

Move a Home Number to Cell

START HERE

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- 2 Write down the exact account number as it appears on that bill. Copy it character for character, including any dashes.
- 3 Write down the service address exactly as the phone company has it — the same spelling and format as on the bill, not how you would address an envelope.
- 4 Write down the account holder's name exactly as it reads on the bill. If the account is in your late spouse's name, that is a common snag — see the FAQ.
- 5 Ask the phone company whether a transfer PIN or passcode is required, and get it. Some landline providers use one; some do not.

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Moving Your Home Phone Number to a Cell Phone

Keep the number everyone knows. Here is how a landline moves to a cell phone,
in plain English.

————— **An Extended Guide · No. 1711 · LANDLINE** —————

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1. Why move a home number to a cell phone

The number everyone already knows.

A lot of folks in Portage County are quietly paying for a landline they barely use. The phone rings mostly with robocalls, the bill creeps up every year, and the only reason to keep it is the number itself — the one your kids memorized, the one your doctor and your church and your bank all have on file. The good news is you do not have to give that number up to drop the landline. You can move it onto a cell phone and keep it forever.

Moving a phone number from one company to another is called porting. It is your legal right. The Federal Communications Commission requires phone companies to let you take your number with you, and that includes taking a landline number to a wireless carrier. The number stays the same. What changes is which device rings and who sends you the bill.

This is not the same as the quick swap between two cell carriers. A landline move has a few extra wrinkles, which is why I wrote a whole guide about it. Done carefully, it is smooth. Done in a rush, on a Friday, with the wrong account number typed in, it can hang for days and give you a scare. We are going to do it the careful way.

GOOD TO KNOW

Porting keeps your number. Signing up for a brand-new cell number and then trying to add the old one later is much harder. Ask for the port at the very start, when you first set up the cell line.

2. What you keep, and what changes

An honest before-and-after.

The thing people worry about most is the number itself, and that is the thing that does not change. Once the move is done, anyone who dials your old home number reaches your cell phone instead. You can answer it in the garden, at the grocery store, or in the car. That is the whole point.

Here is what stays the same and what is different, plainly:

- Kept: your actual phone number, digit for digit.
- Kept: the ability for anyone to reach you at it — they never know you switched.
- Changed: the phone itself is now a cell phone you carry, not a handset on the wall.

- Changed: the bill comes from the wireless carrier, usually lower than a landline once you drop the extra line.
- Changed: you may lose a few landline-only features, which we cover later — things like an old answering machine, certain call-forwarding setups, or a fax line.

One real trade-off: a landline works in a power outage if it is the old copper kind, because the phone company sends a little power down the line. A cell phone runs on its own battery. For most people that is a fair trade, but if you live somewhere the power goes out often, it is worth thinking about before you cut the cord. We will come back to that.

WATCH OUT

If your home phone is bundled with your internet or TV, moving the phone number out can change that whole package. Call the provider and ask what happens to the bundle before you start, so there are no surprises.

3. What you need before you start

Gather these first — it saves days.

The single most common reason a landline move stalls is a mismatch between what you tell the new carrier and what the old phone company has on file. The old company compares every detail. If one thing is off, they reject the request and you start over. So we gather everything first, from the source, before we touch anything.

- 1 Find a recent landline bill — ideally the most recent one. The move is matched against your current account, so an old bill from a address you have since moved away from will not work.
- 2 Write down the exact account number as it appears on that bill. Copy it character for character, including any dashes.
- 3 Write down the service address exactly as the phone company has it — the same spelling and format as on the bill, not how you would address an envelope.
- 4 Write down the account holder's name exactly as it reads on the bill. If the account is in your late spouse's name, that is a common snag — see the FAQ.
- 5 Ask the phone company whether a transfer PIN or passcode is required, and get it. Some landline providers use one; some do not.

Keep all of this on one sheet of paper. When the cell carrier asks for it, read it straight off the page. Do not try to remember it, and do not guess. A guessed account number is how a move hangs for a week.

