Number Portability

Number portability is the ability to **transfer a telephone number from one company or carrier to another**.

Number portability is available for both **individuals and legal entities**, and each requires different documentation to be submitted using the following **Link**

INDIVIDUAL (INDIVIDUAL CUSTOMER):

- Government-issued ID (INE)
- Most recent telephone bill
- Portability PIN
  The PIN is obtained by calling 051 from the number being ported. The PIN is valid for 15 days.
- Signed LOA (Letter of Authorization)

LEGAL ENTITY (BUSINESS CUSTOMER):

- Legal representative’s government-issued ID (INE)
- Most recent telephone bill
- Articles of Incorporation
- Power of Attorney for the Legal Representative (optional)
- Signed LOA (Letter of Authorization)

> Document that lists the telephone numbers to be ported and is signed by the customer as authorization and consent.

Once the required documentation has been submitted and confirmed by the loosing carrier, **the number portability process will take approximately 10 to 15 business days.**

FOR WHATSAPP BUSINESS

If you wish to port a phone number from another carrier to **Clever IDEAS** for the WhatsApp Business service, please note that the number will be **dedicated exclusively to this service** and **VOICE or SMS services cannot remain active** on the number.

****For a new number (WITHOUT PORTING), it is possible to use the number for VOICE and SMS services as well.**

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