

Port Out Mobile Service to Another Carrier

When Disconnecting Mobile and Data

- **Do not disconnect Mobile service in ICOMS**
- Reach disconnects the line immediately
- Process the port out in **Reach**, and schedule a **downgrade** in ICOMS to **remove** the data

Important:

- If the account has **Mobile without data** for **any** amount of time, the **price** for Mobile will be **without data** (pro-rated)
- This should **not** be an issue unless Mobile is ported out **after** the data is removed

Business Rules

1. Mobile **number must be active** on our Mobile network in order to port to **another carrier**
2. Astound Mobile **does not lock** phones; we do **not** have the ability to do this
3. If another carrier is using the term *locked* , they may mean an **Operator Reference number** or **Carrier PIN***
 - *Operator Reference Number is always visible in Reach*
 - *Carrier PIN is generated only **after** port out steps below are implemented*

1. If the customer is porting out **multiple lines**, the process below must be completed **for each line separately**
2. If the line is **suspended or disconnected for any reason**, the line must be **active** for a port out request to take place
 - When this occurs, refer the port request to the Mobile and Email Team
 - Encourage the customer to **make a payment**
3. We support all port out requests **regardless of billing status**
4. Billing continues until the Port Out is complete, and is prorated based on the Port Out date

CPNI Verification Required

The current account holder must authenticate using one of the methods below

- **Two (2) CPNI security questions**
- **The CPNI PIN and one (1) CPNI security question**

Important: customers **cannot** opt-out of CPNI verification

Porting Out Steps

1. Go to the **Mobile** Tab in **BOLT** and click the **Reach Central** button
2. From **Reach Central** > **Account Management** area (lower

left)

- Verify the account is not locked
- If locked, ask the customer to unlock their mobile account

- **Customers must do this in Selfcare online at or in the App version v1.0.95 or later only**

- **Agents are unable to do this through Reach Central**

- Follow these steps to help customers unlock their Mobile Account

3. Once the account is unlocked, click the icon next to **Port out** in the **Account Management** section

4. On the Initiate Port out Screen

1. **Select the line** to be ported out
2. Choose the **appropriate primary reason** for the port out
3. Choose the **appropriate secondary reason** for the port out
4. Click **Continue**

5. Click **Generate One Time Password** from the pop up window
6. **A screen letting you know that the email was sent** presents itself
 - *For more than one line, and primary line is the one being ported out, option appears to select a new primary line*
7. Customers **receive an email** with the **mobile number being ported, account reference number, and transfer PIN**
 - This is the information they will need to provide to the new carrier
 - **Transfer PIN** can be used for **any line on the account**
 - ***Only available for 24 hours***
 - **After 24 hours**, a new one-time PIN **must** be generated

Important:

- *Doing a port out request while a line is in **Port out pending** state gives an error, but still generates a new **Transfer PIN email***
- *If you submit multiple port out pin requests on the same line, only the last one sent is valid*
- *Anything previously sent is unauthorized*
- *Review email delivery in **Hubspot***

Online URL: <https://agentx-astound-kb.hgsdigital.com/article.php?id=4423>