TIP

Your cell phone must be unlocked and work on the carrier you are joining. If you are getting a new phone from that carrier, this is handled for you. If you are bringing your own, confirm it is unlocked before port day.

4. Why landline moves take longer than cell-to-cell

And why they fail more often.

Moving a number between two cell companies is often done in a few hours — sometimes while you wait in the store. A landline move is different. It commonly takes a few business days, and sometimes a week or more. That is normal. It does not mean anything went wrong.

The reason is that landline records live in older systems. A wireless number is handled by modern, automated equipment that talks to other carriers quickly. A landline number sits in the local phone company's database, and releasing it often involves a slower, partly manual process. The two systems have to agree, record by record, and the old side is rarely in a hurry.

Landline moves also fail more often, almost always for the same reason: the details did not match. A slightly different account number, an address formatted differently than their records, a name that does not match, or a required PIN that was not provided. Any one of these gets the request bounced. This is exactly why we gathered everything from the bill first.

- Plan for days, not minutes. Do not start it the morning you need the number working.
- Expect it to possibly reject once. It is annoying, not a disaster. You fix the detail and resubmit.
- Pick a quiet weekday — a Tuesday or Wednesday morning — so support is available if it hangs.

GOOD TO KNOW

Some landline numbers in very rural areas, or numbers served by a smaller local company, can be harder to move or occasionally cannot move to a particular wireless carrier. If one carrier says no, another may still be able to take it.

5. The golden rule: keep the landline active

Never cancel it first.

If you remember one thing from this whole guide, make it this one. Do not cancel your landline before the number has finished moving. Not the day before. Not an hour before. The number can only be pulled across while the old account is still open and active.

Here is why. When you ask the cell carrier to move your number, they reach back to the phone company and request it. If the landline account is already closed, there is nothing to reach for — the number has been released back into the pool and may be gone for good. People do this thinking they are being tidy, canceling the old service to avoid a double bill, and they lose the number they were trying to save.

The correct order is always the same: start the move from the new cell carrier, wait for it to finish, confirm the number works on the cell phone, and only then cancel the landline. The old service usually stops on its own once the number leaves. If it does not, you call and cancel it after you have confirmed everything works.

WATCH OUT

During the move, your landline company may send a notice or call saying your number is being transferred out and asking if you want to stop it. Do not say yes to stopping it unless you have changed your mind. Let it proceed.

6. Starting the move, step by step

What actually happens.

Once your sheet of details is ready and the cell phone is on hand, the move itself is mostly waiting. Here is the order of events so nothing surprises you.

- 1 Set up the cell line with the wireless carrier — in a store, by phone, or online. When they ask whether you want a new number or to bring one over, choose to bring your number over.
- 2 Give them the details from your sheet: the old number, the account number, the service address, the name on the account, and the PIN if there is one.
- 3 They submit the request to your landline company. You will usually get a confirmation that the port is in progress.
- 4 Wait. For a few days the landline keeps working normally. Your cell phone may show a temporary number or no service on that line until the move completes.

- 5 When the move finishes, the old number goes live on the cell phone. You may need to restart the phone. Your landline goes quiet.
- 6 Test it: have someone call your old number and confirm the cell phone rings. Make a call out and confirm it goes through.

If you are setting the cell phone up as an eSIM — a SIM built into the phone rather than a plastic card — the carrier activates the line digitally and the number lands there when the move completes. There is nothing to insert. We cover eSIM in its own chapter.

TIP

Keep the landline handset plugged in and working until you have confirmed the cell phone is receiving calls on the old number. It is your safety net during the wait.

7. What you will see during the wait

The quiet in-between days.

The waiting days are where people get nervous, so let me tell you what is normal. For most of the wait, nothing visible happens. Your landline rings as usual. Your cell phone works on whatever number it came with, or shows that the line you are moving is still pending. This is the system doing its slow handshake in the background.

When the move is close, there may be a short window — an hour or two — where things feel in-between. The landline might stop taking calls before the cell phone fully takes over. Do not panic during this window and do not keep resetting the phone over and over. Give it time. The handoff completes on its own.

