

**Orange County Fiber  
Number Porting Application**

**(Customer must also submit a copy of their current billing statement from  
their current phone service provider)**

**Orange County Fiber**

**LETTER OF AUTHORIZATION – VOIP SERVICE**

1. **Customer Name** (your name should appear **EXACTLY** as it does on your local telephone bill)

\_\_\_\_\_  
First Name

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
Business Name (required only if phone service is in your Company's Name)

2. **Service Address** (primary address where the telephone service will be located. No Post Office Boxes)

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

3. **Billing Address** (if different from your service address, should appear **EXACTLY** as it does on your local telephone bill)

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

4. List below all Telephone Number(s) for which you authorize change from your current phone service provider to Orange County Fiber. Please note that your Local, In-State Toll and/or Long Distance service for the number(s) listed below will be changed. Any services associated with this/these number(s), such as Centrex, DSL or Ringmate, will be lost if you port this/these number(s).

**Telephone Number(s)** (list all numbers to be ported)

**Current Telephone Service Provider**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**\*Billing Telephone Number** ("BTN"): \_\_\_\_\_

\*This MUST be provided if number(s) to be ported is a Business Account

**Check this box if you have additional numbers on your Business Account that you do NOT want ported.**

5. If the number(s) to be ported is a mobile number, please provide the following information:

Mobile Number: \_\_\_\_\_ Mobile Account Number: \_\_\_\_\_

**Current Internet Service Provider (ISP):** \_\_\_\_\_

**\*VERIFICATION – PLEASE READ BEFORE SIGNING BELOW\***

By signing below, I verify that I am, or represent (for a business), the above-named local service customer, authorized to change the primary carrier(s) for the telephone number(s) listed, and am at least 18 years of age. The name and address I have provided is the name and address on record with my local telephone company for each telephone number listed. I warrant that the address that I have provided above is the address where I will be using the service. I authorized and designate Orange County Fiber to act as my agent and notify my current carrier(s) to change my preferred carrier(s) for the listed number(s) and service(s), to obtain any information Orange County Fiber deems necessary to make the carrier change(s), including, for example, an inventory of telephone lines billed to the telephone number(s), carrier or customer identifying information, billing addresses, and my credit history. I further understand that after this process is completed, Orange County Fiber will become my Local, In-State Toll and Long Distance Provider, as indicated above. I understand that I am authorizing change(s) of my primary carriers for these Service(s), and that I may select only one primary carrier per service, per number. I understand that my local telephone company may bill me a one-time charge for requested service change(s) for each telephone number. I further understand that Customers with inconsistent usage may be required to select another plan or cancel their service with Orange County Fiber. **\*CNAM an additional \$2.25 per line/month.**

**If the number being ported is intended for fax purposes, this must be indicated so that we can discuss options for fax-capable service.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ VoIP User Name: \_\_\_\_\_

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**IMPORTANT INFORMATION CONCERNING ACCESS AND USE OF E/911 ORANGE COUNTY FIBER VOIP SERVICES**

The purpose of this letter is to ensure all Orange County Fiber customers have a complete understanding of emergency 911 capabilities of Orange County Fiber services, and to help ensure the best-possible response in the event those services are ever needed by a user. Service will not be activated without a fully-executed letter on-file at Orange County Fiber.

A standard feature of Orange County Fiber voice service is the ability for all users to connect to emergency 911 services, 24 hours per day, 7 days per week, 365 days per year. Calls placed to 911 are routed by Orange County Fiber to the nearest Public Service Answering point (PSAP), using traditional phone company facilities. If so equipped, the PSAP matches the registered address location with the originating phone number (transmitted automatically when the call is placed), and the call is then routed to the nearest emergency response unit (police, fire, ambulance, etc)

A single, primary address will be registered with your local E911 database by Orange County Fiber. All phone numbers provided to you will be associated with this address and be used by emergency responders when responding to 911 calls made from phones using Orange County Fiber services. **If the registered 911 address information in the database is incorrect, it may delay, or even prevent emergency service response when a 911 call is placed.** As such, please complete the following information so we may register your 911 address information and activate your phones.

