

# Porting Your Phone Number

*Dear Valued Customer,*

*Please ensure that the following documents are sent to us:*

## **Document Checklist**

- PHONE BILL** that shows your **NAME, ADDRESS** and **PHONE NUMBER**.  
*Do not send pages containing call logs. This information is not required.*
- Letter of Authorization Form** – completed and signed.
- Porting Questionnaire** – completed.

## ***IMPORTANT:***

*Failure to provide us with any of the above documents will delay the porting process.*

**Please FAX documents to 1-877-949-6673**

**or**

**Scan & EMAIL to [porting@yourvoipcompany.com](mailto:porting@yourvoipcompany.com)**

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## **IMPORTANT:**

- The porting process takes approximately 6-8 weeks, depending on your current telephone service provider.
- Please do NOT disconnect your current phone service until we have completed the porting process or your existing telephone provider will reject our porting request
- Your current telephone provider may delay or deny our request to transfer your number for the following reasons:
  - Pending balance owing
  - Name or address mismatch (please make sure that you have fill out the porting form with the **exact** information that appears on your current phone bill)
  - Contract obligations
  - Has associated features such as ADSL, Distinct Ring, Additional numbers

**LETTER OF AUTHORIZATION**

1. **Customer Name** (your name should appear **EXACTLY** as it does on your local telephone bill)

\_\_\_\_\_

First Name  Last Name

\_\_\_\_\_

Business Name (required only if phone service is in your Company's Name)

2. **Service Address** (primary address where the telephone service will be located. No Post Office Boxes)

\_\_\_\_\_

Address  City  State  Zip Code

3. **Billing Address** (if different from your service address, should appear **EXACTLY** as it does on your local telephone bill)

\_\_\_\_\_

Address  City  State  Zip Code

4. List below all Telephone Number(s) for which you authorize change from your current phone service provider to RNK, Inc. d/b/a RNK Telecom ("RNK Telecom"). Please note that your telephone and/or associated service(s) will be changed to RNK Telecom.

**Telephone Number(s)** (list all numbers to be ported)

**Current Service Provider**

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\* **Billing Telephone Number** ("BTN"): \_\_\_\_\_

(\*This MUST be provided if number(s) to be ported is a Business Account)

*Check this box, if you have additional numbers on your **Business Account** that you do **NOT** want ported.*

5. If the number(s) to be ported is a mobile number, please provide the following information:

**Mobile Number:** \_\_\_\_\_ **Mobile Account Number:** \_\_\_\_\_

**VERIFICATION - PLEASE READ BEFORE SIGNING BELOW**

By signing below, I verify that I am, or represent (for a business), the above-named local service customer, authorized to change the primary carrier(s) for the telephone number(s) listed, and am at least 18 years of age. The name and address I have provided is the name and address on record with my local telephone company for each telephone number listed. I warrant that the address that I have provided above is the address where I will be using this service. I authorize and designate RNK Telecom to act as my agent and notify my current carrier(s) to change my preferred carrier(s) for the listed number(s), to obtain any information RNK Telecom deems necessary to make the carrier change(s), including, for example, an inventory of telephone lines billed to the telephone number(s), carrier or customer identifying information, billing addresses, and my credit history. I further understand that after this process is completed my telephone and/or associated service(s) will be changed to RNK Telecom, as indicated above.

I understand that I am authorizing change(s) of my primary carrier(s) for my telephone and/or associated service(s), and that I may select only one primary carrier per service, per number. I understand that my local telephone company may bill me a one-time charge for requested service change(s) for each telephone number.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

<b>Questions</b>	<b>YES</b>	<b>NO</b>
<p><b>Is your current telephone number active with your local provider?</b></p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Do you have a copy of your local provider's phone bill from the past 30 days?</b></p> <p>Please be advised that We must obtain a copy of your bill that displays your name and number, the provider's name, service address. Business Customers must provide their business name. The bill must be no older than 30 days.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Is the number associated with a business account with your local carrier?</b></p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Do you currently have DSL service on the telephone number you are transferring to We?</b></p> <p>We cannot transfer a number that is associated with DSL.</p> <p>In order to transfer a number associated with a DSL line, you could have the DSL removed from that line and assigned to another phone line with the same carrier. We can then transfer your number once this change is complete. Another option would be to replace your DSL line with cable Internet access. If you select this option, be sure that you don't cancel your DSL before transferring the number to Us!</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Do you have a ring feature such as Distinctive Ring or Ringmaster?</b></p> <p>We cannot proceed with a number transfer with this feature associated with the number you wish to transfer. At this time, you must remove this feature yourself.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Do you have a ring feature such as Call Hunting?</b></p> <p>We cannot proceed with a number transfer with this feature associated with the number you wish to transfer. At this time, you must remove this feature yourself.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Are there any additional numbers on your account other than the number you are transferring?</b></p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Is the number you wish to transfer the current Main Billing Telephone Number on your phone bill?</b></p> <p>Only if the number you wish to transfer is not the current Main Billing Telephone Number on your phone bill, you will be asked to provide the main billing telephone number for your account.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Is your telephone number associated with a Centrex or ISDN account?</b></p> <p>We cannot proceed with your transfer unless you convert your line to POTS (plain old telephone service) with your local provider.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Have you recently placed any service orders with your local provider?</b></p> <p>When transferring a number, all pending/service orders MUST be cleared from your account in order for the transfer to be successful. Please be advised that only one order can be placed on your local provider's account at a time.</p>	<input type="checkbox"/>	<input type="checkbox"/>