



AUTO ATTENDANT / RESEARCH & PRACTICAL GUIDANCE

Find Your Account Number and Port-Out PIN

Get a business phone number with a simple auto attendant menu from Auto Attendant. A caller picks who they need and the call rings that person's own mobile, so nobody on your team has to publish a personal number.

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verizon at&t t-mobile

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The two fields that stop most ports

To move a phone number, the new provider needs two things from the old one: the **account number** and, at most mobile carriers, a **transfer PIN**. Get either wrong and the request is rejected. The PIN is free at the three big US carriers, but usually only the account owner (or a business-account administrator) can create it, and it expires within days.

Below is where each carrier keeps them, as of October 2026. Every carrier procedure was checked on the carrier's own support page on October 28, 2026; where we could not confirm one, we say so. This is educational information, not legal advice.

Why your old carrier asks for a PIN at all

Port-out fraud. A scammer who moves your number "could get your calls and texts to take control of other accounts, like banking and social media" ([Verizon port-out FAQs](#)).

In the US, the FCC addressed this in its SIM-swap and port-out fraud order (FCC 23-95, adopted November 15, 2023, published in the Federal Register on December 8, 2023) ([88 FR 85794](#)). The rule that resulted, [47 CFR 52.37\(b\)](#), tells every wireless provider to "use secure methods to authenticate a customer that are reasonably designed to confirm the customer's identity before effectuating a port-out request," and to review those methods at least once a year. Paragraph (f) adds employee training on fraudulent port-outs.

The order also adopted immediate port-out notifications, free account locks and fraud remediation, but those paragraphs were "delayed indefinitely" pending Paperwork Reduction Act review ([88 FR 85794](#)), and the eCFR (current to October 27, 2026) still shows them as reserved. Compliance with the whole section, including (b) and (f), is not required until the FCC announces a compliance date ([47 CFR 52.37\(h\)](#)), and none had been announced as of October 28, 2026. Carriers offer PINs, locks and confirmation texts voluntarily anyway.

The rule says "authenticate securely," not "use a PIN," so each carrier's method differs.

Account number, PIN, passcode and ZIP code: four different things

Field	What it is	Where it comes from
Account number	The billing account the number sits on	Top of your bill, or the carrier's online account
Transfer PIN (Number Transfer PIN, Temporary Port Out PIN)	A short-lived code created only to authorize a move	Generated by the account owner in the carrier's app, website or by phone
Account passcode / PIN	The permanent code that protects your account when you call support	Set by you when the account was opened
Billing ZIP / postal code	The ZIP or postal code of the billing address	Your bill

The FCC's standard data fields for a simple port list the **account number** and **ZIP code** as required. The **passcode** field "shall be optional unless the passcode has been requested and assigned by the end user" ([47 CFR 52.36](#)). In practice, mobile carriers now add a transfer PIN on top. AT&T is explicit that you should give the new provider only the Number Transfer PIN, "and not your account passcode" ([AT&T](#)). T-Mobile, by contrast, lists both the Temporary Port Out PIN and the account PIN/passcode among what the new carrier needs ([T-Mobile](#)).

Verizon

Standard (consumer) monthly accounts

According to [Verizon's port-out FAQs](#):

- **Who can create it:** the Account Owner or an Account Manager, on a standard monthly account.
- **Four ways to get it:**
 1. My Verizon website: sign in, open "Create Your Number Transfer PIN" and select **Generate PIN**.
 2. My Verizon app: same page, same button.
 3. Dial **#PORT** from the smartphone that holds the number, then open the link Verizon texts back.
 4. Call Customer Service at 800-922-0204, or visit a Verizon store.
- **Validity:** the PIN expires after 7 days.
- **Scope:** one PIN works for the whole account. Tell the new carrier exactly which lines to move.
- **Account number:** the new carrier needs it together with the PIN. Verizon's FAQ links to a help page on where to find it.
- **Number Lock:** if it is on, turn it off first, by dialing *611 or under Security in My Verizon.

