

KEEP YOUR NUMBER! Wireless Local Number Portability (a.k.a. “WLNP”)

What is Portability? A process allowing a customer to keep their existing phone number/s when moving (*porting*) from one service provider to another within the same local coverage area.

Define local coverage area: The ability to port a number varies from carrier to carrier; you will not be able to port a number from Eugene to Bend, for example or from state to state. The number must be local number to local number port which varies and is difficult to determine on a broad basis.

Who will be able to port a phone number? This depends on the carrier. The majority of consumers and business users will be able to port a number to T-Mobile Wireless.

When can consumers begin to switch providers and keep their number? All wireless and wire line (land line) service providers in the top 100 markets nationwide are supposed to be ready to implement WNLN by November 24, 2003. All other markets are scheduled to follow by May 24, 2004.

How much will it cost ? This is determined by individual carriers. Consumers can expect to pay a monthly charge between .39 and \$1.75. At this point in time T-Mobile Wireless **will not** charge any additional fees for portability.

What is the first step? Visit your local wireless provider to find if your existing number qualifies for portability.

What will a carrier need to begin the portability process? Once eligibility has been determined, a carrier can only process a port request with the account owner present. The following information is required:

- Phone Number
- Account Holders Name
- Account Holders Address
- Social Security Number (consumer account) or Tax ID Number (for business accounts)
- Account Number
- Account Password or PIN (if any)

An easy way to provide this information is to bring a copy of your current bill with you.

Can I move my home phone (landline) number to a wireless phone? Yes. The portability option allows you to move a landline phone number to a wireless number, a wireless number to a landline number, and/or change your wireless service provider.

How long will the portability process take?

Expect a to wait 3 -24 hours following the submission of the portability request if porting a wireless phone to another

wireless phone and 3 to 4 days if porting a landline phone to a wireless phone or a wireless phone to a landline phone.

What other information should I know about portability?

Great Question! Keep in mind the following:

- **Your current account must be active!**
- Only the phone number will move, rate plan, internet access and all other features will not move.
- Voicemail or email messages and the phone book related to the phone number will be lost.
- Your existing service provider may charge you an early termination fee.
- Not all handsets are compatible with all networks.