



## The Standard Letter of Agency Document for Transferring Toll Free Numbers

The Letter of Agency (LOA) below must be completed by the end-user and supplied to RingCentral Canada Inc. ("RingCentral"), acting on behalf of TELUS Communications Company ("TELUS"), upon request to port a toll-free telephone number. The LOA must contain the name and current service address of the end-user and the numbers that will be ported to RingCentral from the end-user's current carrier. The LOA used must comply with CRTC regulations and must be dated and signed by the end-user or a person who has the authority to act as its legal agent.

Dear Customer,

Thank you for choosing TELUS. RingCentral(**RBI99**), acting on behalf of TELUS, will be your network carrier. In order to transition your current toll free telephone number(s) to our network, we must work with your previous service provider to ensure that your service is uninterrupted and, where applicable, to ensure that your number(s) is (are) transferred.

Your current service provider requires this letter as proof that you have explicitly authorized and requested that your current telephone number(s) be transferred to another service provider. By filling in all the information requested below and signing and dating this letter, you provide us with the authorization to initiate the process of transferring your telephone number(s) to RingCentral. You will then be able to use your telephone number(s) with the RingCentral network.

Please ensure the following information is completed accurately to prevent possible delays.

Business Name (or User Name): \_\_\_\_\_

Person authorized to make this request if a business: \_\_\_\_\_

Title: \_\_\_\_\_

Service Street Address: \_\_\_\_\_ Suite or Apartment No: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Current Service Provider: \_\_\_\_\_

*\*Note that all Telephone Numbers listed below must be associated with this Name.*

Toll Free Number(s) you are transferring: \_\_\_\_\_

PLEASE REMOVE ANY FEATURES (i.e., Hunt Group, Forward, etc.) ASSOCIATED WITH THESE NUMBERS PRIOR TO SUBMITTING THIS LOA. ADDITIONALLY, PLEASE DO NOT PLACE ANY NEW SERVICE ORDERS OR DISCONNECTS WITH YOUR CURRENT SERVICE PROVIDER ON THIS ACCOUNT, AS THIS WILL CAUSE A DELAY IN PORTING YOUR NUMBERS. YOU MUST KEEP YOUR PREVIOUS SERVICE ACTIVE THROUGH THE ENTIRE PORTING PROCESS TO PORT YOUR NUMBERS.

By signing below, I designate RingCentral, acting on behalf of TELUS, to transfer my service from my current provider to RingCentral. By signing below, I also authorize RingCentral, acting on behalf of TELUS, to transfer my current telephone number used to provide service so that RingCentral may provide its network service to me. By signing below, I also authorize RingCentral, acting on behalf of TELUS, to obtain billing information, customer service records, and other information required to provide me with service on the network.

Printed End-User Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

- ✓ Please, do not forget to fax or email your **copy of the latest billing statement** from your current carrier. This information cannot be older than 45 days.
- ✓ **To Fax:** Fax it to **(800) 301-6219**
- ✓ **To E-mail:** Email documents to [port800@ringcentral.com](mailto:port800@ringcentral.com). Type your TELUS account number in the subject line.