

## PORTING AN EXISTING FAX NUMBER TO THE GFI FAXMAKER ONLINE SERVICE

Porting fax numbers is as simple as 1, 2, 3; **Verify**, **Complete** and GFI will **Process**. Porting a fax number can be time consuming. It is dependent upon your current fax number (phone) service provider and the accuracy of the information you provide. These steps are:

1

- **Verify** that your numbers are portable: (*see Notes*)
  - Use the [GFI FaxMaker Online Port Confirmation form](#). Include the fax number(s) you want to verify, your contact information, and the current phone service provider of your numbers.
- You will be notified in about one (1) business day of the portability of the number(s)

2

- » **Complete** the Letter of Authorization (LOA) if your numbers are portable. Complete and sign the appropriate LOA below:
  - [Single fax number](#)
  - [Multiple fax numbers](#). All numbers with one provider (see notes)
- » Include a copy of your Customer Service Record (CSR). To obtain a copy of your CSR, contact your current service provider:
  - Your CSR is an industry standard record which contains relevant information about your account with your carrier. This is the single best source of information about your account which will be needed to complete the porting process.
  - If you are unable to obtain your CSR, a copy of the first page of your latest billing statement can be used instead. Please note that using a billing statement could delay the porting process.

3

- » Send the completed and signed LOA and either your CSR or first page of billing statement to the following: [Sales@gfi.com](mailto:Sales@gfi.com)
- » We will begin the porting **process**. If, during this time, you have any questions contact us: <http://www.gfi.com/contact-us>

4

- » The GFI FaxMaker Online team will contact you by email, when the porting process is complete.

**While the porting process takes place, continue to use GFI FaxMaker Online.**

### Notes:

- It is your responsibility to ensure that there are no open bills or open orders with the current phone service provider from which the number will be ported.
- It is your responsibility to ensure that there are no open litigations with the current phone service provider from which the number will be ported.
- Please ensure that there are **no holds on porting your numbers due to exiting a timed contracts** with your current phone service provider.
- If you have multiple carriers you will need to complete a LOA and provide a CSR for each carrier.
- GFI will contact you if additional information is needed.
- Questo funzione non e disponibile in Italia. [Vai qui per maggiori dettagli](#)

## USA, CANADA AND CENTRAL AND SOUTH AMERICA

4309 Emperor Blvd., Suite 400, Durham, NC 27703, USA

Telephone: +1 (888) 243-4329

Fax: +1 (919) 379-3402

[ussales@gfi.com](mailto:ussales@gfi.com)

33 North Garden Ave, Suite 1200, Clearwater, FL 33755, USA

Telephone: +1 (888) 243-4329

Fax: +1 (919) 379-3402

[ussales@gfi.com](mailto:ussales@gfi.com)

## UK AND REPUBLIC OF IRELAND

Magna House, 18-32 London Road, Staines-upon-Thames, Middlesex, TW18 4BP, UK

Telephone: +44 (0) 870 770 5370

Fax: +44 (0) 870 770 5377

[sales@gfi.co.uk](mailto:sales@gfi.co.uk)

## EUROPE, MIDDLE EAST AND AFRICA

GFI House, San Andrea Street, San Gwann, SGN 1612, Malta

Telephone: +356 2205 2000

Fax: +356 2138 2419

[sales@gfi.com](mailto:sales@gfi.com)

## AUSTRALIA AND NEW ZEALAND

83 King William Road, Unley 5061, South Australia

Telephone: +61 8 8273 3000

Fax: +61 8 8273 3099

[sales@gfiap.com](mailto:sales@gfiap.com)

For a full list of GFI offices/contact details worldwide, please visit <http://www.gfi.com/contactus>



### Disclaimer

© 2013. GFI Software. All rights reserved. All product and company names herein may be trademarks of their respective owners.

The information and content in this document is provided for informational purposes only and is provided "as is" with no warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, and non-infringement. GFI Software is not liable for any damages, including any consequential damages, of any kind that may result from the use of this document. The information is obtained from publicly available sources. Though reasonable effort has been made to ensure the accuracy of the data provided, GFI makes no claim, promise or guarantee about the completeness, accuracy, recency or adequacy of information and is not responsible for misprints, out-of-date information, or errors. GFI makes no warranty, express or implied, and assumes no legal liability or responsibility for the accuracy or completeness of any information contained in this document.

If you believe there are any factual errors in this document, please contact us and we will review your concerns as soon as practical.