



Mobile Numbers

Members have the option at enrollment to either bring their own phone number, also known as porting a number, or receive a new number from Solavei. Numbers, whether they are ported to Solavei or assigned by Solavei, are only available within the Solavei Mobile Coverage area.

Although members can use their phone in these areas by utilizing roaming partners, Solavei does not currently provide numbers or support porting numbers from: Alaska, Montana, Nebraska or the U.S Virgin Islands.

- Members who wish to port their current number to Solavei, either landline or mobile phone number, should enter the number they'd like to port during the Solavei Enrollment process.
- Members should NOT cancel or close their account with the previous provider, when the port to Solavei is complete the line with your previous carrier will be automatically cancelled. Members are responsible for any charges associated with canceling their service with their previous provider.
- Members with questions about how porting a number will impact their account with the previous service provider should contact their service provider for details.

How to Bring Your Number (i.e. Port)

- The new member should enter the number they would like to transfer to their Solavei account during Step 3 of the new member enrollment process.
- Solavei will provide an eligibility check to ensure the number requested is eligible to port.
 - If the requested number to port is not eligible, a new member has the option and should select to have a new number assigned to them. In the enrollment, please select **"I want Solavei to assign me a new phone number in my zip code, if possible"**.
 - The following are general guidelines that *may* restrict a number from being ported:
 - The number is a toll free number such as a 1-800 number.
 - The local geographic area with which your number is associated is not in an area where Solavei currently provides mobile service.
 - The account associated with the number has been cancelled and the number is not currently active
 - The carrier that currently owns the number is not required to participate in Number Porting.
- If the number requested is eligible to port, the member should continue through the enrollment process to order a Solavei Phone and/or SIM.
- After the member receives their Solavei Phone and/or SIM in the mail they will be asked to return to activate.solavei.com to activate the SIM card and complete the number porting.
 - Members should be prepared with the following information to complete the port process:
 - Account number from the current provider. **Note:** the account number is a different number from the phone number, and can be found on your monthly statement or by contacting your current provider.
 - Password or PIN on the account with the current provider. The Password or PIN may be alpha numeric. If you do not know the Password or PIN contact your current provider.
 - If one or both of the above items is entered incorrectly the number port will fail and the member will need to provide updated information to re-submit the request.

Timeline for Porting a Number

- After the member enters the required information to port a number in the activation process, it can take 2 hours to 7 days to complete:
 - Mobile numbers port within 2-24 hours
 - Landline numbers port within 1-7 days
- Members may experience shared service between their old carrier and Solavei during this time while the port process is completing, this is commonly referred to as "dual service". Members who experience dual service can make outgoing calls from their new Solavei SIM immediately but may receive incoming calls on their previous carriers SIM card phone for a brief period of time. Once the port process is complete members will be able to make and receive calls from their Solavei phone.

Get a New Solavei Number

- Members that wish to have a new number assigned when activating their Solavei Mobile Service should select "I want Solavei to assign me a new phone number in my zip code, if possible".
- The number assigned will be local to the zip code entered in the enrollment process as the primary address.
- Members are not able to choose a specific number or area code; numbers are assigned based on the zip code.
- Although members can use their phone in these areas by utilizing roaming partners, Solavei does not currently provide numbers in: Alaska, Montana, Nebraska and the U.S Virgin Islands.

Frequently Asked Questions

Can I activate with a number assigned by Solavei, and then port my number to Solavei at a later date?

No, not at this time. Currently Solavei Members who wish to port their number to Solavei must do it during the enrollment process.

After activation can I change my Solavei phone number?

No, not at this time. Solavei will provide additional functionality related to porting and changing mobile numbers after activation following our nationwide launch.

Can I port my landline number?

Yes you can. You can port your landline or mobile number to a Solavei phone. Landline ports can take between 1-7 days to complete.

If the number I want to port is in someone else's name with my current carrier can I still port it?



Mobile Numbers

Yes, you should receive approval from the billing name on the account of the number you would like to port. You will need to obtain the account number, Password/PIN from the account holder to complete the request in the enrollment process. By providing this information Solavei is authorized to port the number.

How to Port Out your number

The member should provide their new OSP with:

1. The phone number
2. The billing zip code assigned to their Solavei member

The member must not cancel their Solavei account until the port out is complete.