

# WIRELESS PORT REQUIREMENTS

The number transfer process begins when you place a new order, as we collect details about your prior service in order to facilitate the transfer for you. These details include account numbers, name as it appears on the account, and PIN number at a minimum. Email notifications will keep you up to date and advise you when your number has transferred to Flash Mobile and you can activate your new service!

Use these steps to find your account number and password by carrier.

CARRIER	ACCOUNT NUMBER	PASSWORD
<b>Flash Wireless</b>	Account number is an 8-digit number that can be found on your online profile in the <a href="#">Account Summary &gt; Account Information</a> section.	The PIN is a 4 digit number that can be found on your online profile in the <a href="#">Account Summary &gt; Security Info</a> section.
<b>Airvoice Wireless</b>	Account number is the SIM card number	Password is last 4 digits of phone number
<b>Alltel</b>	Account number is the 10-digit phone number	Password is the 4 digit PIN
<b>AT&amp;T Postpaid</b>	Your account number can be found on your bill ( <b>Note:</b> it is not the phone number). Enter it without the dash. Password is your online password. For bundled bills, the account number will be a 12-digit number under your wireless account summary.	Your passcode is the four digit PIN number provided by the carrier.
<b>AT&amp;T Go Phone</b>	Call the AT&T Number Transfer Request Line at <a href="tel:1-888-898-7685">1-888-898-7685</a> to get your account number – it is <b>NOT</b> listed on the online account	The passcode is your 4 digit PIN
<b>AT&amp;T Landline</b>	Account number is the 10-digit phone number	The PIN is the four digits to the immediate right of the phone number in the top right corner of your bill
<b>Boost Mobile</b>	Call Boost at <a href="tel:1-888-266-7848">1-888-266-7848</a> to get your 9-digit account number. To reach a live person, wait for the opening message to go to English. When prompted, enter your Boost phone number. Press option “4” when the system says “Technical Issues press 4.” Next, listen to all of the 7 or so menu options. At the end of the all these menu options, wait 10 seconds, and you will be prompted to chat with a Boost Customer Care Representative by pressing “0” (zero).” When prompted, enter your 4-digit Boost PIN number.	Passcode is your four-digit PIN with Boost, the same PIN that you login with
<b>Black Wireless</b>	Call Black Wireless at 844-252-2532 and ask them to release your number for porting, as well as tell you your account number and PIN. They will ask you to provide the three most recent outgoing calls to verify that it's your number.	
<b>Budget Mobile</b>	Account number is listed on your <a href="http://www.budgetmobile.com/account">www.budgetmobile.com/account</a> page	Passcode is the last four digits of your phone number
<b>CenturyLink</b>	Your account number can be found in the upper righthand corner of your bill: it's your phone number plus three digits.	Your passcode is 0000.
<b>Comcast</b>	Your account number can be found in the top right-hand corner of your bill.	Your passcode is the PIN that Comcast gave you at activation. If you don't know your PIN, you can reset it on your online account page.

