▲ TELNYX

Step by Step Guide

Number porting refers to transferring the existing service from one provider to another.

Hosted SMS allows numbers that are on a different voice provider to use Telnyx for SMS without affecting the voice functionality.

It is possible to transfer only SMS portion to Telnyx while the voice operations remain with their other provider.

These are the steps that should be undertaken:

▲	List of Actions
1.	Obtain Authorization Documentation
2.	Host the Number

Obtain Authorization Documentation

In order for Hosted SMS to be utilized successfully, a user needs to provide the following two documents:

1. A Letter of Authority (LOA) that authorizes Telnyx as a Service Registrar to route SMS on the specified number(s).

2. A bill from a current provider.

NOTE: Both documents should contain valid Authorized Name and Address that have to match.

A TELNYX

Letter of Agency (LOA)

This letter authorizes Telnyx to initiate a port request. All information **must be entered exactly as shown** on the customer service record (CSR) of the current carrier. In addition to completing this form, you will need to provide a copy of your latest bill/invoice.

Account or Company Name:

From The Customer Service Record (CSR)
Use the Service Address, not the Billing Address (unless they are the same)

Street w/ Number (Required for Toll Free #s):	City:	State/Province:	Zip/Postal Code:

Current Carrier Information

Carrier Name:	Billing Telephone Number (BTN):

Numbers to Be Ported:
Separate with commas. For ranges, use a dash (i.e. 2163215000-2163215999). Please make a note below if you are attaching a separate list of numbers.

To download LOA and gain access to the document, please refer to this link.

Host the Number

To set up Hosted numbers, please do the following:

1. Navigate to 'Messaging' on the side menu on the Telnyx portal.
2. Click the 'Hosted SMS' tab.
3. Users will be prompted to a different window where they can configure details regarding Hosted numbers.

Managing Existing Hosted Numbers

The 'Hosted SMS' page contains information regarding Status, Numbers, and Messaging Profile.
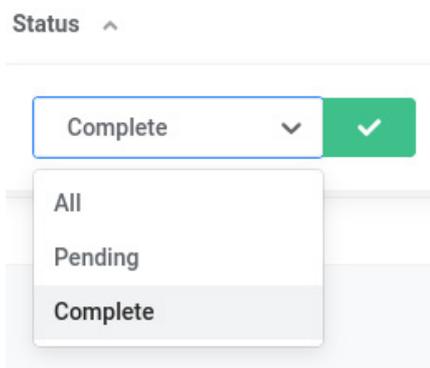
Status

Displays the status of numbers

(E.g. Complete)

(Display)

NOTE: Users can select one of the three Statuses from the drop-down menu and have their data filtered accordingly.
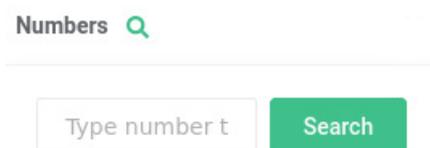
Number

Displays the Hosted numbers

(E.g. +1234567890)

(Display)

NOTE: Users can enter specific numbers and have their data filtered accordingly.

Messaging Profile

Displays a Messaging profile that the number is added to

(E.g. Testing Messaging Profile)

(Display)

Besides selecting data and filtering results, users may also edit the existing configuration.

Click the 'Edit' icon to make any changes, if necessary.

(Button)

Adding a New Order

To add a new order, users have to click the 'Add New Order' button, after which they will be redirected to a different page where they can proceed to enter all valid and necessary data in order to successfully set up Hosted SMS.
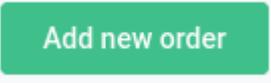
Click this button to create a new order.

(Button).

For configuration to be set up correctly, it is a requirement to populate the following two fields:

- **Numbers**

  Enter one or more numbers in the E.164 format

  (E.g. +1234567890)

  [(0-9)]

NOTE: If entering more than one number, they should be separated by a semicolon, colon, or carriage return.

NOTE: In case the entered number does not have the required format, the following warning message will appear saying "'1-xxxxxxxxxx' must be in +E.164 format.". Please refer to the screenshot.

⚠ must be in +E.164 format.   ✕

Messaging / Create Hosted SMS Order

Messaging Profiles	Learn & Build `NEW`	Request Short Code	Rate Limits `NEW`	Hosted SMS `BETA`

Create Hosted SMS Order

Create a new Hosted SMS Order

Order Data

Numbers (separated by semicolon, comma or carriage return) *(Required)*

```
+1 111 111 1111; +1 111 111 1112; +1 111 111 1113
```

Messaging Profile *(Required)*

Select...

Cancel   Create Order

● **Messaging Profile**

Select a desired Messaging profile

(E.g. Testing Messaging Profile)

(Select box)

Finalizing a New Order

Once the numbers are entered and the Messaging profile is selected, users will be prompted to a different page where they can check the details about the Messaging profile and get the Order ID. Also, on this page, they can upload authorization documentation - LOA and bill files.

- **LOA (only pdf files)**

  Drag and drop a file or click to select a file

  (E.g. LOA-Test)

  (Upload box)

- **Bill (only pdf files)**

  Drag and drop a file or click to select a file

  (E.g. Bill-Test)

  (Upload box)
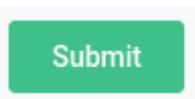
Once everything is configured as suggested, please click the 'Submit' button to confirm the action.

(Button)

NOTE: Please note that both files need to be in PDF format.

As it is suggested on the Telnyx portal, the waiting time can take up to 24 hours before the number goes active if the documents and the numbers are approved for hosting.

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