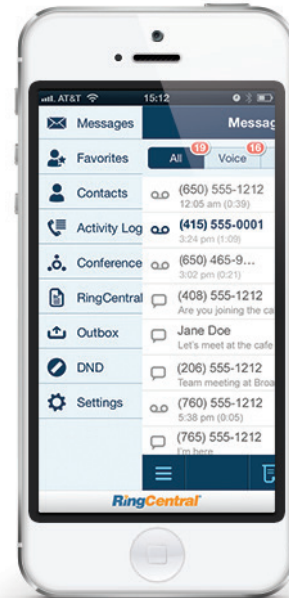


Transferring Your Existing Phone Number to RingCentral



Thanks for signing up for RingCentral! Did you know you can keep your current phone number and use it with your RingCentral service? You just need to transfer your number.

How does the transfer process work?

- Step 1** Submit a transfer request from your RingCentral online account. The information you enter must match exactly what's on record with your current phone service provider.
- Step 2** Follow the instructions on the screen in your online account.
- Step 3** RingCentral will send your transfer request to your current service provider.
- Step 4** Set up your greetings, answering rules, etc. for your RingCentral account, so you can make and receive calls (if part of your service plan) on your temporary RingCentral phone numbers until the transfer is complete.
- Step 5** RingCentral will notify you by email when your transfer is complete. At that point, your transferred number(s) will be ready to use with RingCentral.

5 Do's and Don'ts

- 1 Do be exact.**
Your information **must match exactly** what's on record with your current phone service provider. If it doesn't, your transfer will be delayed. Refer to your current bill or contact your current service provider.
- 2 Don't cancel your old phone service.**
Wait until after your transfer is complete to cancel your old service.
- 3 Don't lose your DSL service.**
Call your service provider and get a new phone number for your DSL line before you submit your transfer request or you'll lose your DSL service.
- 4 Do remove special features.**
Call your current provider and cancel special features (such as Centrex, remote call forwarding, or distinctive ring) before submitting your transfer request. Only cancel the features— not the entire phone service.
- 5 Do cancel any open pending service orders.**
Contact your current provider to cancel any open service orders or confirm they're complete before placing the transfer request.

Getting Started

Here are a few things you'll need to get started.

- A recent phone bill**
Make sure it's a current bill less than 30 days old.
- Your service address**
This is the address where your phone rings. This may or may not be the same as your billing address.
- Your main Billing Number**
Look for it on your phone bill.
- Phone numbers**
A list of your phone numbers to help stay organized.



MOBILE NUMBER

You'll need to provide your Account Number and PIN. If you can't find them, contact your cellular provider.

800#

TOLL-FREE NUMBER

You'll need to fax or email us a recent phone bill. You will also need to fill out and hand sign a Letter of Authorization form.

Local#

LOCAL NUMBER

You'll need the Billing Telephone Number (BTN) for each number you want to transfer.

Frequently Asked Questions

Can I switch to RingCentral but keep my current phone number?

Yes. You can keep your current number by transferring it from your current provider to RingCentral.

How do I find out if my phone number is eligible to be transferred?

Sign in to your RingCentral account. Click on the My Settings tab at the top. Click Transfer My Existing Number under the section called RingCentral Phone Numbers. You'll see the option to check your phone number's eligibility.

What information is needed to transfer my number?

You'll need to provide the following information when you submit your transfer request.

- Name of the Account Holder (authorized to make changes to the account)
- Name of the Company
- Billing Telephone Number
- Service Address (location where you receive phone service)
- Billing Address (required for mobile phone numbers)
- Account Number (required for mobile numbers)
- PIN (required for mobile numbers)

Please note: All the information must match exactly what's on record with your current phone provider. If there's a mismatch, the transfer will be delayed.

How do I check the status of my current number transfer?

Log in to your RingCentral account and click the Overview tab or the My Settings tab. You'll see the status of your transfer request at the top of the screen. You can also call RingCentral Customer Care at 888-898-4591 and select the option to reach the Porting Department.

When can I cancel my current phone service?

Wait until the transfer is complete to cancel your phone service. Your number must be active with your provider for it to be transferred to RingCentral.

How long does it take to complete the transfer process?

It usually takes 15-30 business days to transfer your number, but the process is often faster. Providing accurate information on your request form expedites the process.

How will I know if you need more information to complete my transfer?

We'll email and/or call you if we need more information to complete your transfer request. You'll also see a notification at the top of the Overview screen in your RingCentral account.

Glossary

Main Billing Number:

The primary phone number that's used for billing.

Letter of Authorization:

A document that gives RingCentral permission to transfer your number.

Pending service orders:

Changes to your phone service that haven't gone through yet. They could be requests to add or remove special features or modify your company name or billing address.

Porting:

Transferring.

Service address:

The address where your phone rings.

Special features:

Additional features you can order for your phone service such as Centrex, remote call forwarding, or distinctive ring.



www.ringcentral.com/support



888-898-4591 - Choose the option for the Porting Department



numberporting@ringcentral.com



Porting Department Hours: M-F 7am – 4pm PST