Verizon Business accounts

Business accounts work differently ([Verizon Business: Port out my number](#)):

- The PIN is **per line**, not per account. Each Number Transfer PIN "is unique to the number it was generated for."
- Only users with the My Business roles **Primary Contact** or **Administrator** can generate it.
- The PIN is sent by text to the device being ported and by email to the authorized user who requested it.
- It is valid for 7 days and can be generated at most 5 times per line per day.
- Number Lock must be disabled before you can create the PIN.
- For 10 or more lines, call 1-800-922-0204 instead.

AT&T

From [AT&T's Number Transfer PIN article](#) (last updated August 21, 2026):

- **Validity:** the PIN expires 4 days after you request it, or **14 days for business accounts**.
- **Scope:** the PIN is the same for all numbers on the account.
- **Who can create it:** on consumer accounts, only users with primary online access. On AT&T Business Wireless, only the primary user.

- **Consumer methods:**
 1. Online: account profile → **Settings** → **Transfer phone number** → **Request new PIN**. The PIN shows on screen.
 2. AT&T app: profile icon → **Settings** → **Manage or remove account** → **Settings** → **Transfer phone number** → **Request new PIN**.
 3. Call ***PORT** from your AT&T device and follow the prompts. You need your account passcode, and the PIN arrives by text.
- **Business methods:** the primary user follows the online steps or contacts AT&T small-business support, and a rep emails the PIN. The app and *PORT methods do not work for Business Wireless.
- **Wireless Account Lock** must be turned off, or the transfer will fail.
- **Prepaid** accounts do not need a Number Transfer PIN.

T-Mobile

Personal (postpaid and prepaid) accounts

From [T-Mobile's transfer page](#):

- **Who can create it:** only the **Primary Account Holder**. Anyone else has to ask them.
- **Turn off Port Out Protection** on the line first if it is active. Only the Primary Account Holder can remove it on postpaid accounts.
- **Postpaid, T-Life app:** on the phone that has the line, connected to the T-Mobile network with **Wi-Fi off**, go to **Account** → gear icon → **Permission & controls** → **Transfer PIN**. The temporary PIN appears on screen.
- **Postpaid, T-Mobile.com:** use a mobile browser on the T-Mobile phone (not a desktop): name menu → **Profile** → **Permissions & controls** → **Transfer PIN**.
- Turn off private VPNs, including iCloud Private Relay.
- **Prepaid:** T-Mobile.com → **My T-Mobile** → **My Profile** → **Request Transfer PIN**.
- **What the new carrier needs:** your T-Mobile account number (on your account or bill), the Temporary Port Out PIN and the account PIN/passcode.
- Help line for transfer PINs: 1-800-937-8997.

T-Mobile for Business

In Account Hub: **Manage Lines** → three dots next to the line → **Generate transfer PIN** → validate a one-time code → **Generate** ([T-Mobile for Business: Account Hub](#)). Missing the option usually means you need more permissions from the account admin or business owner.

The T-Mobile pages we checked do not state how long the PIN stays valid.

Canadian carriers

In Canada, the main check we could confirm is a **text-message approval** sent to the number being moved; the new carrier collects account details up front.

What the new carrier asks for (port-in pages, checked October 28, 2026):

- **Bell:** one of the following from the previous provider: account number, device IMEI, or account password (PIN). The number must be active and able to receive texts ([Bell number transfer request](#)).
- **Fido:** for a mobile number, at least one of your account number or your account password/PIN with the other provider. For a landline, your billing name and service address ([Fido: bring your number](#)).
- **Freedom Mobile:** phone number, account number, account holder name and billing address, with the suggestion to copy them from a bill ([Freedom Mobile: transferring your number](#)).

What the old carrier does:

- **Rogers** texts the number being moved. Reply **YES** within 90 minutes or the request cancels automatically. The account holder's number also gets a notice. If your phone is lost, call 1-877-327-8503 ([Rogers: transfer your number to another carrier](#)).
- Freedom and Fido describe the same 90-minute reply window for the authorization message from your current provider ([Freedom Mobile](#); [Fido](#)).
- **Bell Home phone:** to move a Bell landline number elsewhere, call Bell at 1 866 310-2355. The account and number must be active ([Bell number portability FAQ](#)).

