

To make sure your phone number portability takes place efficiently, please carefully read the following.

This document describes the portability process of **Canadian and United States phone numbers** (local and toll free numbers). **International numbers** portability process can vary depending on the country of origin of the phone number to port. Please send an email request including phone number, country and current provider to support@ubity.com for analysis. Processing time, required documents and cost can vary.

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### Step 1 - List phone numbers and data gathering

- Before start the portability request, you will need to list phone numbers you are looking to port to Ubity. You will also need to identify the current carrier selling you those numbers.
  - You will also need to gather various information related to each phone number. Please refer to Annex 1 table of this document for the list of information to gather for EACH phone number.
  - Some information can be found on your monthly invoice or on your service contract. However, you might have to contact your carrier to obtain some information essential to the porting process.
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### Step 2 - Prepare required documents

- Once you have all phone number information (annex 1 table), you will need to prepare the following documents:
  - **Copy of your current monthly invoice**
    - You are required to provide a proof of ownership of the phone numbers you are looking to port
    - A copy of your current invoice (billing date less than 30 days) will be required to start the porting process.
  - **Letter of authorisation (LOA)**
    - You will have to authorize Ubity to port your numbers: a letter of authorization (LOA) will have to be filled and signed.
    - LOA templates are available on support.ubity.com in section “Best practices > Phone number portability” on this link:
      - <https://support.ubity.com/tech/en/support-ubity/086-number-portability/>
    - Filled LOAs need to be less than 30 days old (signature date) at the moment Ubity will launch the request.
    - **Note that:**
      - If you are looking to port phone numbers on different accounts with your current provider(s), one LOA per account will be required.
      - There are 2 different LOA templates
        - One for Local numbers
        - One for Toll free numbers
      - you will have to prepare different LOAs for each phone number type.
      - Templates are available on support.ubity.com (see complete link above).

### Step 3 - Send documents and request to Ubity

- You will have to provide the following information and documents:
    - Annex 1 Table information
    - Current invoice
    - LOAs filled and signed
    - Desired portability date
    - Configuration for each phone
  - Send all information and documents to Ubity (support@ubity.com). A follow up ticket will be created.
  - Ubity will analyse you request and contact you as quickly as possible to follow up on your request.
  - **\*\*IMPORTANT NOTE:** It is essential NOT TO request any service or account changes to your current service provider. Active change request to your account could delay or block the portability process.
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### Step 4 - Process once the request has been launched

Once we will have verified all provided information and documents:

- Ubity will send you an email to let you know the request has been launched :
  - This email will contain the **requested** target date;
  - At this step, the date can still change.
- If the request is accepted, Ubity will send you an email confirmation:
  - This email will contain the **accepted** date;
  - This is the date the number(s) will be ported on.
- When your number will be ported (on the accepted date), Ubity will:
  - Test your number(s);
  - Send you an email confirming the porting is **completed**.

### Important information

#### Delays

- Many factors can affect processing delays of portability request. We generally recommend planning a 10 business days delay from the moment Ubity confirms the information you provided to the target date. This time is given as an indication: the final date of the portability of your number (s) will be confirmed by Ubity.
- If you have specific delays or date you wish to meet, please add this information to the email request. Although large parts of the portability process are beyond Ubity's control, the portability team will do everything in its power to ensure that requests are processed as quickly as possible to meet your targets.

#### Fees

- Portability fees are of 10\$ per phone number ported to Ubity.
- Fee can vary, depending on the situation and can be modified without notice.

#### Before sending your request

- The line is used by
  - Your internet service (DSL internet access)
  - Your surveillance or alarm service
  - Your fax
  - Your point of sale payment machine
  - Any other service
    - The portability of a number linked to that kind of service would lead to the interruption of this service. In case of doubt, please get in touch with your provider.
- If any of the phone numbers you wish to port are part of a line circuit (**PRI, Megalink, cascade, line hunting group, etc.**), you will have to provide the complete list of all numbers part of this bundle along with the circuit number and Billing telephone number - *BTN* (if applicable). This information must be validated with your current phone line provider. Providing erroneous or incomplete information can result in delays or rejection of your portability request.
- Please make sure that the information (name, address and number) on the Ubity Letter of Authorization for Number Portability are **identical** as the information obtained from your current service provider. Even the slightest difference could cause the rejection of this request.
- All documents that you send to Ubity must be **dated 30 days old or less**. Any documents dated passed 30 days could cause the rejection of your request.

### What could slow down or cancel your request?

- Telephone number is disconnected;
- A change request have been asked to your current service provider (account information or service change);
- DSL, surveillance, alarm... service on line;
- A balance is due to your current provider;
- The account has been frozen and does not allow portability;
- Another transfer request is already in place;
- Most recent (30 days old max.) local telephone bill has not been received;
- The information (name and address) are different on your account than that submitted on your *Letter Of Authorization for Number Portability*;
- This list is not exhaustive, but includes most common reasons of the rejection or delay for a transfer.

### Rejection of your request

- In case of rejection, Ubity will inform you by email. The email will normally contain information on the next steps to follow.
- Please note that Ubity is not always informed of the reason of a rejection, you will be responsible to get in touch with your current provider to obtain more information.
- Rejection penalties of 75\$ CAD could be applied if the request is rejected. In order to avoid this, please double check the information with your current provider.

### To do once the transfer completed

#### Test your phone numbers

- Although Ubity tests your numbers after portability, we strongly recommend that you dial each number as well to confirm they are in good working order on your side as well.

#### Cancellation of your services

- The portability process of your phone numbers to Ubity does not relieve you of your contractual obligations towards your current supplier:
  - Once your portability has **been completed and confirmed** by Ubity (email), **you remain responsible to contact your current** service provider to review your services, contracts and financial obligations.
  - **YOU MUST NOT REQUEST MODIFICATION AND/OR CANCELLATION TO YOUR CURRENT SERVICE PROVIDER DURING THE PORTING PROCESS.** Any cancelling of your service prior to our confirmation may cancel our request and cause additional delays. You may also lose ownership of your phone numbers, and/or current provider may apply fees to reinstall your service.
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### QUESTIONS?

If you have any question regarding the phone number portability process, please contact us.

Telephone: 514 907 3400

Email : [support@ubity.com](mailto:support@ubity.com)



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## YOUR NUMBER(S) PORTABILITY WITH UBITY

### Annexe 1 - Portability data help table

Numbers	Current Carrier	Account number	Account Name/Registered name	Service Address	Billing address	Technical information	Action	Questions /Comments
List all phone numbers you currently own with your current carrier	Name of the company you are receiving invoices from for each phone number	Number of the account each number appears on with your current carrier	Company name your phone numbers are registered with. <i>Account name and registered name can be different - please contact your current provider to verify this information.</i>	Address your phone numbers are currently registered at. <i>Can be different than billing address - please contact your current provider to verify the information</i>	As per invoice	- How is the phone number currently delivered to your location? (PRI, Megalink, line hunt, Voip, etc...) - Are any other systems connected to or using the phone number/line (fax, alarm, payment systems, etc?) <i>Additional information may be required.</i>	What should we do with each number? Possible actions are: - Port to Ubity - Disconnect - Keep active with current provider <i>Ubity is not responsible for any contractual and/or billing matters between you and current provider.</i>	Any additional information relative to each number that could be of interest.