

NUMBER PORTABILITY

Transferring your numbers to RNT

You are about to transfer your telephone numbers to Remote Networks Technologies (RNT): we will work with your current provider to move your numbers to your RNT account. The process usually requires 5 to 10 business days, and we will keep you informed of its progress by email. Once the process is complete, you will be able to use all the requested features on your current numbers.

I understand and agree to the following:

Consent regarding fees

INITIALS 	<i>I agree to pay the applicable fees for my portability request¹, the telephone numbers and the usage once portability is complete.</i>
INITIALS 	<i>I agree to pay any cancellation² or rejection³ fees that may apply.</i>
INITIALS 	<i>I am responsible for all termination fees charged by my current provider for porting my numbers.</i>
INITIALS 	<i>I agree to pay my invoice within the month. Otherwise, the service will be suspended and a \$125 fee will be payable for reconnection.</i>

Consent regarding related services

INITIALS 	<i>I must request the portability of toll-free numbers before that of local numbers, in order to avoid a disconnection or a rejection.</i>
INITIALS 	<i>I must keep the numbers in service with my current provider until portability is complete, to avoid a rejection or an additional delay.</i>
INITIALS 	<i>I must take the necessary steps so that my alarm system is independent of my telephone lines.</i>
INITIALS 	<i>If my Internet service is connected to my telephone number, I must contact my provider to have a dry loop installed in order to avoid a disconnection.</i>
INITIALS 	<i>I have read the "9-1-1 Notice" (pages 3 and 4) and I am informed of the limitations of the E911 service for IP telephony.</i>
INITIALS 	<i>It is my responsibility to ensure that my router and my network are compatible with the proposed solution.</i> I confirm that everything is in order. I would like a technician visit (billable: \$250).

Portability fee schedule

¹ Number portability (unit price)	\$14.95 CAD	INITIALS	
² Cancelled or abandoned portability	\$24.95 CAD	INITIALS	
³ Portability attempt (failure or refusal)	\$124.95 CAD	INITIALS	

² A fee applies if your portability request has been initiated and you abandon the process.

LETTER OF AUTHORIZATION (LOA)

Local number transfer

We authorize Remote Networks Technologies Inc. (RNT) to make the necessary changes with the service providers in place in order to transfer our local number(s) to the RNT services offered by Remote Networks Technologies Inc. We also authorize RNT to modify the numbers listed below according to the selected options, with our current provider. I, the undersigned, declare that I have been advised that a local number transfer may occasionally cause an interruption of the telephone services related to it.

→ IF FILLING OUT BY HAND, PRINT IN BLOCK LETTERS: if the content is not legible, the request will not be processed.

Current provider account information

COMPANY NAME

FIRST NAME, LAST NAME AND TITLE

ADDRESS WHERE THE SERVICE IS DELIVERED

List of numbers on the account

TELEPHONE NUMBER	TRANSFER	LEAVE AS IS	DISCONNECT

SIGNATURE

DATE (YYYY-MM-DD)

Important: include an invoice LESS THAN 30 DAYS OLD from your current provider
The invoice must show the service address as well as the numbers to be transferred.

IMPORTANT NOTICE — 9-1-1 SERVICE

VoIP 9-1-1 emergency service is different

from traditional 9-1-1 emergency service

IMPORTANT INFORMATION ABOUT 9-1-1 SERVICE

We want to make sure you are aware of the important differences between the way VoIP 9-1-1 service works and the way traditional 9-1-1 service works. Here is what you need to know.

Differences between traditional 9-1-1 service and VoIP 9-1-1 service

With traditional telephone services, your 9-1-1 call is routed directly to the nearest emergency call centre. With VoIP service, your 9-1-1 call is transferred to a third-party service provider that automatically or manually routes your call to the emergency call centre.

Remember to provide the address of your location.

Because you can move your VoIP telephone service from one location to another, for technical reasons the emergency call centre operator may not have your name, address or contact information. Therefore, when you use 9-1-1 service, you must immediately tell the operator the address of your location as well as your contact information. Do not take the risk of sending the police or an ambulance to the wrong address.

Be prepared for any service interruption.

