

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 FOR TOLL-FREE SERVICE PORTABILITY

RespOrg : Letter Of Agency

To make the necessary modifications with your current phone services provider, in order to transfer your phone numbers, you state that you have been advised that the transfer could result in a short interruption of phone services.

RespOrg ID XHI01 is authorized to act on behalf of :

Account Owner (As it appears on the invoice.)

Current service provider account number

The billing address as shown on invoice

To act as our agent in the matter of providing portability for Toll Free numbers (i.e. RespOrg change):

List of phone numbers to be transferred:

01		11		21	
02		12		22	
03		13		23	
04		14		24	
05		15		25	
06		16		26	
07		17		27	
08		18		28	
09		19		29	
10		20		30	

Authorized by (End User) :

Printed name of the authorized person

Title

Signature

Date

Note: The customer will be responsible for contacting their current toll-free carrier to cancel any charges related to the service.

Section reserved for the Carrier (do not fill)

Current RespOrg ID

New RespOrg ID

XHI01

INSTRUCTIONS

Review the form, fill in the date, name and signature of the authorized person
 Submit a scanned copy or a clear picture of the signed document by email

LETTER OF AUTHORIZATION FOR TOLL-FREE SERVICE PORTABILITY

List of phone numbers to be transferred:

31		41	
32		42	
33		43	
34		44	
35		45	
36		46	
37		47	
38		48	
39		49	
40		50	

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