

Port out guide for Telcentris dba Voxox - SPID 339F

Contact methods:

1-866-514-8647

portout@telcentris.com

Telcentris Port Out policies for customers:

If you would like to port out a number that you own, please email Voxox (support@voxox.com) to update the service record info for your number.

Telcentris Port Out policies for Carriers

Telcentris Port-Out team may be reached during the following times, and via the following contact methods:

Hours of operation:

6:00am to 5:00pm PT Monday - Friday (excluding holidays)

Observed Holidays:

New Years Day

Martin Luther King Jr. Day

Presidents Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

Submitting an LSR:

A valid LSR is required. All LSRs are to be submitted to portout@telcentris.com Email subject should be in the format "Port Out - (PON number) - (Customer name)" You will receive a ticket number, which can be used to track or follow up on your LSR. All communication regarding an LSR should be done in the same ticket (Do not submit new emails or tickets for the same request)

Response time frames:

LSRs will begin to be processed within 1 business day.

Additional notes:

If FOC is granted, there is a grace period good for two business days after the FOC date.