

thinQ Porting Team Hours: Times the porting group is available for assistance.

Monday - Thursday 8am to 5pm Eastern

Friday 9am to 5pm Eastern

When filling out LOA, FOC Date:

Must be at least 7 business days from the date of submission. If you require a specific time for port, it must fall within these hours:

Monday-Thursday: 8AM-5PM Eastern

Friday: 9AM-4PM Eastern

We highly recommend NOT changing FOC dates once a FOC has been established.

- If a port FOC date has already been established and is then asked to be changed, the new due date has to be pushed out the minimum of required business days of the carrier involved.
- Completely new approval is then required.

Average Port-In Times (If NO Rejections)

Regular DIDs, Toll Numbers

On Net Ports:

1-49 Tns a 3/7 business days

50-199 Tns a 7/15 days

200+ depends on the LSP

Off Net Ports:

1-49 Tns a 5/15 business days

50-199 Tns a 10/20 days

200+ depends on the LSP

To ensure there are no immediate rejections we require you to submit the port-in to us with at least a 7 day out RDD (requested due date).

Toll Free Numbers:

The losing carrier is required to respond with approval or rejection within two business days.

- Once the TFNs are released to thinQ (VNI01) we must then load the numbers to our vendors for routing.
- Please allow additional time for project ports to complete as it takes longer to get the numbers loaded with our vendors.

Project Ports - 50+ Numbers

If you are porting 50 or more numbers at once, please reach out to your sales rep for a potential discount on port-in fees. We consider 50+ numbers a project port.

- Ports with no response will be closed/cancelled after 30 days.
- As a policy our gaining providers will not get on conference calls with losing vendors.