

USER GUIDE

FusionWorks Transfer Existing Numbers Admin Guide

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Transfer Existing Numbers

To transfer your existing telephone numbers from your current provider to Fusion Connect click on the Transfer Now button. You'll find this button on the Orders page and on the Voice Services page. The following describes the Number Transfer process.

To get started:

1. Log in to the Fusion Connect Customer Portal (<https://my.fusionconnect.com>)
2. Click **Voice** under Services
3. Click **Transfer Now** (Transfer Existing Numbers)
4. Follow the steps below

1. Number Transfer Pre-Check

In this step you are required to answer few questions to identify reasons that your current service provider could reject your transfer request.

Transfer Phone Numbers

STEP 1 of 7 : Number Transfer Pre-Check

- Complete this step to identify reasons that your current service provider could reject your transfer request.
- All fields are required.

Please select the appropriate answers below.		
1. Are any of the numbers you wish to transfer inactive?	<input type="radio"/> Yes	<input type="radio"/> No
2. Are any of the numbers you wish to transfer used for DSL?	<input type="radio"/> Yes	<input type="radio"/> No
3. Do you have any open orders with your current service provider?	<input type="radio"/> Yes	<input type="radio"/> No
4. Have your Fusion Voice services been installed?	<input type="radio"/> Yes	<input type="radio"/> No

Continue

2. Select Site

In this step you are required to select site to which you wish to transfer your existing telephone numbers. You may search a site or sort table by column headings.

Home » Orders » Transfer Phone Numbers

Transfer Phone Numbers

STEP 2 of 7 : Select Site

- Select the site where you would like to transfer numbers and click the Continue button.
- Sort by clicking any column heading.
- Use the scroll bar or search filter to find a particular site.
- If you have questions or experience any issues transferring your numbers, please call customer support at 888-831-4997.

Search:

Select	Site Name	Site ID	Street Address	City	State	Zip
<input checked="" type="radio"/>	Site 2888743	2888743	2510 Zanker Rd	San Jose	CA	95131-1127
<input type="radio"/>	Site 2888750	2888750	6245 Dial Way	San Jose	CA	95129

Showing 1 to 2 of 2 entries

[<Go Back](#) [Cancel](#) | [Continue](#)

3. Add Accounts and Numbers

In this step you are required to enter your account information with your current provider and specify which numbers you wish to transfer by clicking **Add Account** link. You may enter local numbers as well as Toll Free numbers. You may enter number ranges as well as individual numbers which are not part of any range. You may also add multiple provider accounts with multiple current providers if needed.

Home » Orders » Transfer Phone Numbers

Transfer Phone Numbers

STEP 3 of 7 : Add Accounts and Numbers

- Click the "Add Account" link to select accounts that you would like to transfer phone numbers from. You may find it helpful to reference your most recent invoice.
- Fields marked with an with asterisk(*) are required.

You will need to complete a separate form for each account that you would like to transfer telephone numbers from.

Item No.	Account Number	Provider Name	Action
1	654123789	AT&T	Edit Remove
2	457896512	Verizon	Edit Remove

[Add Account](#)

[<Go Back](#)

[Save For Later](#) | [Cancel](#) |

[Continue](#)

Transfer Phone Numbers

STEP 3 of 7 : Add Accounts and Numbers

- Click the "Add Account" link to select accounts that you would like to transfer phone numbers from. You may find it helpful to reference your most recent invoice.
- Fields marked with an with asterisk(*) are required.

You will need to complete a separate form for each account that you would like to transfer telephone numbers from.

Item No.	Account Number	Provider Name	Action
1	654123789	AT&T	Edit Remove
2	457896512	Verizon	Edit Remove

[Add Account](#)

Enter Account Details

Provider Name*:

Account Number*: Billing Telephone Number(BTN):

Enter information for the person authorized to make changes to this account.

Name*: First Name Last Name

Job Title*:

Phone*:

Enter the following information as it appears on your invoice for this account.

