

Transferring your current phone number

When you add our Voicemail Service, you can elect to use an existing phone number for receiving your voicemail messages. In most cases, this existing number can be "ported" or transferred to your Voicemail Service. RescueGroups.org will act as your agent in transferring the phone number to your voicemail service account.



IMPORTANT

It can take up to 30 business days to transfer a phone number. Once the process is complete and the phone number has transferred, verify that your previous service is canceled.



If you are trying to transfer a number that is not currently associated with a physical address, such as a P.O. Box, your transfer request will be rejected. There needs to be an actual physical location associated with the phone number, even if your billing address is a P.O. Box. The easiest way to do this is to contact your current telephone service provider to ensure a physical address is available on your Customer Service Record (CSR).



If you have any additional services on the telephone number you want transferred, please remove those services and wait two weeks before continuing the process. You cannot port your number with additional services such as toll-free numbers, other telephone numbers, Centrex services, and so on, still on the line.

1. Order the **Voicemail Service** with the transfer option. An invoice is generated.
2. Pay the one-time transfer fee. This invoice must be paid prior to the transfer process being initiated by RescueGroups.org
3. Download the Port Authorization document [found here](#). Your current provider requires that we provide them this letter to prove that you have authorized your existing number be transferred to another provider, in this case, RescueGroups.org.
4. Return the form to us at RescueGroups.org by snail mail, fax, or email. RescueGroups.org will begin the transfer of your telephone number through your current provider once we receive the letter of authorization and the invoice is paid.

Mail to:

RescueGroups.org
PO Box 1245
Bowie, MD 20718-1245

Email to:

support@rescuegroups.org

Fax to:

(240) 630-4880

5. Once the transfer is complete, verify that your previous service is canceled.



The transfer process can take as long as 30 days. During this time, we may not be able to obtain status updates about the transfer from your current provider. During the transfer, your current telephone service will continue without interruption. Once the transfer has been completed, calls to your current telephone number will ring your **Voicemail Service**.



Do not cancel your Voice Mail Service after sending the letter of authorization, and before the transfer is complete. Doing so will result in your losing that phone number.

Popular Questions

We can't find any questions. Check the topic exists.

Have a question about this topic?