# Avaya

# Carrier refusing to port your number to a new provider

### Porting a number away from your provider can sometimes be difficult

Porting a number away from your provider can sometimes be a pain! Porting a number away from a provider means loss of business for them, which no business wants!

At Avaya, we try to work with carriers and verify your information in real-time to help ease the process of moving your numbers to Avaya SIP Trunk from your existing provider. Unfortunately, we do not have relationships with all carriers, so there are some things that may be helpful for you to do in order to speed up the process:

### Make sure your porting request account information is correct.

One of the main reasons why port requests are rejected by a losing carrier is because the information you submitted is wrong. This may sound like a simple mistake, but it is the most common reason for rejection and sometimes takes weeks to resolve. If you are unsure of your account information, please request a CSR from your carrier.

### Call your provider

Emailing a support team can sometimes mean waiting days to get a response, and if your question is answered in the first response, this is repeated, which can be so frustrating! Carriers generally have a specific process for porting related requests and process them, in the same way, meaning a standard wait time for a response, so why not call your provider and request an update from them. In most cases, this will result in receiving a quicker response, if not an instant one over the phone!

**Note:**

**Number porting can be painful and frustrating.  If your current carrier continues to give you problems, the Avaya porting team will do their best to provide options and guidance to the relevant sections of the law. This way the carrier will remember why they should not delay the porting process.**