Company Name*:

Service Delivery Address: *

Street Number*:

Pre-Directional: Street*: Suffix/ Type: Post-Directional:

Room: Floor: Building: Unit: Unit Value:

City*: State*: Zip Code*:

Invoice Delivery Address: *

Same as Service Delivery Address

Street Number*:

Pre-Directional: Street*: Suffix/ Type: Post-Directional:

Room: Floor: Building: Unit: Unit Value:

City*: State*: Zip Code*:

Enter telephone numbers that you wish to transfer from this account. You can enter local US Numbers or Toll Free Numbers. Once you are done, click the Save button and then Continue button.

Number Range:

From 206-902-8000 To 206-902-8050 [Edit](#) | [Remove](#)

From 206-902-9000 To 206-902-9050 [Edit](#) | [Remove](#)

[Add Range](#)

Individual Number:

206-902-7456 [Edit](#) | [Remove](#)

800-457-1254 [Edit](#) | [Remove](#)

[Add Number](#)

[Cancel](#) | [Save](#)

[<Go Back](#)

[Save For Later](#) | [Cancel](#) |

[Continue](#)

4. Telephone Number Porting Eligibility

In case you entered numbers which are ineligible for transfer (porting) such numbers are displayed in this step for you to take note of. You are then required to either edit such numbers in case you entered those numbers incorrectly in previous step or delete them from the transfer request. Once edited and saved such numbers will be revalidated for porting eligibility.

Home » Orders » Transfer Phone Numbers

Transfer Phone Numbers

STEP 4 of 7 : Telephone Number Porting Eligibility

The following numbers are not eligible for transfer to Fusion. To correct a mis-typed number, click "Edit". When you are done editing, click the Save link. To remove an ineligible number from the transfer order, click "Delete" or select "Remove All" to delete all ineligible numbers from the transfer request. Once you are done making any necessary changes, click "Continue".

Provider Name: AT&T | Porting Account Number: 123456789

Ineligible Numbers	Action(s)
769-450-0596	Edit Delete

[Remove All Numbers](#)

[<Go Back](#) [Save For Later](#) | [Cancel](#) | [Continue](#)

5. Replace or Reserve Telephone Numbers

In this step you are required select action that you wish to perform on each individual number and the range(s) that you wish to transfer. Since all numbers within a range are also listed as individual numbers, you may also selectively choose individual numbers from a range to perform certain action. You may use numbers you are transferring from your current provider to replace Fusion Connect- provided numbers, reserve transferred numbers for future use (growth reserve); or provision them as New DID (Direct Inward Dialing) numbers or Enhanced DID numbers based on your type of voice service.

Please Note: There is a cost for some actions to be performed on the transferred numbers, thus when selected it will display a summary of fees below.

Home » Orders » Transfer Phone Numbers

Transfer Phone Numbers

STEP 5 of 7 : Replace or Reserve Telephone Numbers

- In this step, you may use numbers you are transferring from your current provider to replace Fusion provided numbers, reserve transferred numbers for future use, or provision them as Direct Inward Dialing (DID)/ Enhanced DID numbers.
- If you have entered a range of numbers, you may divide the range into smaller sets of ranges and assign separate actions to each set. Or you may select an individual number from a range to perform the desired action indicated in the drop down menu.
- There is a cost for provisioning transferred numbers as new DID/ Enhanced DID numbers and for saving them as growth reserve numbers. You will see a summary of fees below once you click the Done button.
- Please make your selections below and click the Done button.

Number to be Transferred	Select an Action	Select an Option
1 Provider Name: AT&T Account Number: 123456789		
Number Range: 206-902-1000 to 206-902-1050 Remove	Add To Growth Reserved N	Add To Growth Reserved Numbers
206-902-2000 to 206-902-2025 Remove	Provision as New Enhance	Provision as New Enhanced DID
Add additional ranges		
Individual Number: 206-902-3001 Remove	Replace an Existing Numb.	206-701-9671
800-456-7892 Remove	Add To Growth Reserved N	Add To Growth Reserved Numbers
Add additional numbers		
2 Provider Name: VERIZON Account Number: 987654321		
Number Range: 206-902-4000 to 206-902-4025 Remove	Provision as New Enhance	Provision as New Enhanced DID
Add additional ranges		
Individual Number: 206-902-7001 Remove	Replace an Existing Numb.	206-743-9021
Add additional numbers		

