Switch answering services with no gap in coverage.

Use this checklist to move from your current provider to Abby. We set you up, rebuild your call flows, and get your calls to Abby without a gap in service.

What's included when you switch

Free setup and porting
No setup fee. Forward your number or port it at no charge.

Script and routing rebuild
We recreate your current call flows before go-live.

A named onboarding manager
One contact and a go-live date on day one.

Month-to-month flexibility
No long-term contract. Move between plans as your business needs change.

22-day money-back guarantee
Try Abby with confidence. Not the right fit? Get your money back.

Side-by-side quote
Send your last invoice and see what you'd pay with Abby.

STEP 1

Gather your current setup

Have these ready for your first call with your onboarding manager.

- [ ] **Your latest invoice** from your current answering service. We use it to build your side-by-side quote.
- [ ] **Your contract renewal date** and the cancellation notice your provider requires.
- [ ] **Your scripts and greetings,** plus the questions your callers ask most.
- [ ] **Your call routing:** who gets which calls, transfer numbers, and on-call schedules.
- [ ] **Your hours,** after-hours rules, and holiday schedule.
- [ ] **The tools you use today,** such as your calendar, CRM, or practice management software.

STEP 2 Choose how your calls reach Abby

Forward your number, port it, or forward now and port later. Either way, your calls keep getting answered.

OPTION A

Forward your number

Keep your current phone service and number. No need to cancel or decide on porting.

- [ ] **Get your assigned Abby number** from your onboarding manager.
- [ ] **Give your assigned Abby number to your phone provider** and ask them to forward your calls to it.
- [ ] **Place a test call** to confirm your calls reach Abby.

OPTION B

Port your number to Abby

Move your number to Abby. Porting typically takes 2 to 4 weeks, depending on your carrier.

- [ ] **Forward first.** Complete Option A before you send your LOA so your service is never interrupted.
- [ ] **Get a recent invoice** from your phone provider showing your account number and service address.
- [ ] **Ask for a transfer PIN** if your provider uses one. Google Voice always requires one.
- [ ] **Sign the Letter of Authorization (LOA)** your onboarding manager sends you, dated within 30 days. Send it with your invoice as PDFs.
- [ ] **Keep your phone service active** until we confirm the port is complete.

STEP 3 Go live with no gap

- [ ] **Meet your onboarding manager** and lock in your go-live date.
- [ ] **Place test calls together** before your first live caller.
- [ ] **Approve your rebuilt scripts** and call routing.
- [ ] **Give notice to your old answering service** once Abby is answering your calls.

SWITCH BEFORE JANUARY 1

Get your side-by-side quote.

Upload your last invoice and we'll show you what you'd pay with Abby.

ABBY.COM/SWITCH

Virtual Receptionists: Human, AI, or Both

U.S.-based, in-house receptionists · 20+ years · 6,200+ businesses served