

# Porting a Phone Number Out of NocTel

Transferring a phone number to a different carrier is called porting. If you need to move a telephone number away from NocTel follow the guide below:

- Work with your new carrier to submit the port out request.
- The port request must come from a NocTel account administrator. You can view who is an account administrator for your account under **Account Preferences > Account Users**.
- The porting request must match the information listed in the account on the Account Owner tab. You can find the account owner information by clicking **Account Preferences > General Setup > Account Owner Tab**.
- **Include your port out PIN.** NocTel telephone numbers are protected from unauthorized port outs by a PIN. The port out PIN is listed on the **Account Owner Tab**.

Once a number has been ported out our team will mark the number as *ported out* or deleted the number from the account and inform you of the port out confirmation within 7 business days.

## Related articles

- [Terminating Your NocTel Service](#)
- [Porting a Phone Number](#)