Done

Numbers saved for Growth Reserve, New DID and Enhanced DID			
	Qty	One Time Charges	
Growth Reserve Numbers			
206-902-1000 to 206-902-1050	51	\$0.00	\$
800-456-7892	1	\$0.00	\$1.00
Enhanced DID Numbers			
206-902-2000 to 206-902-2025	26	\$52.00	\$13.00
206-902-4000 to 206-902-4025	26	\$52.00	\$13.00
Order Total:	104	\$104.00	\$78.00

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[Continue](#)

6. Sign Porting Documents

In this step you are required to provide signed porting documents i.e. Letter of Authorization (LOA) for local numbers and Responsible Organization (RESPORG) for Toll Free numbers for your current provider account by clicking corresponding **Complete Now** link. You may select a digital signature style or draw your real signature to digitally sign these documents for each individual provider account after accepting Terms and Conditions for using digital signatures to sign documents online. Once documents are signed for an account, the porting document status for that account would change to **Complete**. You may also click *Edit* to upload latest invoice in pdf format (if available) for a current provider account as supporting document which helps Fusion Connect expedite your number transfer request in case of discrepancies between the signed document(s) and your current provider's records.

Transfer Phone Numbers

STEP 6 of 7 : Sign Porting Documents

- Your current provider requires a signed authorization to release your numbers.
- Click the "Complete Now" link to complete this step.
- A "Completed" status in the Porting Document Status column indicates that you have successfully uploaded signed documents for that account.

Please Note: Fusion makes every effort to transfer your numbers as quickly as possible. Our success is dependent on the timely release of your numbers from your current provider. Number transfer is regulated by the Federal Communications Commission (FCC). Please visit the FCC's Web site www.fcc.gov for more information on number portability.

Item No.	Account Number	Provider Name	Porting Document Status
1	789456123	ABC Corp	Complete Now 

A. Sign Transfer Documents*

Select the yellow sign field to create and add your signature. OTHER ACTIONS ▾

PLEASE DO NOT PLACE ANY NEW SERVICE ORDERS WITH YOUR CURRENT SERVICE PROVIDER ON THIS ACCOUNT, AS THIS WILL CAUSE A DELAY IN PORTING YOUR NUMBERS.

SIGN 

Customer Signature

SIGN


Printed Name: NITIN POSAL

Job Title: PM

Date: 02/17/2015

LOA_RESPORG_ABCCorp_789456123.pdf 1 of 2

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B. Provide Supporting Documents (Optional)

Adopt Your Signature

Confirm your name, initials, and signature.

Full Name
test1 user

Initials
TU

Select Style Draw

Preview

DocuSigned by:
test1 user
CCAC32C62E7246A...

Change Style

By clicking Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.

ADOPT AND SIGN CANCEL

Transfer Phone Numbers

STEP 6 of 7 : Sign Porting Documents

- Your current provider requires a signed authorization to release your numbers.
- Click the "Complete Now" link to complete this step.
- A "Completed" status in the Porting Document Status column indicates that you have successfully uploaded signed documents for that account.

Please Note: MegaPath makes every effort to transfer your numbers as quickly as possible. Our success is dependent on the timely release of your numbers from your current provider. Number transfer is regulated by the Federal Communications Commission (FCC). Please visit the FCC's Web site www.fcc.gov for more information on number portability.

Item No.	Account Number	Provider Name	Porting Document Status
1	789456123	ABC Corp	Complete Now

A. Sign Transfer Documents*

Authorized Customer Contact:
NITIN POSWAL
Phone Number for the Authorized Contact:
206-902-5321

I attest under penalty of law and as an authorized representative, of the Customer that the Customer is the exclusive end-user subscriber of the Toll Free service numbers listed above. The Customer shall be liable for the use (including without limitation, authorized, fraudulent or misappropriated) of traffic of any other end-user subscriber with regards to the Toll Free service numbers listed. In addition, I understand that this request for a Resp Org change does not constitute an order for disconnect of service with my existing carrier(s). I, on behalf of the Customer, continue to accept responsibility for notifying my existing carrier(s) of any intention to disconnect and/or change my Toll Free service after designating the above as my Resp Org for the Toll Free numbers listed above.

