

Instructions to Transfer **Local** Telephone Numbers to RingCentral

STEP 1 – Fax the LOA form and copy of last phone bill to 800-611-3065.

Prepare the following three documents and fax them to **(800) 611-3065**:

1. A **Fax Cover page** that includes your Full Name, Contact Telephone Number, Email Address, and your current (temporary) RingCentral number. Also, note if you wish to keep your temporary RingCentral number after the transfer completes, or we will disconnect it.
2. The completed and **signed Letter of Authorization (LOA) form**. The form for our local number provider (**Iristel, Inc.**) is found on page 2. (Example of completed form is found on page 3). A **copy of your most recent phone bill** listing your local number, name of account holder and billing address.
3. **Bill copy must be dated within the last 30 days and must list the Local number being transferred.**

Please Note: If porting a **mobile** number you must include your mobile account number on the LOA form.

STEP 2 – RingCentral will submit the number transfer request to our service provider

- Your existing local number will continue to function under your existing service provider while your order is being processed. **Processing time can take up to 15 business days or longer, should complications arise.**
- The temporary RingCentral local number you received at sign-up will be **REPLACED** by that of your existing local number when the transfer completes, unless stated otherwise on the fax cover page (see step 1). If you wish to keep your temporary number in your account, there will be an additional cost of \$4.99 per month for the additional line.
- **Please be sure to keep your number active with your existing service provider until you receive confirmation from RingCentral that we have taken possession of your number. Cancelling your existing account can cause the transfer to fail.**
- Configure your RingCentral **Answering Rules** now, so that when the transfer has completed your account will automatically answer and route your calls correctly.
- **Note: we cannot guarantee we will be able to port your number, as some numbers are non-portable depending upon your current provider's terms of service**

STEP 3 – Number transfer completed

RingCentral will contact you by phone and/or email when the number has been successfully ported over to RingCentral.

So long as your account remains active at your existing provider while the request is processed, it is unlikely that you will experience any down time. Nevertheless, while we never 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.**

If you have any questions, contact our support team at 888-898-4591.

The Standard Letter of Agency Document

A Letter of Agency (LOA) must be completed by the end-user and supplied to IRISTEL upon request. The LOA must contain the name and current service address of the end-user and the numbers that will be ported to IRISTEL 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 a legal agent.

Dear Customer,

Thank you for choosing **IRISTEL, Inc.**, ("**IRISTEL**") as your network carrier. As you are aware, you may continue to use your existing telephone number with **IRISTEL**. In order to transition your current telephone number to the **IRISTEL** network, **IRISTEL** 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 prior service provider requires this letter as proof that you have explicitly authorized and requested that your service and 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 service and telephone number to **IRISTEL**. You will then be able to use your old number with the **IRISTEL** network.

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

End-User Name (Business or Residential): _____

Person authorized to make this request if a business: _____

Billing Street Address: _____ Suite or Apartment No: _____

Municipality (City, Town, etc.): _____ Province: _____ Postal Code: _____

Service Street Address (if different from above): _____ Suite or Apartment No: _____

Municipality (City, Town, etc.): _____ Province: _____ Postal Code: _____

Current Service Provider: _____

Account Number (if mobile): _____

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

<u>Beginning Range TN</u>	<u>End Range TN</u>	<u>Billing (main acct) TN for porting TNs</u>
1 _____	_____	_____
2 _____	_____	_____
3 _____	_____	_____
4 _____	_____	_____
5 _____	_____	_____
6 _____	_____	_____

PLEASE REMOVE ANY FEATURES (i.e., Hunt Group) 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.

By signing below, I designate **IRISTEL** to transfer my service from my current provider to **IRISTEL**. By signing below, I also authorize **IRISTEL** to transfer my current telephone number used to provide service so that **IRISTEL** may provide its network service to me. By signing below, I also authorize **IRISTEL** to obtain billing information, customer service records, and other information required to provide me with service on the **IRISTEL** network. I understand that I may consult with **IRISTEL** as to whether a fee will apply to the change.

Printed End-User Name: _____ Date: _____

Signature: _____

The Standard Letter of Agency Document

A Letter of Agency (LOA) must be completed by the end-user and supplied to IRISTEL upon request. The LOA must contain the name and current service address of the end-user and the numbers that will be ported to IRISTEL 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 a legal agent.

Dear Customer,

Thank you for choosing IRISTEL, Inc., ("IRISTEL") as your network carrier. As you are aware, you may continue to use your existing telephone number with IRISTEL. In order to transition your current telephone number to the IRISTEL network, we require you to complete this letter as proof that you have explicitly authorized and requested IRISTEL to transfer your service and telephone number with the IRISTEL network.

Name and Address **must** match the account name that the current provider has on file.

Use the correct abbreviated unit to describe if the address is an apartment (APT), suite (STE), or any other type of unit, e.g. BSMT, LBBY, LOT, etc...

End-User Name (Business or Residential): John Doe Enterprises
 Person authorized to make this request if a business: John Doe
 Billing Street Address: 123 N. ELM AVE. Suite or Apartment No: 400
 Municipality (City, Town, etc.): Toronto Province: ON Postal Code: M4B1V4
 Service Street Address (if different from above): 321 E. OAK St. Suite or Apartment No: 100
 Municipality (City, Town, etc.): Toronto Province: ON Postal Code: M4B1V4
 Current Service Provider: Rogers Wireless
 Account Number (if mobile): 01234-5678

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

Beginning Range TN	End Range TN	Billing (main acct) TN for porting TNs
1 <u>(416) 555-4899</u>	<u>N/A</u>	<u>(416) 555-1000</u>
2 _____	_____	_____
3 _____	_____	_____
4 _____	_____	_____
5 _____	_____	_____
6 _____	_____	_____

End Range is only used if there are multiple numbers to be transferred and the numbers are in sequential order. If the numbers to be ported are not in sequential order, do not use this section.

If the number to be transferred is **not** the main billing number associated with the account, input the main billing number here.

PLEASE REMEMBER TO CALL IRISTEL AT 1-800-387-7273 TO VERIFY 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.

By signing below, I designate IRISTEL to transfer my service from my current provider to IRISTEL. By signing below, I also authorize IRISTEL to transfer my current telephone number used to provide service so that IRISTEL may provide its network service to me. By signing below, I also authorize IRISTEL to obtain billing information, customer service records, and other information required to provide me with service on the IRISTEL network. I understand that I may consult with IRISTEL as to whether a fee will apply to the change.

Printed End-User Name: John Doe Date: 1/1/2009

Signature: John Doe