The moment it finishes, calls to your old number start ringing the cell phone. That is your signal the move is done. If a full day passes beyond the estimate the carrier gave you and nothing has changed, that is your cue to call them and ask for a status check — usually it is a mismatched detail they can fix on the spot.

- Normal: a few days of apparent quiet while it processes.
- Normal: a brief in-between hour near the end.
- Not normal: well past the promised date with no change — call and ask for the port status.
- Never: canceling the landline to try to force it along. That breaks it.

8. The gentler alternative: forward the landline

When you are not ready to let go.

Moving the number is the clean solution, but it is not the only one. If you are not ready to give up the landline entirely — maybe you like having a phone on the wall, or you want a power-outage backup — you can instead forward the landline to your cell phone. The home number keeps ringing the house, and anything you do not answer rolls over to your cell.

Call forwarding is a feature most landline companies offer. You dial a short code or set it in your online account, enter your cell number, and from then on calls to the home phone ring through to your cell. You keep paying for the landline, so this does not save money, but it means you never miss a call to the home number even when you are out.

This is a good middle step for folks who want to test the waters. Forward the landline to your cell for a month. See how it feels to take your home calls on the cell phone. If it works well, you can do the full move later and drop the landline bill. If you decide you miss the landline, you have lost nothing.

GOOD TO KNOW

Forwarding is not the same as moving the number. With forwarding you still have — and still pay for — the landline. With a move, the number leaves the landline for good and the landline bill ends. Pick the one that matches what you want.

9. Picking the cell carrier and plan

Coverage at your house is the whole game.

Before you move your number to any wireless carrier, make sure that carrier actually works at your house. This matters more than the price, more than the brand, more than anything. A great plan on a network that gives you one bar in your kitchen is a bad plan. The number you are moving is one you need to work at home, where your landline always did.

The simplest test is to ask your neighbors whose cell works well in their kitchen, because coverage in rural Portage County can change from one road to the next. Better still, many carriers offer a short trial — on a newer phone you can run a trial line alongside your current service and see how many bars you get in every room before you commit. Test the kitchen, the bedroom, the basement, and the back porch.

On plans: if you are sixty-five and mostly want to call family and your doctor, you do not need the biggest unlimited plan. The big three networks are Verizon, AT&T, and T-Mobile, and there are smaller budget carriers that ride on those same towers for much less. T-Mobile has an Unlimited 55-plus plan available in Ohio where the primary line holder must be 55 or older. Verizon's 55-plus plan is Florida-only, so Ohio seniors cannot get it and use a regular plan or a budget carrier instead.

TIP

If your house has weak cell signal but good home internet, make sure the plan and phone support Wi-Fi calling. It routes your calls over your internet when the cell signal is thin — which can matter a lot for a number you took off a landline.

10. eSIM or a plastic SIM card

How the number lands on the phone.

Your cell phone holds your line on a SIM — the little chip that tells the network this phone is yours. These days a SIM comes in two forms. A physical SIM is a tiny plastic card that slides into a tray. An eSIM is the same thing built right into the phone, with no card to insert. Knowing which your phone uses saves confusion on port day.

Newer iPhones sold in the United States — the iPhone 14 and everything after it — are eSIM only. They have no SIM tray at all. So when you move your landline number to one of these phones, there is nothing physical to put in. The carrier activates the line digitally and your number arrives on the phone when the move completes. Many newer Android and Samsung phones support eSIM too, though most still include a card tray as well.

For a landline move, eSIM is usually the smoother path: nothing has to arrive in the mail, and the carrier can set it up while you are on the phone with them. If your phone takes a physical card instead, the carrier mails it or hands it to you in the store, and you slide it in. Either way, the number ends up in the same place.

GOOD TO KNOW

Not sure which your phone uses? On an iPhone, look under Settings, then General, then About. If you are getting your phone from the carrier as part of this, they handle the SIM for you and you do not need to worry about it.

11. Voicemail, long distance, and features

What carries over and what resets.

