

RingCentral Office@Hand from AT&T

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.



RingCentral Office@Hand from AT&T

The letter shown below will be utilized by Office@Hand to transfer your telephone number from your current service provider to your Office@Hand account. Please provide your signature below where indicated.

The Standard Letter of Agency Document

A Letter of Agency (LOA) must be completed by the end-user and supplied to Office@Hand upon request to port a telephone number. The LOA must contain the name and current service address of the end-user and the numbers that will be ported to Office@Hand from the end-user's current carrier. The LOA used must comply with FCC regulations and must be dated and signed by the end-user or a person who has the authority to act as a legal agent.

Dear Customer,

Thank you for choosing RingCentral, Inc., ("RBI99") as your network carrier. In order to transition your current telephone number to the RingCentral network, Office@Hand must work with your previous service provider to ensure that your service is uninterrupted, and where applicable, to ensure that your number is transferred.

Your current service provider requires this letter as proof that you have explicitly authorized and requested that your current telephone number 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 to RingCentral. You will then be able to use your telephone number with the Office@Hand network. Please ensure the following information is completed accurately to prevent possible delays.

Business Name (or User Name if Residential): _____

Person authorized to make this request if a business: _____

Title: _____

Service Street Address: _____ **Suite or Apartment No:** _____

City: _____ **State:** _____ **ZIP Code:** _____

Current Service Provider: _____

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

Toll Free Number you are transferring:

PLEASE REMOVE ANY FEATURES (i.e., Hunt Group) ASSOCIATED WITH THIS NUMBER 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 NUMBER. By signing below, I designate RingCentral to transfer my service from my current provider to Office@Hand. By signing below, I also authorize RingCentral 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 Office@Hand to obtain billing information, customer service records, and other information required to provide me with service on the RingCentral network.

Printed End-User Name: _____ **Date:** _____

Signature: _____

