

寬頻電話用戶保留原電話號碼申請書及須知

① 確認原電話號碼是否可轉移	轉移原電話號碼至本公司寬頻電話系統受部分區域限制,請先查詢		
② 確認府上環境是否適合安裝	概括情況下,安裝寬頻電話受制於若干情況,開戶前請務必考慮: • ADSL 用戶若現在仍有使用 Landline(傳統電話),而您正打算在接通寬頻電話後便取消該電話線,請您先向該公司查詢取消電話線後的費用差異及了解取消電話線後可能引致的影響 • Shaw 寬頻上網用戶安裝寬頻電話後如不打算保留原電話號碼,立即取消傳統電話線基本上對使用寬頻電話無影響,客戶可自行決定何時取消原電話線路 • 911 緊急報案功能必須自行在本公司網站 www.alldaytalk.com 登記啓用或以書面簽妥泰爾斯 911 服務合約後方能生效 • 如府上有安裝保安防盜系統(Alarm System) 並已連線到保安台監察的用戶不能取消原有 Landline 傳統電話線路,因目前寬頻網路與保安公司系統互不支援連線至保安台的功能		
③ 測試滿意後才申請轉移原號碼	• 開戶後請測試品質,滿意後才遞交申請書,一經遞交在任何情況下將不能撤回申請 • 又或客戶日後欲把該電話號碼再轉移到其它公司,請自行向新供應商查詢其可行性,因受不同電話公司服務權限所限制,此類事件恕本公司無法代為跟進,成功與否亦非本公司負責範圍之內!		
費用	④ 保留原電話號碼申請規費\$25 自 2006 年 1 月 1 日起生效。		
⑤ 細閱下列須知↓及遞交右列文件 必須遞交右列所有文件→ *請注意!遞交不完整或錯誤文件將導致申請遭擱置或作廢	☒ 申請規費\$25		
	☒ 簽妥本表-即寬頻電話用戶申請保留現有電話號碼申請表		
	☒ 簽妥轉號同意書 Letter of Authorization for Local Number Portability		
	☒ 附上最近期電話帳單並當中必須印有: ①您將要轉移的電話號碼 ②您的名字 ③地 址		
轉移等待期: 當本公司收到申請人完整無誤的文件後預計需 45 個工作天才完成轉移手續。在未轉移成功前請勿自行去電 Telus 或原電話公司退出服務,否則您的電話將無法轉移成功,本公司恕不賠償。 轉移期費用: 當您申請我們的寬頻電話時當日即可使用,因此客戶亦須即繳付所選之寬頻電話月費。唯因欲保留原電話號碼的客戶不能即時取消原電話公司線路,在等候期間造成雙重電話服務及雙重付費,如您願意暫停寬頻電話打入功能,可申請緩衝期退費方案以助節省月費。 緩衝期退費: 只限於寬頻電話用戶在遞交完整之轉移申請書日起至電話號碼轉移成功日止,其間有按標準月費繳付費用的客戶,按轉移天數來計算在本公司雙重付費的金額部分退回,唯退費不適用於同期加入的附加方案、一般長途電話費、或與任何與優惠計劃重疊之日期範圍。 如沒有成功: 若是基於系統區域問題,或非本公司權限所及的原因,或非客戶方過失而遇到無法成功轉移電話號碼的話,該客戶除可獲退回\$25 申請費外,亦可繼續使用開戶時的臨時電話號碼或免費從當時最新的電話號碼名單中重新挑選喜愛的號碼。			
退費	本人想在等待轉號之緩衝期間 ☐ 暫停寬頻電話服務而獲退費(請填下表) ☐ 繼續使用不用退費		
帳號:	申請保留之電話號碼: 臨時寬頻電話號碼:		
租賃計劃	†買機計劃	商業用戶專案	注意事項(退費以當時所付之月費為準)
☐ 基本計劃\$16.95/月	☐ †基本計劃\$11.95/月	☐ \$21.95/月	如申請此退費方案,在等候期間貴客戶之寬頻電話將不獲臨時電話號碼,因此其撥入功能將暫停服務,撥出功能則不在此限。
☐ 其它:			
本人明白並同意本申請書的一切條件,包括明白遞交申請表後不得撤回申請此項。			
申請人簽名:		遞交申請表日期(以正常工作日起計):	
		星期	

遞交以上文件至本公司 可郵寄 / 親臨本公司 / 傳真: 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 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 receives 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

LETTER OF AUTHORIZATION

Customer No.: 20001698

Business Name: TieUs Technology Corp.

I hereby authorize ThinkTel Communications, a division of Distributel Communications Ltd. to obtain information about my existing telecommunication services, and to act on behalf of _____ in the ordering, installation and administration of telecommunications services and facilities.

This letter supersedes any previous Letter of Authorization.

Customer name (full legal name):

Authorized representative (print title):

Authorized representative signature: X

Date:

NUMBERS TO PORT	PROVIDER
1st number:	
2nd number:	
3rd number:	
4th number:	
5th number:	
6th number:	
7th number:	
8th number:	
9th number:	
10th number:	