

Port/transfer a phone number out of Keap[®]

This article applies to:

You have the ability to port your Keap Business Line number to another service provider if you are leaving Keap or need to move your phone number for any other reason.

Request a port out of Keap

To request porting out your Keap Business Line please [contact our support team](#) to start the request. You can chat, or use the number below to call us:

+ 1 866 800 0004 Ext. 2
(USA/Canada Toll Free)
M-F 6AM - 7PM PDT (9AM - 10PM EDT)

Expectations for processing your port out request

Our team will submit your port out request within 1-3 business days to our service provider. Our service provider will give us the information needed to process your port out request for your receiving carrier. This consists of the following information:

- Company name
- Service address
- PIN number
- Account number

Getting this information can take 1-3 business days after we submit the request to process. We will email you with the information once we receive it. Please note that we cannot expedite this process.

Once you've received this information your receiving carrier will complete your porting request. Please note that we keep your business line active for 30 days after your Keap subscription is cancelled. Phone ports can take up to 30 days from your receiving carrier to fully process. We recommend starting the phone port request prior to canceling your subscription.
