

Keep Your Phone Number When You Change Companies



California Public Utilities Commission **Consumer Facts**

Did you know that you can keep your phone number when you switch phone companies, provided that you remain in generally the same location? This applies whether you switch from one wired phone service (one whose base is plugged into a phone jack) to another, from a wired phone to a wireless, between wireless companies or from wireless back to wired.

How do You do this?

If you want to change companies and keep your same number, first contact the company you want to change to. That company will start the process of switching your service over. **Remember, you are obligated to pay any early termination fees and other charges due your old company.**

Are there any fees or charges to change service?

The phone companies may bill you to recover their costs to change your service and this fee may vary from company to company, but check if the new company will cover any of this cost.

How long does this take?

Generally, a transfer from one wireless company to another may be completed in a few hours; transferring between wireline and wireless may take several business days. Ask your new company how long it should take and, if switching between wireline and wireless, ask if you will be able to use your number during the transfer process.

Need help with a utility complaint? Call 1-800-649-7570, or use the complaint form at: www.cpuc.ca.gov.

Want someone to speak at your community group meeting? Call the CPUC Outreach Program in Los Angeles: 213-576-7058, in San Diego: 619-525-4309, in Northern California, 415-703-2074. [Jan 06]

Before I change companies, what else should I consider?

- Remember to shop around to be sure you get the best features and rates for the service you want.
- If you change from a wireline company to a wireless company, your designated long distance company will not move with you. Generally the wireless company also provides the long distance service. Ask the new company about the long distance service and rates.
- In some instances your current phone may not work with the new company's technology. In that case you will have to get a new phone – check to see if the new company will cover any of the cost to purchase a new phone.
- 911 service - you will still be able to call 911 for emergencies but in some areas the enhancement that provides operators with your phone number or location is not available yet. Before you agree to change phone companies, discuss 911 service with your new company.
- When “Roaming” in some areas, customers that switch companies and keep their numbers may only be able to send and receive calls and their other features may not work.

If you have problems with switching companies, call the CPUC's Consumer Affairs staff at 800-649-7570 or file a complaint by using the online complaint form at www.cpuc.ca.gov