

Keap Business Line: Port a Sprint 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 Sprint, 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 Sprint bill
- To view your bill online, log into your account online by going to <https://www.sprint.com/en/login.html>
- You can also reach out to Sprint customer service by calling 1-888-211-4727 or visiting one of their official retail locations to obtain your account number

PIN

- Sprint assigns its customers PIN numbers
- If you know your Sprint.com account login, it's easy to retrieve your PIN:
 - Log in to your Sprint account at <https://www.sprint.com/en/login.html>
 - Click on **Preferences**
 - In the All about My Account section, click on **Account PIN/Security question**
 - In the new popup window, click **Forgot PIN** or **Forgot Security Question**
- Your PIN will not be on your bill and if you cannot log into your account online, you will have to contact Sprint by calling 1-888-211-4727

Billing address

- Your billing address where you receive your billing statement or the address

that is on file with Sprint

- You can sign in to your account to see the billing address at <https://www.sprint.com/en/login.html>

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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