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Wireless Number Portability

Effective November 24, 2003

On Monday, November 24, 2003, new Federal legislation went into effect allowing wireless phone customers to transfer their numbers to Vonage. There are several important details that you need to keep in mind when transferring your number:

- Vonage is NOT a wireless carrier.
- Transferring your number to us indicates a wish to use your current wireless number over our broadband Internet network. Our service can only operate with a high-speed Internet connection.
- Transfers are very likely to take longer than 30 days as carriers establish this new process.
- **DO NOT CANCEL YOUR WIRELESS SERVICE** until the transfer is complete. You could lose your number!
- FCC policy requires carriers to allow your transfer if you live in one of the [100 largest cities](#) in the United States. The remaining U.S. cities are expected to be fully compliant with this policy no later than May 24th, 2004.
- Be careful about early cancellation fees if you still have a contract service agreement with your carrier. These fees can be substantial and are beyond our control. All contractual obligations with an existing carrier are the **sole responsibility of the customer**.
- Before initiating a number transfer, check the number on our [Local Number Portability](#) page to verify that it can be transferred to our network.
- Vonage requires you to register separately for [911 Dialing](#).

See the FCC's official [Wireless Local Number Portability \(WLNP\) information](#) for more on wireless number portability.

Frequently Asked Questions

1. [Can I transfer my Vonage number to a wireless carrier?](#)

If you transferred your number into our service, then you may transfer it out, provided that your wireless carrier is able to accept it.

If you were assigned your number by Vonage, the number cannot be transferred out.

2. [How do I transfer my cell phone number to Vonage?](#)

3. [How long will it take to transfer my number?](#)

4. [What if I am still under contract with my wireless carrier?](#)

5. [After the transfer is complete, will my cell phone work with Vonage?](#)