A landline and a cell phone do not have identical feature lists, so a few things change in the move. None of them are dealbreakers, but it helps to know going in rather than being surprised the first week.

- Voicemail: your old landline voicemail does not come along. The cell phone has its own voicemail, which you set up fresh with a new greeting. Any old saved messages on the landline stay behind, so save anything precious before you cut the landline.
- Long distance: on a cell plan, calls across the country are included — there is no separate long-distance charge like some landlines still carry. That is usually a small win.
- Caller ID and call waiting: standard on cell phones, often at no extra charge, so you likely gain features rather than lose them.
- Your directory listing: if your landline number was in the phone book or 411 directory, moving it to a cell may remove that listing. Most people consider that a plus.

The practical upshot is that you usually come out ahead on features. The one thing to handle deliberately is voicemail: set up the new greeting the day the move completes, so callers are not met with a default robotic message when they reach your familiar number.

TIP

Record a simple new voicemail greeting right away. Something like: You have reached the Davis home, please leave a message. It reassures callers they reached the right number even though it is now a cell phone.

12. Alarms, medical alerts, and fax lines

The devices quietly using your landline.

This is the chapter that saves people real trouble, so read it carefully even if it seems technical. Your landline may be doing jobs around the house that have nothing to do with you picking up the phone. If you move the number and drop the landline, those jobs stop working. Check for all of these before you cut the cord.

- Home security or burglar alarm systems often call out over the landline to reach the monitoring company. If yours does, it needs a different connection — cellular or internet — set up before you drop the line. Call your alarm company and ask.

- Medical alert buttons — the pendant or wristband that calls for help when pressed — frequently use the landline. Many newer units are cellular instead, but older ones are not. Confirm yours before you lose the line, because this one is about safety.
- A fax machine, if you still use one, relies on the landline. Faxing over cell service is not reliable.
- Some older medical devices, like certain heart monitors that phone data to a clinic overnight, use the landline. Ask your clinic if this applies to you.

WATCH OUT

A medical alert device that stops working because the landline was dropped is a genuine danger, not an inconvenience. Before you cancel any landline, make absolutely sure the alert button has its own cellular connection or has been replaced with one that does.

13. 911 and keeping your address right

Where help gets sent.

A landline has one big safety feature: when you dial 911, the dispatcher automatically sees your home address, because the line is physically tied to your house. A cell phone is not tied to any one address. It tells 911 roughly where you are using the phone's location, which is usually good but not always exact, especially indoors or out in the country.

For most people this is a fine trade, because a cell phone can call for help from anywhere, not just the house. But there is one setting worth getting right. If you use Wi-Fi calling — where calls go over your home internet instead of the cell signal — the phone cannot always tell 911 where you are from the signal alone. So Wi-Fi calling asks you to register your home address when you turn it on. Do this, and keep it updated if you move.

The takeaway is simple. A cell phone calls 911 just fine. If you turn on Wi-Fi calling to help with weak signal at home, take the extra minute to register your address so help goes to the right door.

GOOD TO KNOW

Newer iPhones can text or call 911 by satellite when you have no signal at all, by pointing at the open sky. It is a real backstop in the country, though a landline it is not — it is for emergencies when nothing else works.

14. When the number will not move

How to recover a stuck port.

Most landline moves finish fine within a few days. A few hang up. When that happens, there is a calm, orderly way to deal with it, and the wrong move is to cancel anything. Here is the recovery playbook.

- 1 First, do not touch the landline account. It must stay open for the number to move. Canceling it now would lose the number for good.
- 2 Call the new cell carrier — the one you are moving to — first. Say: I started a port of my home number on this date and it has not completed. Can you check the status?
- 3 They will usually find one of a few things: a mismatched account number, an address that does not match the phone company's records, a missing PIN, or that the old company has not released the number yet.
- 4 If it is a detail mismatch, get the exact value off your landline bill again, read it to them, and let them resubmit.
- 5 If the old phone company is dragging its feet, the cell carrier can often call them with you on the line. Say yes to that and stay on the call.
- 6 If it is truly stuck, call the landline company directly and say: I have a port-out of my home number in progress and I need you to release it. They have a team for exactly this.