Customer Signature
DocuSigned by:
test user

Printed Name: NITIN POSWAL
Job Title: PM
Date: 02/17/2015

LOA_RESPORG_ABCCorp_789456123.pdf

Done! Click Finish to send the completed document.

FINISH OTHER ACTIONS ▾

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B. Provide Supporting Documents (Optional)

Transfer Phone Numbers

STEP 6 of 7 : Sign Porting Documents

- Your current provider requires a signed authorization to release your numbers.
- Click the "Complete Now" link to complete this step.
- A "Completed" status in the Porting Document Status column indicates that you have successfully uploaded signed documents for that account.

Please Note: Fusion makes every effort to transfer your numbers as quickly as possible. Our success is dependent on the timely release of your numbers from your current provider. Number transfer is regulated by the Federal Communications Commission (FCC). Please visit the FCC's Web site www.fcc.gov for more information on number portability.

Item No.	Account Number	Provider Name	Porting Document Status
1	789456123	ABC Corp	Complete ✓ Edit

7. Transfer Order Summary

In this step you may review the number transfer (porting) request summary and specify a reasonable date for number transfer along with any special instructions that you may want to specify. After accepting terms and conditions you may submit the transfer order.

Home » Orders » Transfer Phone Numbers

Transfer Phone Numbers

STEP 7 of 7: Transfer Order Summary

- Please review your number transfer order for accuracy.
- Please select a date for your numbers to be transferred. Allow at least 5 -6 business days.

Numbers to be Transferred	
1. Provider Name: AT&T	Account Number: 123456789
Number Range:	206-902-1000 to 206-902-1050
	206-902-2000 to 206-902-2025
Individual Number:	206-902-3001
	800-456-7892
2. Provider Name: VERIZON	Account Number: 987654321
Number Range:	206-902-4000 to 206-902-4025
Individual Number:	206-902-7001

Numbers saved for Growth Reserve, New DID and Enhanced DID			
	Qty	One Time Charges	Monthly Charges
Growth Reserve Numbers			
206-902-1000 to 206-902-1050	51	\$0.00	\$51.00
800-456-7892	1	\$0.00	\$1.00
Enhanced DID Numbers			
206-902-2000 to 206-902-2025	26	\$52.00	\$13.00
206-902-4000 to 206-902-4025	26	\$52.00	\$13.00
Order Total:	104	\$104.00	\$78.00

*Requested Date for Transfer:

Special Instructions:

Fusion makes every effort to transfer your numbers as quickly as possible. Our success is dependent on the timely release of your numbers from your current provider. Number transfer is regulated by the Federal Communications Commission (FCC). Please visit the FCC's Web site www.fcc.gov for more information on number portability.

Terms & Conditions

- All fees quoted in this order shall be in addition to existing fees for Subscriber's previously ordered services.
- The service term for services ordered shall be coterminous with the initial voice service contract.
- Subscriber's order for Fusion services is subject to the terms contained herein and to Fusion Terms and Conditions, found at [Terms and Conditions](#).
- Subscriber understands that in addition to the fees quoted in this order, an early termination fee will be charged if Subscriber stops any service before the end of its circuit term.
- Fusion will also provide certain optional services, subject to payment of additional fees. The early termination fees, optional service fees, and miscellaneous fees are set forth in Fusion Fee Schedule, found at [Fee Schedule](#). Additional fees for voice services may be found at [Additional Fees](#).
- Certain voice-related services (including use of 800 numbers) require the payment of additional fees. Subscriber agrees to pay all fees associated with the services ordered and authorizes Fusion to charge Subscriber's credit card for such fees.
- This service order need only be executed by Subscriber. Fusion may accept or decline the order as provided herein. Fusion provisioning of the service shall indicate Subscriber's acceptance of the order.

Please read and accept the following before submitting your transfer request service order:

- By placing this order, I agree that I am authorized to accept and submit the service order on behalf of Subscriber.
- By placing this order, I agree to bind Subscriber to all Terms, Conditions, and Fees that govern this service order.
- By placing this order, I acknowledge that I have been provided a summary of the services to be ordered, as well as all applicable fees on the order submission page and agree that this summary is accurate.

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