

# FLORIDA CABLE, INC.



## How To Transfer A Number To VoIP

1. Sign up for VoIP service, and select a temporary number with whatever area code and exchange is desired.
2. Print the Number Portability Letter of Agency (LOA) below.
3. Get a copy of the page of your most recent local phone bill that clearly shows the current phone number along with your name and service address. Remember, to transfer a number, it must be currently active. DO NOT CONTACT the local telco to disconnect this number or it may be lost.
4. **You MUST fax or mail a signed copy of the LOA form below along with a copy of the information page of your most recent local phone bill for every phone number you wish to port to MiPhone.**
5. Transferring the number(s) will take between 7 and 30 days from the date that the completed paperwork has been received. You will be notified via email when the transfer has occurred.
6. Once the current number has been transferred, you have the choice of simply using this as your VoIP number or keeping both the current and the new VoIP number for a small additional monthly charge. Unless cancelled, the temporary number will automatically start billing after 60 days.

## What Problems Can Arise?

1. At this time, mobile phone numbers are not transferable to VoIP service, and so will be rejected.
2. Your local telephone company may be so small that they are not obligated to allow you to transfer your number to the telco of your choosing.
3. You may have contractual or financial obligations to your current telco.
4. You may have features and associated services such as Transfer Freeze, Distinctive Ring, Ring Master or ISDN- or CENTREX-related features that cannot be transferred to VoIP service.
5. You may owe pending changes associated with the number being transferred.
6. Please note that you are responsible for any fees from your current provider associated with the number transfer.

## What Happens If The Number Cannot Be Transferred?

1. Occasionally, we run into phone numbers we simply cannot transfer even though it initially showed up as being okay to move. If we cannot transfer a current number, you may choose to:
  - o Keep your current phone number with minimal service and continue to use your new VoIP number for the great features and savings on outgoing calls.
  - o Discontinue your current phone number and keep your new VoIP number to save even more.
  - o Discontinue your VoIP service and go back to over-paying your telephone company.
2. **NOTE: DO NOT CANCEL EXISTING SERVICE WHILE WE TRANSFER YOUR CURRENT NUMBER. IF SERVICE IS CANCELLED BEFORE THE TRANSFER IS COMPLETE THE NUMBER COULD BE LOST FOREVER!**

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Please be sure to sign and date this form. Fax it along with the first page of your most recent phone bill to 1-352-759-2811

# FLORIDA CABLE, INC.



## Standard Letter of Agency to Transfer a Phone Number

Dear Customer:

Thank you for choosing **Florida Cable, Inc.** as your network carrier. As you are aware, you may continue to use your existing telephone number with your VoIP service. In order to transition your current telephone number to your new VoIP service, **Florida Cable, Inc.** must work with your previous service provider to ensure that your service is uninterrupted while your number is being transferred.

Your prior telecom service provider requires this letter as proof that you have explicitly authorized and requested that your current telephone number be transferred to another service provider. By filling in all the information requested below and signing and dating this letter, you provide us with the authorization to initiate the process of transferring your telephone number. You will then be able to use your old number with your new VoIP service.

Please ensure the following information is completed accurately to prevent possible delays.

Customer Name:

Street Address of  
Service:

City:

State:

Zip:

Current Service  
Provider:

Telephone  
Numbers:

PLEASE DO NOT PLACE ANY NEW SERVICE ORDERS OR DISCONNECTS WITH YOUR CURRENT SERVICE PROVIDER ON THIS ACCOUNT, AS THIS WILL CAUSE A DELAY IN TRANSFERRING YOUR NUMBERS.

By signing below, I designate **Florida Cable, Inc.** to transfer my telephone number and service from my current provider to my new VoIP Service Provider. By signing below, I also authorize **Florida Cable, Inc.** to obtain billing information, customer service records, and any other information required to resolve any technical issues in transferring my telephone number and service to my new VoIP Service.

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

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