WATCH OUT

It can feel like canceling the landline would force the issue. It does the opposite — a closed account cannot release its number. Leave the landline open until the new carrier confirms the move is complete.

15. The first day after the move

A short checklist.

The move is done and your old home number now rings your cell phone. Spend ten minutes the first day confirming everything works, so there are no quiet surprises a week later when someone says they could not reach you.

- 1 Have a family member call your old number and confirm the cell phone rings.
- 2 Call out to that family member and confirm they see your old number on their caller ID.
- 3 Send and receive a text message, if the phone does texts.
- 4 Let a call go to voicemail and check that your new greeting plays and the message arrives.

- 5 If you turned on Wi-Fi calling, turn the cell signal off for a moment and confirm a call still works over your home internet.
- 6 Log into the landline account online, or call, and confirm the old service shows the number as moved out.

Once all of that checks out, you can cancel the landline with confidence — if it has not already stopped on its own. And only now, not before.

TIP

Keep the old landline handset for a few days after the move completes, unplugged and set aside, until you are completely sure the cell phone is catching every call to your number. Then let it go.

16. Canceling the old landline safely

The last step, done in the right order.

When the number has moved and you have confirmed the cell phone catches every call, it is time to close the landline. In many cases the landline simply stops working once the number leaves and the account closes on its own. But it is worth confirming, because an open account you forgot about keeps billing you.

Call the landline company and ask them to confirm the account is closed now that the number has ported out. If it is bundled with internet or TV, be clear that you want to keep those and only drop the phone line — otherwise a well-meaning agent might cancel the whole package. Get a confirmation number for the cancellation and write it on your details sheet.

Watch for one last bill. Phone companies often send a final, partial bill for the days you used before the line closed. That is normal — pay it. What you should not see is a full bill the following month. If you do, call and point to your cancellation confirmation number.

GOOD TO KNOW

If the landline was part of a bundle, dropping it can change the price of the internet or TV you keep. Ask what the new bundle price will be before you confirm, so the savings are real and not eaten up by a repriced package.

17. What it costs, in plain words

No surprises on the bill.

There is usually no charge from either company just to move a number — porting itself is free, by rule. What changes is the ongoing bill. You stop paying the monthly landline charge, and you pay for a cell line instead, or add the number to a plan you already have.

For many of my customers, the math works strongly in their favor. A landline with long distance and a few features can run more per month than a basic cell line on a budget carrier that rides the same big-three towers. If you are moving the number onto a phone you already carry — say, adding your old home number as a second line, or simply replacing a cell number you rarely gave out — the savings can be most of the old landline bill, every month, for good.

Do not overbuy. If you mostly call family and check the weather, a light plan with a few gigabytes of data is plenty — often under twenty dollars a month on a budget carrier. The giant unlimited plans are built for heavy streamers, not for someone who wants their familiar number to ring reliably.

TIP

Before you choose a plan, look at how much data you actually use. Most seniors I check are using a gigabyte or two a month, not the fifty their old plan offered. Right-size the plan to your real use and keep the difference.

18. Traps people fall into

All of these are avoidable.

In thirty years of helping folks with their phones, the same handful of mistakes show up again and again on landline moves. None of them are hard to avoid once you know they are coming.

- Canceling the landline first. The number can only move while the old account is open. Cancel after, never before.
- Guessing the account number. Read it off the bill, character for character. A guessed number is the top reason a move bounces.
- Using an old bill from a different address. The move matches your current account — use the most recent bill.

- Forgetting the alarm, the medical alert button, or a fax that quietly used the landline. Check every device before cutting the cord.
- Starting it on a Friday or right before a holiday. If it hangs, you want support open to fix it. A Tuesday morning is ideal.
- Not setting up the new voicemail greeting, so callers to your familiar number hear a robotic default and wonder if they dialed wrong.
- Assuming it happens in minutes like a cell-to-cell move. A landline move takes days. Plan for it.

