary Keap Business Line, you can try out more Keap features, like Notes, Tasks, Auto-replies, Snooze, and more.

### **Once my number is ported successfully, what will happen to my temporary**

**Keap Business Line?**

Once the process is complete, we'll remove your temporary Keap Business Line and replace it with your ported number.

**What if I added new contacts using my temporary Keap Business Line?****What happens to those contacts?**

Once the phone port is complete any messages and call history from your temporary Keap Business Line remain in the Communications section of your app. All of your prior contacts and their history, including calls and messages, also remain intact.

**Once my number is successfully ported, do I need to do anything to start using it?**

Once the phone port is complete, you can start using it right away! Any prior settings that were configured like voicemail greetings, SMS templates, or auto-replies will be retained and are ready to go with the newly ported number.

**Can I port a toll free number to Keap?**

No, only local US and Canadian number can be ported to Keap.

**NOTE:** We do recommend sharing your ported number with any new contacts you made using your temporary Keap Business Line. In addition, if you posted your temporary Keap Business Line anywhere online, you'll want to replace it with your ported number.

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