

**Confirmation for Porting Local Number**

**Check up your Local Number Portability before you are going to install the Broadband Phone at your location.**

- There is still some restriction on some areas to proceed with porting Landline Local Number to VOIP (broadband phone) system at this stage. Please check it up before you are going to install the broadband phone at your location.
- ADSL user please contacts your Landline provider to confirm if the contract and your monthly fee will be affected once the local number is ported to broadband phone. This is a **MUST** to do so to avoid billing error and service interruptions before you apply for porting the local number to VOIP (broadband phone) system.
- You must activate 911 services and keep updating your information via [www.alldaytalk.com](http://www.alldaytalk.com) or contact TieUs office at **604-606-0668** by yourself to avoid services interruptions because without your notification, we will never know where your broadband phone is located.
- Broadband phone system (VOIP) are still unavailable and incompatible to most of the alarm system at this stage, so please consult your **Alarm System Provider** before you are going to change your landline system to any VOIP system to avoid services interruptions.

**Do Not submit the Application until you are satisfied with the service.**

- Do not submit your application until you are satisfied with the service (at least 14 days trial period) because once your application is submitted, if you change your mind that ask for cancel the application or just change VOIP provider, or whatever reasons that you terminate the service with TieUs, as the whole porting procession is not completed, there is no guarantee to allow you to get back that local numbers under such circumstances.
- On the other hand, if your Local Number has been successfully ported to TieUs's VOIP system but you would like to re-port this local number to another new provider in the future, please consult your new provider if it is possible to do so, even though TieUs has no intention to hold that local numbers in purpose. Please be noted that there is possible of some restriction that may affect your further portability of your local number. There is **NOT** TieUs responsibility to guarantee you that to re-port the local numbers to other provider once the service with TieUs is terminated or any information at your side is changed without notifying TieUs in advance.

**Waiting Period**

It may possible requires about 45 working days for the whole application to be completed. So please keep your Landline account up-to-date (pay the bill on time). **Do not contact** your Landline provider (e.g. Telus, etc.) to trace the status of your porting application by yourself because it may somehow be possible given unexpected duplicate instruction to them from which will definitely cause confusion that end up your porting application will be rejected. If this is the case, there is not TieUs's responsibility to guarantee applicant to get back that local number again and also no compensation is claimable.

**Save Money**

For the sake of saving your money, you can apply for **Temporary Suspend the service** of your TieUs broadband phone service during the procession period and that to get the monthly fee **Refund** as pro-rated basis.

**Unsuccessful Application**

Even though TieUs may always try the best to follow up your application, however, there may have exceptional and unexpected situation occurs that cause the application is rejected. If this is the case and prove that it is not applicant's fault to cause the application reject, such applicant's application fee will be waived, and applicant can either select a new local number from our available DID list, or terminate the service without extra charges.

**Confirmation for your Application**

→ Account#: \_\_\_\_\_ Local Number to be Ported: \_\_\_\_\_ Temp-DID#: \_\_\_\_\_

→  **Temporary Suspend the Service and Refund** the pro-rated fee for the total procession days.

**Continue the service and No Refund** for the procession period.

**Check List for your Application**

Application Fee **\$25** (will be billed to your account)

This Form (Confirmation for Porting Local Number) - (TieUs)

Letter of Authorization for Local Number Portability- (group telecom)

The latest Landline Telephone Bill from which **must** includes :

① **The Local Number to be Ported**

② **Name of the Applicant**

③ **Full address of the Applicant**

I hereby apply for porting the Landline Local Number to TieUs Broadband Phone System and I have read understood and agree to the terms and conditions stated in this Application Form.

→ Applicant : \_\_\_\_\_ Submission Date : \_\_\_\_\_ Day \_\_\_\_\_

**Please Submit the Full Set of Application Form by Mail / In Person / FAX : 604-638-0818**

## LETTER OF AUTHORIZATION FOR LOCAL NUMBER PORTABILITY

The Customer hereby authorizes Primus 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 Primus to port/disconnect the indicated local telephone numbers from the Customer's existing local phone service provider.

| <b>Billing Information</b>                                     | <b>Site Information</b>                       |
|--|---|
| Customer Name (as it appears on local phone bill if different) | Site 1 Address including unite number, floor: |
| Company Address including unit number, floor:                  | Site 2 Address including unite number, floor: |

| <b>Customer Telephone Numbers to be Ported to Primus</b><br>(ranges of numbers are acceptable – consecutive numbers only) |                   |      |                   |
|---|-------------------|------|-------------------|
| Site  | Telephone Numbers | Site | Telephone Numbers |
| 1   |                   |      |                   |
|   |                   |      |                   |
|   |                   |      |                   |
|   |                   |      |                   |
| <b>Affected Long Distance</b>   |                   |      |                   |
| Carry Over PIC: Yes <input type="checkbox"/> No <input type="checkbox"/>  |                   |      |                   |
| Long Distance Provider (IXC):   |                   |      |                   |
| <b>Customer Telephone Numbers to be Disconnected from Local Phone Service Provider (i.e. not Ported)</b>                  |                   |      |                   |
| Site  | Telephone Numbers | Site | Telephone Numbers |
|   |                   |      |                   |
|   |                   |      |                   |
|   |                   |      |                   |

### Customer Authorizations

I, the undersigned, have been advised by Primus 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 |