Check with your carrier: TELUS, Koodo, Public Mobile, Videotron and others. We could not load a current official port-out page for them on October 28, 2026. For Canadian ports generally, one porting provider lists a letter of authorization, your most recent bill, the account number and a PIN if required ([Twilio Canada porting guidelines](#)).

Practical point: **keep the old SIM in a working phone** until the move completes. An unanswered approval text cancels the port.

Landlines, cable and VoIP providers

Landline and office VoIP providers rarely have a self-serve PIN page. You will need:

- **Account number** from the latest bill (copy any billing telephone number too).
- **The exact name and service address on the account.** The most common cause of a rejected port is a name or address that does not match the old provider's Customer Service Record (CSR) ([Twilio US porting guidelines](#)). Ask the old provider to read them to you.
- **A PIN or passcode, if one is set.** Twilio notes that most mobile operators require account numbers and PINs, and that "some providers also require account PINs to port out," so check with your current provider ([Twilio US](#)).
- **A recent bill.** Twilio asks for one dated within 30 days for US ports ([Twilio US](#)).

This is general guidance, not any one provider's procedure. Ask the provider's business support line: "What do I need to give a new carrier to port this number out?"

Common PIN mistakes

1. **The PIN expired.** Verizon PINs last 7 days; AT&T PINs 4 days (14 for business). Check it will still be valid when the new provider submits.
2. **You generated a new PIN after handing one over.** AT&T says a new PIN invalidates all previous ones. You then have to update or restart the request with the new provider ([AT&T](#)). Verizon Business warns not to regenerate once a PIN has been given to another carrier ([Verizon Business](#)).
3. **A lock is still on.** Verizon Number Lock, AT&T Wireless Account Lock and T-Mobile Port Out Protection all block a port until removed.
4. **The wrong person tried.** An employee who uses the phone, but is not the account owner or admin, cannot create the PIN at any of the three US carriers.
5. **You gave the passcode instead of the PIN** (or the reverse). Check which one the new provider is asking for.
6. **You cancelled the old service first.** Do not. The FCC tells consumers not to end service with the old company before starting with the new one ([FCC porting guide](#)). AT&T and Verizon both say a disconnected number has to be reactivated before it can move.
7. **On T-Mobile, you tried on Wi-Fi or a desktop.** Use the T-Mobile phone on its network.

Per the FCC, your old company cannot refuse to port "even if you owe money for an outstanding balance or termination fee" ([FCC porting guide](#)). You still owe it.

Checklist: what to have before you submit the port

Submit the request the same day you create the PIN.

- ☐ The number(s) to move, in 10-digit format
- ☐ Current carrier's name
- ☐ Account number, copied from a recent bill or online account
- ☐ Billing ZIP or postal code
- ☐ Account holder name and service address **exactly as on the CSR**
- ☐ Transfer PIN, freshly generated, plus the date it expires
- ☐ Account passcode, only if the new provider asks for it (T-Mobile ports typically do)
- ☐ Locks removed (Number Lock, Wireless Account Lock, Port Out Protection)
- ☐ A copy of the latest bill as a PDF
- ☐ Signed letter of authorization (LOA) for the new provider
- ☐ Old service left active, and in Canada the old SIM in a working phone to answer the approval text

If the number is on someone else's family plan, that person has to create the PIN, and the LOA name has to match the account.

For how long the move itself takes once submitted, see [how long number porting takes](#). For more on the fraud side, see our [port-out fraud and SIM swap research](#).

FAQ

Does the transfer PIN cost anything?

Not at the big three US carriers. AT&T says there is no charge for the PIN or the transfer ([AT&T](#)). T-Mobile says there is no charge for transferring numbers ([T-Mobile](#)). Verizon charges no specific fee, though early termination fees and device balances still apply ([Verizon](#)). The FCC notes that companies may charge to port, and that you can ask for a fee to be waived ([FCC porting guide](#)).