CARRIER	ACCOUNT NUMBER	PASSWORD
<b>Consumer Cellular</b>	Account number can be found online or by calling Consumer Cellular – it is a 9-digit number.	There is no passcode. Use 0000 if the carrier you are porting to requires a passcode. Also, the name and address must match. Call Consumer Cellular porting department at (888) 750-5519 if you run in to problems.
<b>Cricket</b>	Account number and PIN can be found online or by calling Cricket customer service at 800-274-2538	
<b>EasyGo</b>	Call the Port-Out Hotline at 1-800-562-3229 and ask them to release your number for porting and tell you your account number and PIN. They will ask you to provide the three most recent outgoing calls to verify that it's your number.	
<b>Freedompop</b>	Account number is the 10-digit phone number	To find your PIN, visit <a href="https://my.freedompop.com">https://my.freedompop.com</a> , log in, click the “hamburger” (three stacked lines) menu icon at the top-left and choose Settings, then choose Port Out Info. Or if you are already logged in, just go to <a href="https://my.freedompop.com/settings/port-out-info">https://my.freedompop.com/settings/port-out-info</a> .
<b>Good2Go Mobile</b>	Account number is the 10-digit phone number	
<b>Google Voice</b>	Your account number is your 10-digit phone number. Go to: <a href="https://www.google.com/voice/">https://www.google.com/voice/</a> unlock to unlock your number. For more information, see: <a href="https://support.google.com/voice/answer/1316844">https://support.google.com/voice/answer/1316844</a> .	Your passcode is the last four digits of the phone number, unless you've previously changed it. Your full name and address must match. It will take four to seven business days to complete. There's a \$3 charge to port from Google Voice if the number wasn't originally ported to Google Voice.
<b>GoSmart</b>	Account number is your phone number.	The passcode is your 4-digit PIN number (the same PIN used when calling customer service). If you don't have a PIN you can set one up by calling 611 from your GoSmart phone and saying “no” when it asks you if you want to refill and then choosing “Manage my account” followed by “Change my account pin.”
<b>H2O Wireless</b>	You need to call customer service at 1-800-643-4926 and ask them to release your number for porting and tell you your account # and PIN. They will ask you to provide the 3 most recent outgoing calls to verify that it's your number.	You need to call customer service at 1-800-643-4926 and ask them to release your number for porting and tell you your account # and PIN. They will ask you to provide the 3 most recent outgoing calls to verify that it's your number.
<b>Jolt</b>	Your account number is the SIM card number.	Your passcode is the last four digits of your phone number.
<b>Line 2/Toktumi</b>	Account number is your phone number	Passcode is your login passcode – it will take between 3 to 5 days to port.
<b>Kroger i-wireless</b>	Account number is the 10-digit phone number	Passcode is the 4-8-digit PIN you set up when activating the account.
<b>Lycamobile</b>	You need to call CS at 1-866-277-3221 to get your account number and password	You need to call CS at 1-866-277-3221 to get your account number and password
<b>MetroPCS</b>	Account number is a 9-digit number (not phone number). It can be found on your online profile.	The passcode is your call-in passcode that you choose when activating your MetroPCS service.
<b>Mint Mobile</b>	Call Mint Mobile at 1-844-646-8746 to get your account number and passcode.	

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<b>NET10</b>	Account number is not the phone number. It is the MEID or IMEI serial number of the phone (this can be found on the back of the phone itself). If you are using a BYOP SIM Card, it will be the last 15 digits of your SIM Card number.	NET10 doesn't use passcodes. Use 0000 if the operator you are porting to requires a passcode.
<b>Ooma</b>	Account number is 1 followed by your 10 digit phone number. This process will take four to seven days to complete.	Your passcode is your Ooma account password.
<b>Page Plus</b>	Account number is the 10-digit phone number	Passcode is always the last four digits of the phone number, unless you have changed it.
<b>Project Fi</b>	On the Project Fi website or app, choose Manage Plan, then choose Cancel Service, and then choose Transfer Your Number to Another Carrier to see your account number and passcode	
<b>Ptel</b>	Account number is the phone number	The passcode is your four digit account PIN which can be found by logging in to My Account on Ptel.com and clicking Account Details or by calling Ptel at <a href="tel:866-225-5631">866-225-5631</a>
<b>Red Pocket</b>	You have to call Red Pocket support to get your account number and passcode	You have to call Red Pocket support to get your account number and passcode
<b>Republic Wireless</b>	The account number is your phone number.	Your passcode is your 5-digit zipcode.
<b>Ringplus</b>	Log in to your Ringplus dashboard and click the name of the account you wish to port out. On left, click Porting Your Phone Number under Device. Click the Port Out Your Number tab to view your account number which is your phone number	Your passcode which is your phone's 6-digit MSL
<b>Safelink Wireless</b>	Account number is the phone's serial number IMEI or MEID	There's no passcode
<b>Selectel Wireless</b>	Account number is an 8-digit number, labeled "Account" that's displayed on you online account page	Passcode is your 4-digit PIN if you set one up
<b>Simple Mobile</b>	Account number is the last 15 digits of the SIM ID	The passcode is your online password (or last 8 digits of your SIM if you haven't changed it).
<b>Solavei</b>	Account number is your 10-digit phone number	Solavei doesn't use passcodes. If your new provider requests a passcode, use your zip code.
<b>Sprint</b>	Account number is not phone number. It is a 9-digit number and can be found at the top center on your billing statement or online profile.	Passcode is your "call-in" passcode when you call customer service.
<b>Straight Talk</b> <i>(also Telcel America and tracfone)</i>	Account # is NOT the Phone Number – It is the MEID or IMEI serial number of the phone (this can be found on the back of the phone itself – under the battery, so remove the battery). Or, if you are using a BYOP SIM card, it will be the last 15 digits of your SIM card number	Passcode can be found on your online Straight Talk or tracfone profile page and is usually last 4 digits of the phone number, or, for BYOP SIMs, the last four digits of the SIM ID. If no passcode is listed, set one up before porting.
<b>Ting</b>	Log into your Ting account online. Click Account Settings, scroll to the bottom of the page and click Port Out Information to view your account number and PIN (passcode).	Log into your Ting account online. Click Account Settings, scroll to the bottom of the page and click Port Out Information to view your account number and PIN (passcode).

