

PORTING YOUR CURRENT NUMBER



It's a little bit of work up front, but it'll save you money in the long run. You'll no longer have to pay monthly charges to your current telephone provider; the cost of your telephone number is included in the Mercury Fon package you selected.

If you have selected a Mercury Fon rate plan, your number will be ported as a voice number to our network. If you have selected a Mercury Fax plan, your number will be ported as a fax number to our network.

In order to transfer (port) your current local or toll-free number to Mercury Fon, you must complete and submit the following form.

All of the information provided on this port request must match the data on your bill/ Customer Service Record (CSR) with your current provider. We cannot complete any port transfer order unless you provide matching data. This process, without rejections, may take 3-6 weeks for completion. Until then, you may forward your current number to the Mercury Fon number you received at activation. Please check our FAQs to see how to forward your number.

We currently port USA and Canada local telephone and toll free numbers.

PLEASE NOTE: If the following information requested does not match what the current carrier has on record for you, the order will likely be rejected.

Following completion of this form, you will be required to sign and return via fax OR as an e-mail attachment to:

Fax to: 888-357-6366 (MFON)

Scan and Email to: support@mercuryfon.com

Terms and Conditions

Mercury Fon utilizes Vitelity Communications, LLC as its telephone DID provider.

By using this form and the port request information, you agree to port the telephone number you are entering to Vitelity Communications, LLC through Mercury Fon. You agree that Vitelity Communications, LLC will be your new provider for this number until you decide to port it away from Vitelity Communications, LLC.

Local number port orders normally take 3-6 weeks for completion. Toll free port orders normally take 5-10 business days for completion.

Upon submission of your port order, your account will be debited the \$45 port fee. All port order fees are non-refundable. Normal per minute and monthly costs apply pursuant to your selected package.

Following completion of this form, you will be required to sign and return via fax or as an e-mail attachment.

Detailed Explanation of Each Item on Number Portability Form

Number to Port	This is the 10 digit Toll Free or Local telephone or fax number you wish to port to Vitelity Communications, LLC through Mercury Fon.
Type of Port	This is either toll free or local depending on which type of number you want to port to us.
Partial Port	If you have more than 1 number with your current carrier, but are not porting all, choose yes.
Current Carrier	The carrier or your provider that currently has this telephone number.
Account Number	Your account number with your current provider.
Statement Name	The Company or Individual name that appears on the billing statement showing who owns this number.
Authorized Contact	The person listed on the bill as the authorized contact or owner.
Contact Title	How the Authorized Contact is affiliated with the telephone number.
Address	The address listed on this account as it appears on your statement.
City	The city listed on the billing statement for the number you want to port.
State	The state listed on the billing statement for the number.
Zip	The zip code listed on the billing statement for the number.
Billing Telephone Number	The number listed as the billing contact telephone number on your statement for the number you want to port.
Contact Telephone Number	A number where we can contact the current owner of the number you want to port. Any communication would be discreet.

Mercury Fon Number Portability Form

Number Information	
Number to Port	
Rate Plan	
Partial Port	Yes No
Type of Number	Local Toll free
Location	Residential Business
Wireless	Yes No
Current Service Provider Information	
Service Provider Name	
Service Provider Address	
Service Provider City	
Service Provider State	
Service Provider ZIP	
Last Statement Date	
Current charges	
Last Payment Date	
Last Payment Amount	
Customer Information	
Account Number	
End User Name on Statement	
Authorized Contact	
Contact Title	Employee President/CEO Owner
Service Address (No PO Boxes)	
Service City	
Service State	
Service ZIP	
Billing Address	
Billing City	
Billing State	
Billing ZIP	
Billing Telephone Number	
Billing Contact Number	

Signature: _____ **Date:** _____

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