How long is the PIN valid?

Verizon: 7 days, for both consumer and business accounts. AT&T: 4 days, or 14 days for business accounts. T-Mobile: not stated on the pages we checked. These change, so confirm on the carrier's page on the day you request it.

Can an employee request the PIN for a company line?

Only if they hold the right role. Verizon Business requires Primary Contact or Administrator. AT&T Business Wireless requires the primary user. T-Mobile for Business requires Account Hub permissions from the account admin or business owner.

The number is on my personal cell plan. Can I still move it to a business service?

Yes, with the account number and PIN from your personal account. Our guide on [keeping, porting or replacing a personal cell number](#) covers the trade-offs.

If you are moving a number to [Auto Attendant](#), you enter these details and sign the LOA online, and nothing is charged until the number has moved.

Source links

Links cited in this article, in order of first appearance. Full addresses are provided for readers using extracted text.

1. <https://www.verizon.com/support/port-out-faqs>
2. <https://www.govinfo.gov/content/pkg/FR-2023-12-08/html/2023-26338.htm>
3. <https://www.ecfr.gov/current/title-47/section-52.37>
4. <https://www.ecfr.gov/current/title-47/section-52.36>
5. <https://www.att.com/support/article/wireless/KM1447526>
6. <https://www.t-mobile.com/support/account/transfer-your-phone-number>
7. <https://www.verizon.com/business/support/account-maintenance-and-management/wireless-device-service-changes/port-out-my-number>
8. <https://www.t-mobile.com/support/business/change-phone-number-account-hub>
9. <https://support.bell.ca/mobility/number-transfer>
10. <https://www.fido.ca/consumer/content/bring-your-number>
11. <https://www.freedommobile.ca/en-CA/support/about-transferring-your-number>

12. <https://www.rogers.com/support/mobility/transfer-your-number-to-another-carrier>
13. https://support.bell.ca/Billing-and-Accounts/Policies/i_have_questions_about_number_portability
14. <https://static1.twilio.com/guidelines/ca/porting>
15. <https://www.twilio.com/en-us/guidelines/us/porting>
16. https://www.fcc.gov/sites/default/files/porting_-_keeping_your_phone_number_when_you_change_providers.pdf

THE PUBLISHER

About Auto Attendant

Auto Attendant gives a small business one phone number and a recorded menu that sends each caller to the right person. The call rings the mobile that person already carries, using their normal dialler and their normal mobile plan. Pricing is a single flat monthly fee for the whole company rather than a charge for each user, and there is no app, desk phone or hardware to install.

One number, one menu, the phones you already own

A caller dials the business number, hears a short greeting and chooses an option. Each option can ring one mobile, ring several at once so whoever is free answers first, or try people one after another in a set order. There is no limit on how many people sit on the receiving end, because nobody is billed per seat. Setup is done by the owner in a few minutes: pick a number, write the greeting, and point each option at a mobile.

What it deliberately is not

An auto attendant routes a call; it does not answer one. Nobody at Auto Attendant speaks to callers, and no AI stands in for a receptionist. A business that wants its calls handled, messages taken and appointments booked wants an answering service, which is a different product at a different price. A business that needs call recording, queues, agent dashboards or CRM integration wants a contact centre platform. Auto Attendant is for the case where the call should simply reach the right pocket.

Keeping personal numbers off the internet

The business number is the only number a caller ever sees. Personal mobile numbers are never displayed and never given out, which is what lets an owner put a number on a website, an invoice, a van or a Google Business Profile without handing a personal line to everyone who finds it. An existing advertised number can be ported across and kept, and the old line keeps working while the port is in progress.

Work with Auto Attendant

Visit [Auto Attendant](#) to see [how it works](#), [how it compares](#) to a personal mobile, Google Voice and a full phone platform, and the current [pricing](#).

Telephone number portability, emergency calling and caller-ID rules differ by country and change over time. Articles published here describe general practice and cite primary regulator and carrier sources; they are not a guarantee of any timeline, and they are not legal or regulatory advice for a specific business.

Website: <https://autoattendant.io>

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