Porting Tips

Blue & Pink Network Porting Made Easy

To port-in a phone number to Gen Mobile, you will need the following account information:

- **First and Last Name**
- **10-digit Phone Number**
- **Account Number**
- **Account Porting PIN**. *Make sure the customer asks the carrier for the PIN that is needed to port a number and requests the removal of any port protection.*
- **Complete Address**
- **Zip Code**. *When submitting the zip code, utilize the zip code associated to the area code and prefix (i.e. the first 6 numbers or your phone number) as provided at www.area-codes.com.* ***If you use a different zip code, the port may be delayed up to 48 hours.***

> Once you submit the number transfer request, it may take up to 48 hours for your current carrier to release the phone number.

To expedite a number transfer, we recommend the following:

- Have the customer call the carrier and verify the account information before starting the port-in process, pay off any balance due, and remove any port protection feature.
- Do not cancel the account with the original carrier until the number is transferred to Gen Mobile. ***The number must be ACTIVE on the original carrier throughout the port-in process.***
- The device you are porting into must be network unlocked, paid off, 4G VOLTE compatible, and not barred for any reason (e.g. reported lost or stolen).
- For the Blue Network, you must use an AT&T compatible device. International devices will not work.
- Do not submit a port-in for a number that was already ported within the last 48 hours. ***Wait until 48 hours has passed before attempting again.***

If your port is not successful within 4 hours, you can contact Dealer Support to check status or to submit an escalation ticket.

Contact Us
Call: (833)436-6624
Chat: www.genmobile.com
Online: https://www.genmobile.com/dealer-support-request