

ITERAWEB SOLUTIONS INC. – LOCAL NUMBER PORTABILITY (LNP) FORM

INSTRUCTIONS FOR LNP:

Local Number Portability (LNP) enables you to transfer your existing telephone number from your current phone service provider to iTeraWeb Solutions Inc. You can request that your number be “ported” to iTeraWeb at any time as long as you have maintained phone service for the number you want to transfer. **The cost of porting is \$25.00 per number.** To place a LNP order, complete this Letter of Authorization and Responsible Organization Change Request form.

A complete copy of your current service provider phone bill displaying your BTN (Billing Telephone Number), all number(s) to be ported AND your service & billing address must accompany this form.

Return the completed form along with a copy of your current telephone services bill to iTeraWeb Solutions:

- Mail to: iTeraWeb Solutions Inc. 4936 Yonge Street, Suite 203, Toronto, ON M2N 6S3
- Fax to: (416) 548-8597
- Email to: lnp@iteraweb.com

IMPORTANT INFORMATION REGARDING LNP:

LNP orders can take 15-20 business days to complete. The Firm Order Commitment (FOC) date is determined by your current phone service provider, but iTeraWeb will make every effort to obtain the earliest FOC date possible. You will be notified once the FOC date is established. The exact time of porting on the FOC date varies based on the port load for that day. During the time period in which the number is being ported, please be aware that 911 calls can be affected where the Public Safety Answering Point (PSAP) operator may not receive Automatic Number Identification (ANI) or Automatic Location Identification (ALI).

Number porting only affects incoming calls. Before the FOC date, you will be able to make phone calls using iTeraWeb Solutions service. Although successful number porting to iTeraWeb will in many cases serve as notice to your current service provider to close your account, it is your responsibility to contact your service provider to confirm account cancellation AFTER your number has been successfully ported. **DO NOT CANCEL SERVICE WITH YOUR CURRENT PROVIDER BEFORE THE NUMBER HAS BEEN PORTED OR ELSE WE WILL BE UNABLE TO PORT IT SUCCESSFULLY!** iTeraWeb will not cancel service with your current provider on your behalf, nor is iTeraWeb responsible for any charges you may incur from your current provider.

LNP ORDER REJECTION:

If your order is initially rejected, you may reapply for LNP. Although LNP orders may be rejected for several reasons, you can proactively minimize your chance of problems or delays by addressing these items in advance:

- Complete the entire Letter of Authorization and Responsible Organization Change Request form fully and accurately. Any omissions or errors can result in LNP order rejection.
- Along with the completed form, provide a copy of your bill from your current phone service provider that clearly displays your BTN (Billing Telephone Number), number(s) to be ported, and current service & billing address.
- A number cannot be ported if associated with a “PIC (Preferred Interexchange Carrier) freeze”, a “carrier freeze” or any other carrier change restrictions that prevent transferring a customer’s telephone service. If you have any such restrictions on your telephone number, you must contact your current service provider to remove these restrictions before porting.
- A number cannot be ported if a contractual agreement was made with your current service provider to prevent porting.
- Disconnected telephone numbers cannot be ported.

CURRENT TELEPHONE SERVICE PROVIDER CONTACT INFORMATION

Enter information exactly as seen on your current phone bill. A name and/or address mismatch will result in order rejection.

Billing Name (Individual or Business Name):	Billing Phone Number:
Billing Address:	
Service Address (if different from Billing Address):	
Current Service Provider: (Rogers, BELL, TELUS)	

TELEPHONE NUMBERS TO BE PORTED

_____	_____	_____
_____	_____	_____

COMMENTS

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I authorize iTeraWeb Solutions Inc. to port my number from my existing telephone service provider and bill me for all applicable charges.

NAME: _____ **SIGNATURE:** _____ **DATE:** _____