**911 ADDRESS INFORMATION**

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Name/Business Name

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Address 1 (Street Number & Name)

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Address 2 (Suite, Bldg #, Floor, etc)

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City State Zip Code

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Authorized Signature Printed Name Date

To help ensure the best-possible emergency response to your users of your Orange County Fiber voice services, your attention to the following is also critical:

- Phones powered by Orange County Fiber services are capable of operating from virtually any location with an internet and power connection. **Any Orange County Fiber phone operating outside the registered 911 address (above) is considered a “Remote User”, and the phone will not function until the current 911 address of the Remote User has been registered.** Remote users may register or update their current 911 address at any time by powering-up the phone and connecting it to the internet, then using the phone’s keypad and following prompts on the phone’s display. Users may also contact Orange County Support at (812)865-2229 during normal business hours, M-F 8:00am-5:00pm. Address location information for Remote Users will remain active unless the phone is moved to a different location, after which the process must be repeated. Changes made by, or for, a Remote User affect only that particular phone and number; no changes are made to 911 information for other phones in the system.
- **Distribute and place Orange County Fiber “911 Warning Labels” on all phones and related equipment** serviced Orange County Fiber voice services. Make sure to include any cordless phones powered by Orange County Fiber voice services. Additional 911 Warning labels are available by contacting Orange County Fiber.
- **Sign, date, and mail the original, completed copy of this letter (all pages) to Orange County Fiber. All sections must be completed, and original letters must be on-file with Orange County Fiber prior to service initiation.**

Thank you for your assistance ensuring users of your Orange County Fiber voice services are as safe as possible. Please contact our support team at (812)865-2229 if you have any questions, or if we can assist in any way.

## **IMPORTANT INFORMATION**

### **Orange County Fiber E/911 Services**

**There are critical differences between 911 services provided by traditional (wireline) phone service, and those provided by Orange County Fiber (VOIP), INCLUDING POSSIBLE LACK OF ANY ACCESS TO 911-RELATED SERVICES.**

#### **YOU WILL NOT BE ABLE TO REACH 911:**

- **If your internet connection/services is down or not connected to your Orange County Fiber phone, or to the related equipment necessary to operate an Orange County Fiber-connected phone.**
- **If electrical power is out or is not connected to your Orange County Fiber-connected phone, or to the related equipment necessary to operate an Orange County Fiber-connected phone.**
- **If your Orange County Fiber phone is located where 911 service has not been deployed for the traditional (wireline) network.**

**YOUR REGISTERED 911 ADDRESS INFORMATION MAY NOT BE AVAILABLE TO EMERGENCY SERVICE RESPONDERS WHEN 911 IS CALLED.**

**Depending upon the location of your Orange County Fiber-connected phone when a call is placed from it, you may need to provide the emergency operator with your name, address and phone number. If not verbally provided by you when the call is made, emergency services may not be dispatched to the correct location, or the emergency operator may be unable to call you back if the call is unexpectedly disconnected.**

**YOUR 911 CALL MAY BE DELAYED, OR YOU MAY NOT REACH AN OPERATOR**

**In certain geographic areas, your 911 call may reach an administrative line at the 911 center, rather than an emergency operator. This line may not be answered outside of normal business hours, may be busy, or you may experience longer-than-expected wait times for an operator to answer, causing a delay handling your call.**

**DUE TO THESE POSSIBLE LIMITATIONS, ORANGE COUNTY FIBER STRONGLY RECOMMENDS:**

- **All users should maintain an alternative means of reaching 911 services, via a traditional phone line or wireless (cell) phone.**
- **Always provide 911 service providers with your call-back number and address to respond.**
- **Take time to review this information with all possible users of Orange County Fiber services and equipment.**

- **Post an Orange County Fiber Warning Label on every phone and related piece of equipment, where it is prominently displayed, for reference by users and as a reminder during an emergency. These 911 Warning Labels have been provided, but additional ones may be ordered free of charge by contacting Orange County Fiber Customer Support at 812-865-2229.**

**The FCC requires service providers to notify customers about 911 services, and to obtain customer acknowledgment it has been received. PLEASE SIGN AND DATE BELOW TO ACKNOWLEDGE YOUR REVIEW AND UNDERSTANDING OF THIS NOTIFICATION. The original, signed page must be on file with Orange County Fiber to avoid potential service outages.**

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**Name/Company Name (print)**

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**Signature**

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**Acknowledged by (print name)**

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**Date**