WATCH OUT

The name on the account must match too. If the landline is still in a late spouse's name, the move can be rejected. Sort out the name on the account with the phone company before you start — see the next chapter.

19. Questions I hear at the kitchen table

Plain answers.

Will I lose my number if something goes wrong? Not if you follow the golden rule. As long as the landline account stays open until the move completes, the number is safe. The only way to truly lose it is to close the old account before the move finishes.

The landline is in my late husband's name. Can I still move it? Usually yes, but you will likely need to get the account put into your name first, with the phone company, before the move. The new carrier matches the name on the account, so they have to agree. Handle the name change first, then start the move.

How long will I be without a phone during the move? Essentially not at all. The landline keeps working through most of the wait, and the cell phone takes over when it finishes. There may be a short in-between window near the end, but your cell phone can still make calls on its temporary line throughout.

Can I keep the landline and also put the number on my cell? Not the same number on both at once — a number lives in one place. But you can forward the landline to your cell and keep both services, as covered earlier. That is the way to have the home phone ring the house and your cell at the same time.

What if I live where the power goes out a lot? Keep a charged cell phone and consider a small backup battery. A cell phone on a charger survives a short outage fine; a long one is where an old copper landline had the edge. Weigh that honestly for your home.

20. When Scammers Keep Calling the Old Number

Moving a long-held number that gets too much junk.

Some folks hesitate to move a number they have had for forty years because it has fallen onto every scammer's call list, and they worry that moving it to a cell phone just drags all that junk along. It is a fair worry, and the honest answer is a comforting one: moving the number does not make the junk worse, and on a cell phone you actually gain far better tools to fight it than any landline ever had.

The number itself is just a number; the calls follow it wherever it lives. But once it lives on a cell phone, you can put it behind the carrier's free spam-blocking app and the phone's own 'silence unknown callers' setting — protections that simply do not exist on an old landline. A number that rang off the hook with junk on the landline often settles down noticeably once it is on a well-set-up cell phone, because so much of the junk gets caught and labeled before it ever rings.

- The number keeps its history, good and bad — but a cell phone gives you real tools to quiet it.
- Turn on your carrier's free spam filter (Call Filter, ActiveArmor, or Scam Shield) the day the number lands.
- Use the phone's 'silence unknown callers' so only people in your contacts ring through.
- Legitimate callers you don't yet have saved go to voicemail, where you can call back safely.
- You do NOT have to give up a long-held number just because scammers found it.

GOOD TO KNOW

If the junk is truly relentless, moving the number and then only answering calls from people saved in your contacts can feel like turning off a dripping faucet. We cover all of those blocking tools in my spam-and-scam guide, and I'm glad to set them up the same day we move the number.

21. Keeping Reachable for Doctors and Pharmacy

The calls you cannot afford to miss after the move.

For a lot of folks, the real nervousness about moving the home number is not the technology — it is the worry of missing a call that matters. The doctor's office calling with results. The pharmacy saying a prescription is ready. The specialist's scheduler. These are exactly the callers you cannot afford to send into a black hole, so let us make sure they land softly.

Here is the reassuring part: because you keep the very same number, every doctor, pharmacy, and office that already has you on file will reach you exactly as before. Nothing in their records changes. The number they have been dialing for years now simply rings your cell phone instead of the wall. There is no need to re-register your number with any of them for the call itself to come through.

The one thing worth doing is setting up your cell phone's voicemail properly and learning to check it, because a missed call on a cell goes to that voicemail rather than an answering machine on the counter. If you use the 'silence unknown callers' protection, remember that a doctor's office calling from a main hospital line you have not saved will go quietly to voicemail — so save your doctor, pharmacy, and clinic numbers into your contacts the week you move, and their calls will ring straight through.

