

Keap Business Line: Port a T-Mobile number

This article applies to:

Install [Keap Mobile](#) to your iOS or Android device

If you already have a phone number for your business with T-Mobile, Keap can port your number to our partner Twilio so that you can use your existing number with Keap Business Line. When you have collected the required information, you can [submit your request in your Keap mobile app](#).

Warning: We do not recommend porting over a number you use for personal calls. Porting the number of the device you use for personal calls will disable your phone from receiving or making outbound calls.

Required information

Account number

- You can find your account number on your T-Mobile bill
- To view your bill online, log into your account online by going to <https://account.t-mobile.com/>
- You can also reach out to T-Mobile customer service by calling 877-453-1304 or visiting one of their official retail locations to obtain your account number

PIN

- T-Mobile assigns its customers PIN numbers
- You will not be able to find it directly on your bill and will have to contact T-Mobile
- You can reach out to T-Mobile customer service by calling 877-453-1304 or visiting one of their official retail locations to obtain your account number

Billing address

- Your billing address where you receive your billing statement or the address that is on file with T-Mobile
- You can sign in to your account to see the billing address using <https://account.t-mobile.com/>

Image of your billing statement

- Take a picture or upload an image your most recent bill that clearly shows your **account information** and **date**
 - This image will be used to ensure the account is in good standing
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