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<b>T-Mobile Postpaid</b>	9-digit account number (not phone number) on your bill	Use the password you log into your online account as your PIN/Password.
<b>T-Mobile Prepaid</b>	Your 11-digit phone number (1-NNN-NNN-NNNN) is the account number	The passcode is your 4-digit PIN number (the same PIN used when calling customer service). If you don't have a PIN you can set one up by calling 611 from your T-Mobile phone and saying "No" when it asks you if you want to refill and then choosing "Manage my account" followed by "Change my account pin."
<b>Ultra Mobile</b>	Your account number is in the top left corner of your online account management portal at <a href="https://services.ultra.me">services.ultra.me</a> .	The passcode is the last four digits of your Ultra Mobile phone number.
<b>US Cellular</b>	Account number is on the top-left corner of your online account page.	Passcode is the last 4 digits of your phone number.
<b>Verizon Prepaid</b>	Account number (on bill) ends in -00001	Passcode is "call-in" passcode when you call customer service. It is usually the last four digits of your social security number (unless you specifically changed it to something else).
<b>Verizon Postpaid</b>	Account Number is 10 digits, a dash ( - ) and 00001 (012345678900001)	<p><b>A:</b> From your Verizon device - using the Verizon App: Go to <b>Account Settings</b> &gt; <b>Security</b> &gt; Click <b>Number Transfer PIN</b> and follow instructions. If they do not have the Verizon App, make a 3-way call with <b>Verizon Care</b> and follow the Verizon representative instructions.</p> <p><b>B:</b> From the web, access your Verizon account and <b>My Profile</b>. Select <b>Number Transfer PIN</b> and follow instructions.</p>
<b>Virgin Mobile</b>	You need to contact Virgin Mobile customer service to get your account number - it will be a 9-Digit number	The passcode is usually the customer's birthday in 6-digit format (2-digit month/2-digit day/2-digit year. <b>Example:</b> 011065 for January 10 <sup>th</sup> )
<b>Walmart Family Mobile</b>	Dial #225# <SEND> to view your account number	Call Walmart Family Mobile for the passcode.
<b>Wireless Services</b>	Account numbers can be found on the invoice. The account number is between 4 and 6 digits.	The PIN is a 4 digit number setup at the time of account creation. If you do not have a PIN, then the last four of your SSN is the account PIN. If you do not know the PIN or last 4 of the SSN you can call <a href="tel:833-859-6328">833-859-6328</a> and speak to customer service.