- 1 Before the move, make a list of your doctors, pharmacy, and clinics with their phone numbers.
- 2 The day the number lands on the cell phone, save every one of those into your contacts.
- 3 Set up and test your cell voicemail so you know how to listen to messages.
- 4 Check voicemail at the same time each day — say, after lunch — so nothing waits long.
- 5 Tell your pharmacy and main doctor's office that your number now rings a cell, in case they prefer texts.

TIP

Many pharmacies and offices can now send a text message instead of calling. Once your number is on a cell phone, those texts actually work — a real upgrade from a landline. Ask your pharmacy whether they can text you when a prescription is ready.

22. Downsizing or Moving to Assisted Living

Taking your lifelong number with you when the house goes.

One of the kindest reasons to move a home number to a cell phone is a move of a different kind — leaving the family home for a smaller place, or into assisted living. When the house goes, the landline tied to it goes too, and that number has been how family, old friends, and doctors have reached you for decades. Putting it on a cell phone lets you carry it with you, no matter where you live next.

This is where the move earns its keep. A cell phone is not tied to any address, so the number that was 'the house' becomes simply 'you' — reachable in the new apartment, the care community, a child's home, anywhere. Family scattered across the country keep dialing the one number they have always known, and it finds you. There is real comfort in that continuity during a season when so much else is changing.

Timing matters here, and it is the one thing people get wrong. The number can only be moved while the landline is still active, so the move must happen **BEFORE** the phone service at the old house is shut off. If the house closes and the line is disconnected first, the number can be lost for good and very hard to get back. So the order is always: move the number to the cell phone first, confirm it is working, and only then let the old service end.

WATCH OUT

Never let the landline be disconnected at the old house before the number has been safely moved to the cell phone. Once a line is canceled, its number can be gone for good. During a move or downsizing, put 'move the phone number' near the top of the list, ahead of turning off utilities.

23. Telling Family and Contacts After the Switch

A short, calm round of 'here's how to reach me now.'

Once the number has moved and both phones are tested, there is a small, pleasant last chore: letting the people in your life know what did and did not change. The happy headline is that for most of them, nothing changed at all — your number is the same, so they keep reaching you exactly as before. The message to family is mostly reassurance.

Still, a few things are worth saying out loud to the people closest to you, and it heads off confusion later. Tell close family that your old home number now rings your cell phone, so

if they ever had a separate cell number for you, this is the one to use from now on, and the old one may go away. Mention that you now carry the number with you, so they can reach you anywhere, and that texting now works where it did not before. For many families, that last point is a genuine delight — the grandchildren can finally text Grandma on the number they always knew.

- Tell close family the home number now rings your cell — same number, new phone.
- If you had a separate cell number before, let them know which one to keep using.
- Mention that texting now works on this number, which it didn't on the landline.
- Update the number in a few key places: your pharmacy, doctor, bank, and any alert services.
- There's no need to announce it to everyone — most people reach you on the same number as always.

GOOD TO KNOW

You don't need a big announcement. The number is the same, so the world keeps reaching you. A quiet word to your immediate family and a quick update to your pharmacy, doctor, and bank covers nearly everything that matters.

24. Working with Bill — your Support Plan

If you would rather not do it alone.

I have spent more than thirty years working with technology, and a landline move is exactly the kind of job where a little experience saves a lot of worry. I gather your details off the bill, start the move with the carrier, keep an eye on it through the wait, and check every device in the house — the alarm, the medical button, the answering machine — so nothing gets left behind. A first in-home visit is a flat ninety-nine dollars, and it comes with a 30-day come-back-free guarantee: if the same issue returns within a month, I come back at no charge.

You can reach me at (330) 200-8042. If you call after hours, you will reach Sophie, my AI helper, who takes a message and texts it straight to me so nothing slips through the cracks. And if this guide saved you a headache, a quick review at [g.page/r/CSFv0jbCfFINEAE/review](https://www.g.page/r/CSFv0jbCfFINEAE/review) helps other folks here in Portage County find me.

25. Your notes

The details of your move, in one place.

Every move is a little different, so here is where I write down the specifics for yours — the number we are moving, the old account details, which cell carrier and plan we chose, and the dates — so you have it all in one place.

