

Transferring Your Existing Phone Number to BetterWorld



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

How does the transfer process work?

- Step 1** Fill out Letter of Authority form and submit to porting@betterworldtech.com
- Step 2** BetterWorld Technology will send your transfer request to your current service provider.
- Step 3** Review New Account Workbook to set up your greetings, answering rules, etc. for your BetterWorld account, so you can make and receive calls on your temporary BetterWorld phone numbers until the transfer is complete.
- Step 4** BetterWorld will notify you by email when your transfer is complete. At that point, your transferred number(s) will be ready to use with BetterWorld.



4 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 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.
- 4 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.

Getting Started

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

- A recent phone bill**
Make sure it's a current bill less than 30 days old.
- Your service address**
This is the address where your phone rings. This may or may not be the same as your billing address.
- Your main Billing Number**
Look for it on your phone bill.
- Phone numbers**
A list of your phone numbers to help stay organized.



MOBILE

You'll need to provide your Account Number, PIN, and authorized user on the account.
If you can't find them, contact your cellular provider.

Toll-Free

You'll need to fax or email us a recent phone bill. You will also need to fill out and hand sign a Letter of Authorization form.

Local

You'll need the Billing Telephone Number (BTN) for each number you want to transfer.



Frequently Asked Questions

Can I switch to BetterWorld but keep my current phone number?

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

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 (authorized to make changes to the account)
- Name of the Company
- Billing Telephone Number
- Service Address (location where you receive phone service)
- Billing Address (required for mobile phone numbers)
- Account Number (required for mobile numbers)
- PIN (required for mobile numbers)

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.

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 BetterWorld.

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 expedites the process.

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.

Glossary

Main Billing Number:

The primary phone number that's used for billing.

Letter of

Authorization: A document that gives BetterWorld 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.

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.

 www.betterworldtechnology.com/contact-us

 +1 866-567-2273 - Choose option for Support

 support@betterworldtech.com

 Chat us at www.betterworldtechnology.com



BetterWorld Technology

You Outsource. We Manage and Deliver.