

RingCentral Office@Hand from AT&T

AT&T Office@Hand is powered by RingCentral, Inc. The letter shown below will be utilized by RingCentral 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 RingCentral 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 RingCentral 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, RingCentral 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 RingCentral 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, 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 NUMBER. By signing below, I designate RingCentral to transfer my service from my current provider to RingCentral. 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 RingCentral 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: _____

INSTRUCTIONS TO TRANSFER **LOCAL NUMBER** TO **OFFICE@HAND**

AT&T Office@Hand is powered by RingCentral, Inc. 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. For **help** completing this form, please see the LOA example on page 3.

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, fax this form, **along with** a COPY OF YOUR MOST RECENT BILL LISTING YOUR LOCAL NUMBER (no older than 30 days), directly to **(800) 690-3868**. This fax must contain the following information:

1. Cover page including your Full Name, Contact Telephone Number, Email Address, Existing Local Number and your Office@Hand account number.
2. The completed and hand-signed Local Number LOA form.
3. 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 on the cover page which number you would like to be **REPLACED** when the transfer completes. IN NO EVENT SHALL AT&T OR ITS UNDERLINING PROVIDER BE LIABLE FOR ANY DAMAGES ARISING FROM THE REPLACEMENT OR 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 us at (888) 388-1058, 7am-5pm Pacific Time, Monday through Friday.

AT&T Office@Hand is powered by RingCentral, Inc. The letter shown below will be utilized by RingCentral 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.

Dear Customer,

Thank you for choosing RingCentral, Inc. as your network carrier. As you are aware, you may continue to use your existing telephone number with RingCentral. In order to transition your current telephone number to the RingCentral network, RingCentral 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 RingCentral. You will then be able to use your old number with the RingCentral 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: _____

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.**

Beginning Range TN	End Range TN	Billing (main acct) TN for porting TNs
_____	_____	_____

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.

If you wish to select RingCentral as your new service provider for the telephone number listed on this form, you will need to sign your initials on the THREE (3) lines below, as applicable:

I select ____ (initials) RingCentral as the network carrier for all local calls for this number.

I select ____ (initials) RingCentral as the network carrier for all intrastate toll calls for this number.

I select ____ (initials) RingCentral as the network carrier for all interstate toll and international calls for this number.

If you want to receive service on the RingCentral network, you will need to select RingCentral in ALL THREE (3) spaces above. You may not have more than one carrier for each TYPE of service above.

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

Printed End-User Name: _____ Date: _____

Signature: _____

Fax: Local Number Transfer Request

To: Office@Hand Number Transfer Department

(800) 690-3868

Date: _____

From:

First Name _____ Last Name: _____

Contact Phone Number _____

Email Address _____

Office@Hand Telephone Number _____

Transfer Request Checklist:

- ☐ Complete and signed Letter of Agency (LOA) form.
 - ☐ Copy of most recent bill from current service provider listing the requested number (not older than 30 days).
-

Replace an existing number:

Please list the number(s) you would like to transfer in. If you would like to replace any number currently on your Office@Hand account, please identify them below. NOTE THAT YOU CAN ONLY HAVE TEN (10) LOCAL NUMBERS PLUS ONE ADDITIONAL LOCAL NUMBER PER USER SUBSCRIBED TO YOUR OFFICE@HAND ACCOUNT.

Number to Transfer In

1) _____

2) _____

3) _____

4) _____

5) _____

Number to Replace

1) _____

2) _____

3) _____

4) _____

5) _____

