

INSTRUCTIONS TO TRANSFER LOCAL NUMBER TO RingCentral Office@Hand from AT&T

Please follow the instructions below to request your local telephone number transfer.

STEP 1

In order to transition your existing local number to Office@Hand, you will need to complete a Letter of Agency (LOA) form, a copy of which can be found on page 2.

This form allows us to contact your existing local service provider and assume responsibility for the billing and maintenance of your local number.

Please Note: YOU CAN ONLY HAVE TEN LOCAL NUMBERS PLUS ONE ADDITIONAL LOCAL NUMBER PER USER ASSOCIATED WITH YOUR OFFICE@HAND ACCOUNT.

STEP 2

When you have filled out and hand-signed the LOA, upload this form, **along with** a COPY OF YOUR MOST RECENT BILL (no older than 30 days), LISTING YOUR LOCAL NUMBER, directly from your on-line account.

This upload must contain the following information:

1. The completed and signed Local Number LOA form.
2. A copy of your most recent bill listing your local number (no older than 30 days).

TO BE CONSIDERED VALID, THE BILL-COPY MUST BE DATED WITHIN THE LAST 30 DAYS AND MUST LIST THE LOCAL NUMBER YOU ARE ATTEMPTING TO TRANSFER.

The likelihood of extreme delays and/or transfer rejection are **SUBSTANTIALLY INCREASED IF ANY** of the aforementioned documentation (including the bill copy) is incorrect, incomplete or missing.

STEP 3

If your account has more than the permitted number of local telephone numbers assigned to it, you must indicate which number you would like to be **REPLACED** when the transfer completes.

IN NO EVENT SHALL AT&T, RINGCENTRAL, OR ANY UNDERLYING PROVIDER BE LIABLE FOR ANY DAMAGES ARISING FROM THE REPLACEMENT OF LOSS OF YOUR EXISTING LOCAL NUMBER. The transfer process can take up to 30 business days to complete. So long as your account remains active with your existing carrier while the transfer request is being processed, it is unlikely that you will experience any downtime. Nevertheless, while we do not anticipate any problems, it is possible that your local number may be unavailable for a short period of time during the final stages of the transfer.

STEP 4

We will notify you via email once the transfer is finalized. Should you have any questions or concerns, please feel free to contact AT&T Advanced Mobility Solutions customer care at (866) 563-4703, then select 1 for Office@Hand, then select 2 for the RingCentral Office@Hand from AT&T porting desk, open Monday through Friday, 7am to 4pm Pacific Time.



Letter of Agency to Change Telephone Service Provider

The undersigned hereby authorizes Dash Carrier Services to act on Customer's behalf to port the numbers listed below.

Account Name (as it appears on your existing service provider's invoice):
Authorized End User (if business account):
Service Address:
City, State and Zip Code:
Billing Address:
City, State and Zip Code:

Current Carrier:	
------------------	--

Portability Information:

Please list Billing Telephone Number (BTN) and all associated numbers.

Existing Main BTN:	
--------------------	--

Port All Numbers Associated With Billing Telephone Number (Y or N):	
If 'N' and not porting BTN, Telephone Number for new Clear Reach BTN:	

**Please use ranges whenever possible.

Ported Number	
Ported Number	
Ported Number	
Ported Number	
Ported Number	
Ported Number	
Ported Number	
Ported Number	

Ported Number	
Ported Number	
Ported Number	
Ported Number	
Ported Number	
Ported Number	
Ported Number	
Ported Number	

Authorized Signature: _____ Date: _____

Authorized Name: _____

- Signature must be from an individual authorized on the account of the existing service provider.
- Please attach a copy of the existing service provider Bill and U D Y D L O D E O H CSR (Customer Service Record).
- If this is a Partial Port (i.e., you are NOT porting ALL numbers on the account with your existing service) and you are porting out the BTN, please provide new BTN for your existing service provider account.

