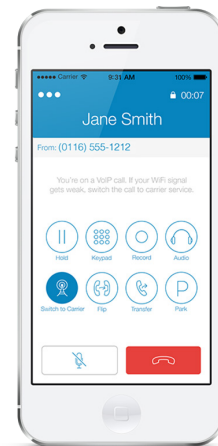


# Transferring Your Existing Phone Number to RingCentral

Thanks for signing up for RingCentral! Did you know you can keep your current phone number and use it with your RingCentral service? You just need to transfer your number.



## How does the transfer process work?

### STEP 1

Submit a transfer request from your RingCentral online account. The information you enter must match exactly what's on record with your current phone service provider.

### STEP 2

Follow the instructions on the screen in your online account.

### STEP 3

RingCentral will send your transfer request to your current service provider.

### STEP 4

Set up your greetings, answering rules, etc. for your RingCentral account, so you can make and receive calls (if part of your service plan) on your temporary RingCentral phone numbers until the transfer is complete.

### STEP 5

RingCentral will notify you by email when your transfer is complete. At that point, your transferred number(s) will be ready to use with RingCentral.

## 5 Do's and Don'ts

- 1 DO BE EXACT.**  
Your information must match exactly what's on record with your current phone service provider. If it doesn't, your transfer will be delayed. Refer to your current bill or contact your current service provider.
- 2 DON'T CANCEL YOUR OLD PHONE SERVICE.**  
Wait until after your transfer is complete to cancel your old service.
- 3 DON'T LOSE YOUR BROADBAND SERVICE.**  
Call your current broadband service provider and get a new phone number for your broadband line before you submit your transfer request or you'll lose your broadband service.
- 4 DO REMOVE SPECIAL FEATURES.**  
Call your current provider and cancel special features (such as Centrex, remote call forwarding, or distinctive ring) before submitting your transfer request. Only cancel the features—not the entire phone service.
- 5 DO CANCEL ANY OPEN PENDING SERVICE ORDERS.**  
Contact your current provider to cancel any open service orders or confirm they're complete before placing the transfer request.

### Local#

#### LOCAL NUMBER

You'll need the Billing Number for each number you want to transfer.

### 0800#

#### FREE PHONES

You'll need to copy the Letter of Authorisation onto your company letter headed paper.

### Non-Geo#

#### NON-GEOGRAPHIC

You'll need to copy the Letter of Authorisation onto your company letter headed paper.

## Getting Started

Here are a few things you'll need to get started.

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> <b>YOUR SERVICE ADDRESS</b><br>This is the address where your phone rings. This may or may not be the same as your billing address. | <input type="checkbox"/> <b>YOUR MAIN BILLING NUMBER</b><br>Look for it on your phone bill. | <input type="checkbox"/> <b>PHONE NUMBERS</b><br>What type of phone numbers are you transferring?<br>A list of your phone numbers to help stay organised. |
|--|---|---|

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## Frequently Asked Questions

### **CAN I SWITCH TO RINGCENTRAL BUT KEEP MY CURRENT PHONE NUMBER?**

Yes. You can keep your current number by transferring it from your current provider to RingCentral.

### **HOW DO I FIND OUT IF MY PHONE NUMBER IS ELIGIBLE TO BE TRANSFERRED?**

Check with your current service provider that you are out of contract. Log into your RingCentral account and fill out the porting wizard and a member of the Porting Department will be in touch.

### **WHAT INFORMATION IS NEEDED TO TRANSFER MY NUMBER?**

You'll need to provide the following information when you submit your transfer request.

- Name of the Account Holder (authorised to make changes to the account)
- Company name
- Company Registered Number
- Service Address (Physical address where the telephone number currently rings)
- Service Provider name and address

*Please note: All the information must match exactly what's on record with your current phone provider. If there's a mismatch, the transfer will be delayed.*

### **HOW DO I CHECK THE STATUS OF MY CURRENT NUMBER TRANSFER?**

Log in to your RingCentral account and click the Overview tab or the My Settings tab. You'll see the status of your transfer request at the top of the screen. You can also call RCUK Customer Care at 0800 014 8091 and select the option to reach the Porting Department.

### **WHEN CAN I CANCEL MY CURRENT PHONE SERVICE?**

Wait until the transfer is complete to cancel your phone service. Your number must be active with your provider for it to be transferred to RingCentral.

### **HOW LONG DOES IT TAKE TO COMPLETE THE TRANSFER PROCESS?**

It usually takes 15-30 business days to transfer your number, but the process is often faster. Providing accurate information on your request form speeds up.

### **HOW WILL I KNOW IF YOU NEED MORE INFORMATION TO COMPLETE MY TRANSFER?**

We'll email and/or call you if we need more information to complete your transfer request. You'll also see a notification at the top of the Overview screen in your RingCentral account.

## Glossary

### **Main Billing Number:**

The primary phone number that's used for billing.

### **Letter of Authorisation:**

A document that gives RingCentral permission to transfer your number.

### **Pending service orders:**

Changes to your phone service that haven't gone through yet. They could be requests to add or remove special features or modify your company name or billing address.

### **Porting:**

Transferring your number.

### **Service address:**

The address where your phone rings.

### **Special features:**

Additional features you can order for your phone service such as Centrex, remote call forwarding, or distinctive ring.

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For more information go to [www.ringcentral.co.uk](http://www.ringcentral.co.uk) | Customer Support [success.ringcentral.co.uk](http://success.ringcentral.co.uk) | Contact **08000148091**  
Email [numbertransfer-uk@ringcentral.com](mailto:numbertransfer-uk@ringcentral.com) | Porting Department Hours **8AM – 6PM GMT**