

**宽频电话用户保留原电话号码申请书及须知**

①确认原电话号码是否可转移	转移原电话号码至本公司宽频电话系统受部分区域限制,请先查询		
②确认府上环境是否适合安装	<p>概括情况下,安装宽频电话受制于若干情况,开户前请务必考虑:</p> <ul style="list-style-type: none"> <li>• ADSL 用户若现在仍有使用 Landline(传统电话),而您正打算在接通宽频电话后便取消该电话线,请您先向该公司查询取消电话线后的费用差异及了解取消电话线后可能引致的影响</li> <li>• Shaw 宽频上网用户安装宽频电话后如不打算保留原电话号码,立即取消传统电话线基本上对使用宽频电话无影响,客户可自行决定何时取消原电话线路</li> <li>• 911 紧急报案功能必须自行在本公司网站 <a href="http://www.alldaytalk.com">www.alldaytalk.com</a> 登记启用或以书面签妥泰尔斯 911 服务合约后方能生效</li> <li>• 如府上有安装保安防盗系统(Alarm System) 并已联机到保安台监察的用户不能取消原有 Landline 传统电话线路,因目前宽频网络与保安公司系统互不支持联机至保安台的功能</li> </ul>		
③测试满意后才申请转移原号码	<ul style="list-style-type: none"> <li>• 开户后请测试品质,满意后才递交申请书,一经递交在任何情况下将不能撤回申请</li> <li>• 又或客户日后欲把该电话号码再转移到其它公司,请自行向新供货商查询其可行性,因受不同电话公司服务权限所限制,此类事件恕本公司无法代为跟进,成功与否亦非本公司负责范围之内</li> </ul>		
<b>费用</b>	④保留原电话号码申请规费\$25 自 2006 年 1 月 1 日起生效。		
⑤细阅下列须知↓及递交右列文件 必须递交右列所有文件→  *请注意!递交不完整或错误文件将导致申请遭搁置或作废	<input checked="" type="checkbox"/> 申请规费\$25 <input checked="" type="checkbox"/> 签妥本表-即宽频电话用户申请保留现有电话号码申请表 <input checked="" type="checkbox"/> 签妥转号同意书 Letter of Authorization for Local Number Portability <input checked="" type="checkbox"/> 附上最近期电话帐单并当中必须印有: <b>①您将要转移的电话号码 ②您的名字 ③地址</b>		
<p><b>转移等待期:</b> 当本公司收到申请人完整无误的文件后预计需 45 个工作日才能完成转移手续。在未转移成功前请勿自行去电 Telus 或原电话公司退出服务,否则您的电话将无法转移成功,本公司恕不赔偿。</p> <p><b>转移期费用:</b> 当您申请我们的宽频电话时当日即可使用,因此客户亦须即缴付所选之宽频电话月费。唯因欲保留原电话号码的客户不能实时取消原电话公司线路,在等候期间造成双重电话服务及双重付费,如您愿意暂停宽频电话打入功能,可申请缓冲期退费方案以助节省月费。</p> <p><b>缓冲期退费:</b> 只限于宽频电话用户在递交完整之转移申请书日起至电话号码转移成功日止,其间有按标准月费缴付费用的客户,按转移天数来计算在本公司双重付费的金额部分退回,唯退费不适用于同期加入的附加方案、一般长途电话费、或与任何与优惠计划重叠之日期范围。</p> <p><b>如没有成功:</b> 若是基于系统区域问题,或非本公司权限所及的原因,或非客户方过失而遇到无法成功转移电话号码的话,该客户除可获退回\$25 申请费外,亦可继续使用开户时的临时电话号码或免费从当时最新的电话号码名单</p>			
<b>退费</b>	本人想在等待转号之缓冲期间 <input type="checkbox"/> 暂停宽频电话服务而获退费(请填写下表) <input type="checkbox"/> 继续使用不用退费		
帐号: _____ 申请保留之电话号码: _____ 临时宽频电话号码: _____			
<input type="checkbox"/> 租赁计划 <input type="checkbox"/> 基本计划\$16.95/月	<input type="checkbox"/> †买机计划 <input type="checkbox"/> †基本计划\$11.95/月	<input type="checkbox"/> 商业用户项目 <input type="checkbox"/> \$21.95/月	注意事项(退费以当时所付之月费为准) 如申请此退费方案,在等候期间贵客户之宽频电话将不获临时电话号码,因此其拨入功能将暂停服务,拨出功能则不在此限。
<input type="checkbox"/> 其它: _____			
本人明白并同意本申请书的一切条件,包括明白递交申请表后不得撤回申请此项。			
→ 申请人签名: _____ 递交申请表日期(以正常工作日起计): _____ 星期 _____			

递交以上文件至本公司 可邮寄 / 亲临本公司 / 传真: 604-638-0818

## How to keep my existing phone number - FAQ

1. I am a new customer and would like to transfer my existing phone number to ALLDAYTALK, what do I need to do?
  - Go to [www.alldaytalk.com](http://www.alldaytalk.com) to make sure your existing number can be transferred.
  - Fill in and sign the attached Letter of Authorization (LOA)
  - Fax the LOA and the pages of your most recent phone bill which indicate your name, address and phone number on it to 1-604-638-0818.
  - We will send you a confirmation email within two working days to confirm receipt of your LOA and start the process to transfer your number.

### Important:

Make sure that the address on the phone bill is the exact service address for the active number you wish to transfer. If it is not, please provide us with the service address for that number.

Please check that the contact name on your ALLDAYTALK account matches the name used with your current local phone carrier. If it does not, you would need to change the billing name on one of the accounts to match the other.

2. What happens once I submit my L.O.A. to ALLDAYTALK?  
Once we receive your LOA, we will send you a confirmation email and contact your current service provider to initiate the transfer of your phone number.
3. How long it will take for transferred my existing number?  
It normally will take about 30 working days to transfer your existing number for your existing Local Telco to us, however the actual process time may be different in each case.
4. How do I find out the status of my transfer request?  
Along with the transferring progress on going, there are three notification emails will be sent to you in following three stages:
  1. When we first receive your LOA submit
  2. When we know the schedule your phone will be ported
  3. When the porting process is completely successfully.
5. Should I contact my current phone carrier to disconnect my service?  
No. You should NOT disconnect your service during the transition. Doing so may cause you to lose ownership of the number before it has been moved to us. Once your phone number has been transitioned to us, your service will automatically disconnect with your current provider if that was the only telephone number on your account. Contacting your current vendors may actually cause delays in the process. You are responsible for subscription or usage charges for your existing phone service during the transition period.
6. If my number transfer takes a few weeks, can I use your service and previous phone service in the same time during the transition period?  
Yes, during the number transfer process, we provide you a temporary number so that you can begin to use our service and all its free features immediately. This way you will not need to depend on your former phone company while the transfer takes place. When the transfer is completed, then your previous phone service will not work, but when people call to your old phone number, your alldaytalk phone will ring.

**Note: You can see more FAQ for this topic in [www.alldaytalk.com](http://www.alldaytalk.com)**

## 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.

Billing Information	Site Information
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:

Customer Telephone Numbers to be Ported to Primus (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):			
Customer Telephone Numbers to be Disconnected from Local Phone Service Provider (i.e. not Ported)			
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