

## Porting: Using Your Existing Telephone Number

### BRIEFING

You are probably not just starting out in your business, and that means you already have a telephone number that people use to call you with their orders and other inquiries. Zang Office lets you keep your current number and incorporate it into your new telephone system.

The process of bringing your old number into the new system is called **Porting**.

Porting your current number into Zang Office requires removing the number from the pool owned by your service provider and putting into the care of Zang Inc., and we need your permission to do it. Send the following documents to Zang and we will start the process immediately on your behalf. Your current provider is required to respond within 10 business days.

### LAUNCH

- Provide a copy of your most recent telephone bill that includes the number to be ported. This supplies all of the account details and ensures that the correct number is ported. It also proves to the service provider that the number, the account and the company do exist.
- For all numbers, fill out the **Local Number Portability (LNP) Letter of Authorization** form (available here: [https://store.zang.io/downloads/LNP\\_Authorization\\_Form.pdf](https://store.zang.io/downloads/LNP_Authorization_Form.pdf)). This is a legal document giving Zang Inc. the necessary permissions to port the number.
- For toll-free numbers only, you also need to complete the **Responsible Organization Designation and Agreement of Agency (RODAA)** form. This can be downloaded here: [https://store.zang.io/downloads/RODAA\\_Form.pdf](https://store.zang.io/downloads/RODAA_Form.pdf).

Please email all submissions to: **customerservice@zang.io**.

Your current number will continue to work until the provider processes the request. Since there is no way to predict when that will occur within the 10 days, Zang provides you with a temporary number (see your welcome emails) for you to use until then. This keeps you connected until the process is complete.

This temporary number is automatically attached to your company and will work with all telephones and softphones connected to the system.

Once the existing number has been successfully ported, it will be added to your account and the temporary number will be removed.

### NEXT MISSION

- Configure the Main Number (and temporary number) with various features.
- With the company now all setup and configured, you need to get your users involved. Learn how to hookup a desktop or a conference telephone, or install and configure a softphone.
- Record a greeting for your voice mailbox, and listen to messages left by others. Find out about all of the different features of the Zang Office.