

How to keep my existing phone number - FAQ

1. I am a new customer and would like to transfer my existing phone number to ALLDAYTALK, what do I need to do?
 - Go to www.alldaytalk.com to make sure your existing number can be transferred.
 - Fill in and sign the attached Letter of Authorization (LOA)
 - Fax the LOA and the pages of your most recent phone bill which indicate your name, address and phone number on it to 1-604-638-0818.
 - We will send you a confirmation email within two working days to confirm receipt of your LOA and start the process to transfer your number.

Important:

Make sure that the address on the phone bill is the exact service address for the active number you wish to transfer. If it is not, please provide us with the service address for that number.

Please check that the contact name on your ALLDAYTALK account matches the name used with your current local phone carrier. If it does not, you would need to change the billing name on one of the accounts to match the other.

2. What happens once I submit my L.O.A. to ALLDAYTALK?
Once we receive your LOA, we will send you a confirmation email and contact your current service provider to initiate the transfer of your phone number.
3. How long it will take for transferred my existing number?
It normally will take about 30 working days to transfer your existing number for your existing Local Telco to us, however the actual process time may be different in each case.
4. How do I find out the status of my transfer request?
Along with the transferring progress on going, there are three notification emails will be sent to you in following three stages:
 1. When we first receive your LOA submit
 2. When we know the schedule your phone will be ported
 3. When the porting process is completely successfully.
5. Should I contact my current phone carrier to disconnect my service?
No. You should NOT disconnect your service during the transition. Doing so may cause you to lose ownership of the number before it has been moved to us. Once your phone number has been transitioned to us, your service will automatically disconnect with your current provider if that was the only telephone number on your account. Contacting your current vendors may actually cause delays in the process. You are responsible for subscription or usage charges for your existing phone service during the transition period.
6. If my number transfer takes a few weeks, can I use your service and previous phone service in the same time during the transition period?
Yes, during the number transfer process, we provide you a temporary number so that you can begin to use our service and all its free features immediately. This way you will not need to depend on your former phone company while the transfer takes place. When the transfer is completed, then your previous phone service will not work, but when people call to your old phone number, your alldaytalk phone will ring.

Note: You can see more FAQ for this topic in www.alldaytalk.com



LETTER OF AUTHORIZATION FOR LOCAL NUMBER PORTABILITY

The Customer hereby authorizes GT Group Telecom Services Corp. to act on behalf of the Customer to make changes to the Customer's existing local phone service with respect to Local Number Portability, limited to the numbers listed below. The Customer hereby authorizes Group Telecom to port/disconnect the indicated local telephone numbers from the Customer's existing local phone service provider.

Billing Information			Site Information
Customer Name			Site 1 Address including unite number, floor:
Customer Name (as it appears on local phone bill if different)			Site 2 Address including unite number, floor:
Company Address including unit number, floor:			Site 3 Address including unite number, floor:
City	Prov	Postal Code	Site 4 Address including unite number, floor:

Customer Telephone Numbers to be Ported to Group Telecom (ranges of numbers are acceptable – consecutive numbers only)			
Site	Telephone Numbers	Site	Telephone Numbers
Affected Long Distance			
Carry Over PIC: Yes <input type="checkbox"/> No <input type="checkbox"/>			
Long Distance Provider (IXC):			
Customer Telephone Numbers to be Disconnected from Local Phone Service Provider (i.e. not Ported)			
Site	Telephone Numbers	Site	Telephone Numbers

Additional Pages attached

Customer Authorizations

I, the undersigned, have been advised by Group Telecom that Local Number Portability may result in a minor disruption in the Customer's Local and/or Long Distance Services. I, the undersigned, have the authority to switch these phone numbers.

Customer Name	Authorized Signature "I have the authority to bind the customer"	
Name of Signatory	Title	Date

Sales Representative Name or Agent Representative Name (Please Print)
