



# HELIO™

## Helio Porting Instructions:

- **How do I port my existing number?**

To port your number to **Helio**, make sure you let your sales representative know that you'd like to bring your number with you to **Helio**. If you're dealing with your **Helio** sale representative in person, they'll start the porting process right there with you. If you're ordering over the Web or phone, let your Helio sales representative know that you're interested in porting your number.

After you receive your device, then you can either go to [www.helio.com](http://www.helio.com) or call us at **888-88-Helio** to start the port. Remember to always have a copy of your current wireless bill when you port - it makes things go much smoother.

**Note:** Do **NOT** cancel your contract with your current wireless carrier. For a port to complete, accounts must be active with both Helio and the previous carrier. Upon completion of the port, your account with the previous carrier will terminate.

- **How Long Does it Take to Port a Number?**

It can take anywhere from 3-72 business hours to port your number.

- **Can I port-in a number on an additional line?**

If the number can be ported, we'll take it. Keep in mind that you will need to port your number before canceling service with your current carrier.

- **Can I port a number over to Helio later?**

Absolutely. While there's no time like the present, you can port your number to Helio anytime you're ready – this includes anytime before or after your initial purchase.