



## Yak Communications (Canada) Corp. LOCAL NUMBER TRANSFER REQUEST FORM

### INSTRUCTIONS:

You may request to transfer your existing telephone number from your current phone service provider to Yak Communications (Canada) Corp. ("Yak") as long as you have maintained phone service for the number you want to transfer. **A complete copy of your current service provider phone bill displaying your BTN (Billing Telephone Number) AND your service & billing address must accompany this form.** Return the completed and executed form along with a copy of your current telephone services bill using one of the methods below:

- Mail: Yak Communications (Canada) Inc. 48 Yonge Street, Suite 1200, Toronto, Ontario, M5E 1G6
- Fax to: 1-866-673-3240
- Scan & Email to: yaknumbertransfer@yak.ca

### IMPORTANT INFORMATION REGARDING NUMBER TRANSFERS:

It may take up to 20 business days to complete your number transfer. The transfer date is determined by your current phone service provider, but Yak will make every effort to obtain the earliest transfer date possible. Once your transfer date is confirmed, the exact time of the transfer will vary based on the load for that day. During the time period in which the number is being transferred, please be aware that 911 calls can be affected where the Public Safety Answering Point (PSAP) operator may not receive your number and may not know your physical location. Number transfers only affects incoming calls. Although a successful number transfer to Yak will in many cases serve as notice to your current service provider to close your account, it is your responsibility to contact your service provider to confirm account cancellation AFTER your number has been successfully transferred.

**DO NOT CANCEL SERVICE WITH YOUR CURRENT PROVIDER BEFORE THE NUMBER HAS BEEN TRANSFERRED OR ELSE WE WILL BE UNABLE TO TRANSFER IT SUCCESSFULLY!** Yak will not cancel service with your current provider on your behalf, nor is Yak responsible for any charges you may incur from your current provider prior to or following the number transfer.

### PLEASE NOTE:

- Complete this form fully and accurately. Any omissions or errors can result in order rejection.
- A number cannot be transferred if associated with a "PIC (Preferred Interexchange Carrier) freeze", a "carrier freeze" or any other carrier change restrictions that prevent transferring a customer's telephone service. If you have any such restrictions on your telephone number, you must contact your current service provider to remove these restrictions before transferring.
- A number cannot be transferred if a contractual agreement was made with your current service provider to prevent a number transfer.
- Disconnected telephone numbers cannot be transferred.
- There may be additional situations under which telephone numbers cannot be transferred.

### CURRENT TELEPHONE SERVICE PROVIDER CONTACT INFORMATION

**Enter information exactly as seen on your current phone bill. A name and/or address mismatch will result in order rejection.**

Billing Name (Individual or Business Name): \_\_\_\_\_

Billing Phone Number: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Service Address (if different from Billing Address): \_\_\_\_\_

Current Service Provider: \_\_\_\_\_

TELEPHONE NUMBER TO BE TRANSFERRED TO YAK: \_\_\_\_\_

**I AUTHORIZE YAK COMMUNICATIONS (CANADA) CORP. TO TRANSFER MY NUMBER FROM MY EXISTING TELEPHONE SERVICE PROVIDER.**

Yak Account Number: \_\_\_\_\_ Yak Digital Phone User Name: \_\_\_\_\_

NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_