



Transfer Your Number to AT&T FAQ

What is Local Number Portability?

Local Number Portability (LNP) lets you transfer phone numbers from one service provider to another. Performing this transfer is called “porting.”

If I have an account with AT&T, can I use this process to change rate plans?

No, don't use Local Number Portability to upgrade your phone or rate plan. For information about upgrades, see [Update Voice Plans, Data Plans, and Features](#).

Can all numbers be transferred to AT&T?

For a number to be eligible for transfer, AT&T must provide service in your area and your account must be in good standing. Canceled or suspended accounts are not eligible for transfer.

Can I transfer mobile and landline numbers?

Yes. However, there are some requirements that depend on your current provider and service area. To determine whether you're eligible, start the transfer process, and provide your ZIP Code and the phone number you want to transfer. If your number can't be transferred, Premier displays a message to this effect.

Due to industry-wide technical issues with transferring landline numbers to wireless numbers, there's a significant risk that your landline service will be disconnected before you have active wireless service. To minimize this risk, visit an [AT&T retail location](#) for assistance with transferring your landline number to AT&T.

Can I transfer multiple numbers?

Yes. You can transfer up to 5 numbers at a time using Premier.

How long does it take to transfer my number?

It can take 24 hours or more to transfer your wireless number to AT&T. If you're transferring a landline number, it may take several days.

Note: Due to industry-wide technical issues with transferring landline numbers to wireless numbers, there's a significant risk that your landline service will be disconnected before your wireless service is active. To minimize this risk, visit an [AT&T retail location](#) for assistance with transferring your landline number to AT&T.

What steps are involved in the transfer process?

The transfer process involves the following steps:

- Place your order on Premier.
- After you receive your new device from AT&T, follow the instructions included in the shipping box.
- When your service is active, AT&T sends a text message to your AT&T number notifying you that service with your previous provider is disconnected and your AT&T device is fully functional.



- Follow up with your previous provider to confirm that they've canceled your service.

What if I need to call for emergency help (dial 911) while transferring the phone number?

Until the transfer to AT&T is complete, you might not be able to fully use 911 emergency services on your new wireless device. For safety, keep your old device available while transferring.