

PORTING YOUR NUMBER(S) TO UBITY INC

PLEASE READ THE FOLLOWING CAREFULLY FOR AN EFFICIENT AND SWIFT PORTING OF YOUR NUMBER(S)

BEFORE CONFIRMING YOUR REQUEST:

When the line is used by:

- Your internet service
- Your surveillance or alarm service
- Your fax
- Your point of sale
- Any other service

✓ The portability of a number linked to that kind of service would lead to the interruption of this service. When in doubt, please get in touch with your current provider.

✓ You need to maintain a physical line. The portability will disable the telephone sockets, plugging in a phone will not give you access to the network.

Please do not hesitate to get in touch with Ubity for assistance should you have any questions.

IN ORDER TO HAVE AN EFFICIENT PORTABILITY:

Identical and complete information

Please make sure that the information (name, address and number) on the Ubity Letter of Authorization for Number Portability is **exactly the same** as on the phone bill you are sending to us. Even the slightest difference could cause the rejection of this request.

Validity of the documents

All documents that you send us must **be from within the past 30 days maximum**. Any invoices older than this may cause the rejection of this request.

Delays

Number portability requests are processed in the **twenty four (24) hours** following their submission to our portability department. Additional delays can be expected if any of the required information and/or documents are not submitted along with the request. This processing delay has to be considered when submitting your desired transfer date.

Transfer date

The regular delay is **five (5) working days** for a local number and between **ten (10) to fifteen () working days** for a toll-free number. Of course those are average delays; the definitive date will be confirmed to you by your Ubity contact. Please note that this delay starts once your file is validated by our portability department.

Fees

Ubity Inc. looks after the initial transfer fees (unless otherwise indicated in your contract). Therefore, please make sure that all the numbers you wish to transfer are included on the *Ubity Letter Of Authorization for Number Portability*. If you wish to transfer other numbers later, 25CAD¹ fees per request may apply.

¹ can be changed without further notice

What could slow down or cancel your request?

- Telephone number is disconnected;
- Changes have been ask to your current service provider;
- DSL, surveillance, alarm... service on line;
- A balance is due to your current provider;
- The account has been frozen and does not allow the account to be ported,
- 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 the most frequent reason of the rejection or delay for a transfer.

In case of rejection, your Ubity contact will get in touch with you as soon as possible in order to avoid extra delay. Please note that we do not always have the reason of a rejection, it will be up to you to get in touch with your current provider to have more information.

Rejection penalties

Rejection penalties of 75 CAD² (unless otherwise indicated in your contract) can be applied if the reject is due to wrong information. In order to avoid this, please double check the information you give us.

TO DO ONCE THE TRANSFER CONFIRMED

Cancel your services

Once your portability has **been confirmed** by your Ubity contact, it is **your responsibility to cancel** your service to your current provider. Any cancelling prior our confirmation, will cancel our request. Your current provider may apply fees to reinstall your service.

Your responsibility

Transferring your service to Ubity Inc, **does not clear you** from you contractual obligations with your current provider.

QUESTIONS?

If you have any question regarding the *Ubity Letter Of Authorization for Number Portability* or the portability of your number(s), please contact us.
Telephone: 514 907 3400 – Email : lnp@ubity.com

² can be changed without further notice