VoIP telephone service depends not only on keeping your subscription active (and paying your bills): it also depends on your Internet connection and the power grid. In the event of a power outage, a network failure or an Internet outage (including network congestion), or if you are disconnected for non-payment, you may be unable to access 9-1-1 service, or you may have difficulty reaching it. We recommend keeping a backup telephone service (such as a cell phone) close at hand in order to increase the reliability of your access to emergency services during a service interruption.

Do not hang up.

Do not end your 9-1-1 call until the emergency call centre dispatcher allows you to. If you accidentally lose the connection, call back immediately.

IMPORTANT NOTICE — 9-1-1 SERVICE (CONTINUED)

Your responsibilities and our commitments

Keep the address in your subscription record up to date.

Remote Networks Technologies Inc. will make every effort to provide the address in your subscription record to the emergency call centre operator; therefore, make sure this information is always accurate and up to date. If you fail to comply with this requirement (and, for example, if you are unable to speak at the time of your 9-1-1 call), the emergency call centre operator could believe that you are at the last address in your record.

Inform other users.

You must inform the members of your organization and any potential user of your VoIP telephone service of the nature and limitations of 9-1-1 emergency calls. To make this easier, place the enclosed stickers in a visible location on your telephone devices.

Limitation of liability

The terms of service of Remote Networks Technologies Inc. limit the company's liability and release it from any liability related to 9-1-1 service: please read the following carefully. Our responsibility is limited to transmitting your address to the E911 service provider when your number is registered. It is essential that you confirm your address at all times and whenever you move.

For a detailed description of your VoIP 9-1-1 service, see the terms of service of Remote Networks Technologies Inc. at rntcanada.com/acces-et-documentation, then click "E911 EMERGENCY SERVICE LIMITATION".

I agree to apply the provided stickers and to inform my employees.

INITIALS

ATTENTION

When you dial 9-1-1, be ready to give the address of the location where you are.

For more information: rntcanada.com/acces-et-documentation → "E911 EMERGENCY SERVICE LIMITATION"

EMERGENCY SERVICE — NOTICE REQUIRED BY THE CRTC

Important Notice — 9-1-1 Service

How 9-1-1 works on an IP telephony service, and how to protect yourself

Why this notice

The Canadian Radio-television and Telecommunications Commission (CRTC) requires every IP telephony provider to clearly inform its customers of the limitations of 9-1-1 service (Telecom Decisions CRTC 2005-21, 2005-61 and 2010-387). 9-1-1 works with your RNT service, but it differs from 9-1-1 on a traditional telephone line. Please take a few minutes to read this notice and share it with every user of your system.

How 9-1-1 works with IP telephony

When you dial 9-1-1, your call is routed to a specialized answering centre (nomadic E9-1-1) where the operator verbally confirms your address before transferring the call to the appropriate emergency centre. This process may take slightly longer than a traditional 9-1-1 call. Always be ready to state your address and callback number — do not hang up until you are told to.

Your address must always be up to date

Unlike a traditional line, your location is not detected automatically. The address on file is the one that will be provided to emergency services if you are unable to speak. If you move your business or relocate a device to another site, your address does not follow automatically: you must notify us without delay.

Power or Internet outage = no 9-1-1

IP telephony depends on your electrical power and your Internet connection. During a power failure or an Internet outage, your phones cannot make any calls — including 9-1-1. Always keep a charged cell phone within reach as a backup.

Nomadic service: away from the office

Your mobile and desktop apps (softphone) let you use your extension anywhere — remote work, travel, branch offices. Caution: a 9-1-1 call placed from these apps is associated with the address on file, not with your actual location. When away from your place of business, use your cell phone to reach emergency services whenever possible.

Our recommendations

Inform every user of your system of the limitations described in this notice. Post the service address near the telephones so anyone can state it to the operator. Notify us immediately of any move or device relocation. When mobile or working remotely, prefer your cell phone for emergency calls. Finally, apply the warning stickers provided, if any, to your devices.

9-1-1 service fees

The 9-1-1 service is billed automatically for each telephone number on your file, as shown in your quote and your service agreement. It cannot be removed: it is a regulatory requirement.

To update your 9-1-1 address

Email: service@rntcanada.com · Phone: 1 855 547-9393 (24/7 support)

Notify us before any move so your new address is active from day one.

Compliant with Telecom Decisions CRTC 2005-21, 2005-61 and 2010-387 · Updated: July 2026