

With TSI SmartfaxSM

you can keep your current fax number

TSI Smartfax is an outsourced fax solution that lets you electronically send, receive, store and print faxes using existing email infrastructure and the Internet. It eliminates the time, effort and expense associated with fax servers while at the same time providing additional functionality.

One of the many benefits of partnering with us for your outsourced fax solutions is being able to keep your existing fax number. In order to do this, your current carrier must allow porting, as there is a minimal one time charge for porting members. Here's how it works:

Number Porting Request Initiation

There are two types of porting requests, toll and toll-free. Local Number Porting, or LNP, is the ability to change service providers within the same local area and still keep the same phone number. With toll-free numbers, the process is very similar, if not easier. Your sales consultant will need the following information in order to begin the process:

- A list of the toll numbers to be ported
- The old and new Resp IDs
- Signature of authorized individual(s)

Unlike toll-free porting where all toll-free numbers are deemed portable, the porting of toll numbers requires one additional process called Letter of Authorization. Once submitted, we will verify that a requested number can be processed by the vendor.

Number porting request is initiated by us on behalf of our customers once all of the porting dependencies are fulfilled.

Ensure uninterrupted service for your customers by keeping your current fax number.

To provide the highest level of service, we use multiple vendors to accommodate number porting requests, and as a result, the porting procedures may vary. Rest assured, whichever fax number you choose to use, we will make the process as easy as possible for you.

Expected Time Required for Number Porting

An evaluation of your current fax number will be executed. Usually porting can happen within a 30 day window—but some circumstances may take longer. Your account representative will provide guidelines.

Need Help?

Email: Porting@TSISmartfax.com

frequently asked questions

What is Local Number Porting and why do I need to worry about it?

Local Number Porting, or LNP, (FCC law) is the capability to change service providers within the same local area and still keep the same phone number. If you choose to keep your current fax number, we will complete all of the number porting forms on your behalf and initiate the porting process.

Does it make any difference in the process if the number that is being ported over is toll or toll-free?

Unlike toll-free porting where all toll-free numbers are deemed portable, due to the Portability Laws, the porting of toll numbers requires one additional process called port analysis. This analysis will verify that a requested number can be processed by the vendor. Otherwise, the process is exactly the same.

How long will it take to port a number?

In most cases a 30 day window is needed. An evaluation will be done for your specific situation.

Will I still be able to use my fax number while the number is being ported?

Yes. The number is still available with a current provider during the porting process. You will be advised as soon as we receive a Firm Order Commitment date (FOC) from our provider.

What is a Letter of Authorization and why do I need to sign it?

The Letter of Authorization (LOA) is an integral part of the Resporting process that allows us to port numbers from many vendors to Level 3 or XO to be used for the TSI Smartfax service. All numbers must reside in a database supported by these two carriers.

Who is authorized to sign the LOA at my company?

Each company has an authorized agent that is responsible for all the telephony within the company which includes paying invoices, ordering/maintaining numbers and Resporting.

Can the entire process be reversed at a later time?

Yes, by reversing the process, the number will be released upon request.

How is the successful port communicated?

All customers are notified by phone once the port is successfully completed.