- Home number being moved: _____
- Old landline company: _____
- Old account number: _____
- Service address on file: _____
- Transfer PIN (if any): _____
- New cell carrier and plan: _____
- eSIM or physical SIM: _____
- Date the move was requested: _____
- Date the move completed: _____
- Devices checked (alarm, medical alert, fax): _____
- Landline cancellation confirmation number: _____
- Things to revisit later: _____

Bill Davis, Owner, Bill's Home Tech — Atwater, Ohio. (330) 200-8042 —
bill@billshometech.com

AT A GLANCE

A Picture to Follow Along

What To Gather First

Have these in front of you.

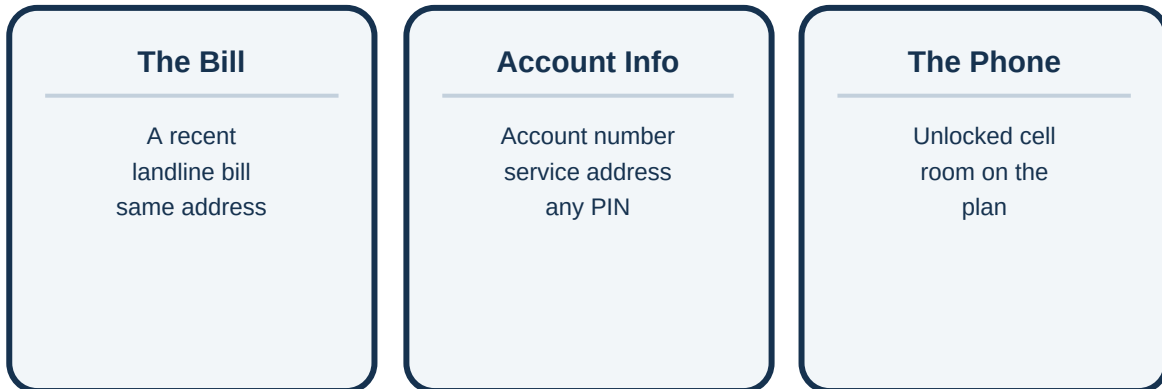
**Wrong details are the number one reason a move stalls.**

Illustration — layout and details vary by model. Check your own device.

AT A GLANCE

A Second Look

How The Number Moves

Four calm steps.

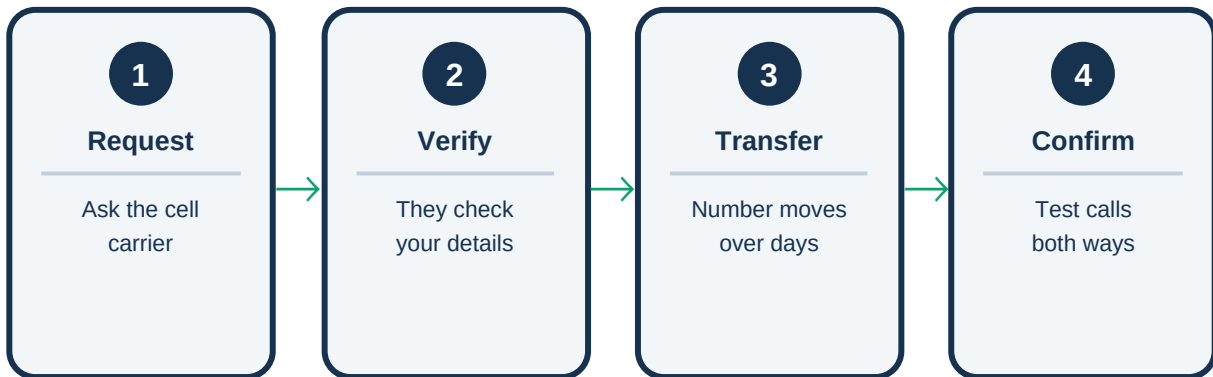
**The new carrier pulls the number; you do not cancel anything.**

Illustration — layout and details vary by model. Check your own device.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: billshometech.com/book · bill@billshometech.com

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.