



myVoice PHONE NUMBER TRANSFER FORM

To have your main number or any other existing numbers transferred to WBS *myVoice*® please fill and sign the following form.

IMPORTANT: Please read entirely

The phone number transfer is a complex process that can take several days. Usually the processing time will take up to 10 business days if customer supplies all the documentation of their current phone provider and the account is in good standing. The current provider holds complete discretion in releasing the existing numbers.

The following documentation will improve the speed in which your number is transferred. We strongly encourage you to provide this documentation as it will streamline the transition process.

1. Fill out the entire LOA (Letter of Authorization) form, sign it and return it back to us as soon as possible along with a copy of the latest bill from your current carrier. We only need the first page.
2. For a business or customer porting multiple lines, we will need a copy of the CSR (Customer Service Record). The CSR is a document that shows the customer's account, all numbers associated with it and the features on those lines. Your current carrier can provide you this document.

Note that if you currently have a DSL service running over your line and do not subscribe to WBS Internet Service, this number shall not be transferred as you will need a broadband Internet connection to install and run our service. In this case you will need to keep this line with your existing provider. We will schedule and notify you when the transfer of your existing number is ready. Please note you are responsible for payments and requests to your existing carrier. Always check the following:

- If you are transferring a phone number from an existing line which at the same time has DSL services with a different carrier, please be aware you may lose your existing DSL service which is needed for your data and your new *myVoice*® telephony service. This is not recommended as *myVoice*® service requires a broadband Internet connection.
- If you're getting your new Internet service from WBS, the overall quality of your *myVoice*® telephony service will improve. If you are switching from another provider you may lose your existing e-mail addresses and any other services with the previous carrier. You will have to make the necessary arrangements if you want to keep them.
- At all times you're responsible for canceling any services with your previous carrier when these are transferred to WBS so you would not be billed anymore. We won't cancel the services.



LETTER OF AUTHORIZATION

I am the Customer of Record or the Authorized Representative responsible for payment for each of the telephone numbers listed herein. I appoint Wheatland Broadband Services to act as my agent for the purpose of collecting account information (including service records and equipment listings) and implementing the change(s) authorized on this document. I understand that I may only select one local exchange carrier and one primary interexchange carrier for any one telephone number for the services selected below. Further, I understand that my current local exchange provider may charge a per-line fee for changing long distance carriers. Other charges for switching local exchange carriers may apply. When accompanied by a signed service agreement, I authorize Wheatland Broadband Services to act as my agent for the purposes of coordinating, ordering, and/or converting of the specific telecommunications service(s) that my existing telecommunications carrier(s) provide to me. I hereby authorize the change of my telecommunications carrier(s) from that/those which I am currently using to Wheatland Broadband Services for each of the service types that I have designated below and in my service agreement. This includes without limitation the removal, addition, rearrangement or conversion of those telecommunications services to Wheatland Broadband.

THIS AGREEMENT WILL REMAIN IN EFFECT UNTIL REVOKED IN WRITING BY THE CUSTOMER.

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

Billing Telephone Number:

Numbers to be ported:

End-User Name (Business, Residential or Cellular):

Current Service Provider:

Authorized Person:

Service Address:

City, State and Zip Code:

Signature: _____

Date: _____

Print: _____