RELIARING
POWERED BY TRIDACOM



CUSTOMER GUIDE

NUMBER TRANSFER AND GO-LIVE

Switching to ReliaRing

Keep your numbers. Keep answering while you switch.

Your numbers move from your current provider to ReliaRing on a confirmed date. Until then a temporary number keeps your new system live, and your old service keeps ringing.

THE TIMELINE

What happens, in order

DAY 1

1 Sign up, pick a plan

Create your account online and enter your business address; it becomes your first emergency (911) location. ReliaRing plans start with a 14-day trial.

DAY 1

2 Get a temporary number

Choose to bring your number at activation and a temporary local number in the same calling area becomes your main number, so you can make and take calls.

DAY 1

3 Request the transfer

A seven-step wizard checks each number can move, collects your provider and account details, generates the authorisation letter for e-signature and takes your recent bill.

TYPICALLY 5–15 BUSINESS DAYS

4 Carrier confirms the date

The order goes to the carrier with your signed letter and bill. Status moves from Submitted to In process to a confirmed transfer date, set when your current provider releases the number and shown in your portal.

TRANSFER DATE

5 Your number moves over

On the confirmed date the number moves to ReliaRing and automatically replaces the temporary number on your main line. Your extensions and phones stay as you set them.

AFTERWARDS

6 Close the old account

Cancel your old service only after the transfer shows Completed. Dial 933 to hear your emergency address read back. The temporary number is released after a 30-day hold.

YOUR PART

What to have ready

- A recent bill from your current provider, dated within the last 30 days; PDF works best.
- Your account number with that provider, exactly as it appears on the bill.
- The account holder's name and address, matching the bill word for word.
- The transfer PIN or passcode, if your provider uses one.
- A person authorised to sign the Letter of Authorisation for the account.
- The street address, floor and suite of each site, for emergency (911) registration.

OUR PART

What ReliaRing handles

- A live portability check on every number before you commit to anything.
- The Letter of Authorisation, generated for you and signed in your browser.
- Submitting the order to the carrier with your signed letter and bill attached.
- Status tracking in your portal, with a confirmed date and a timestamped history.
- An email if a transfer is returned, and a portal form to correct it and resubmit.
- A FreePBX import: extensions, voicemail, ring groups, queues, menus and routing from your backup.

DURING THE TRANSFER

How calls keep flowing

Your old service keeps ringing

Your number stays with your current provider until the confirmed transfer date. Keep that account active until the transfer shows Completed.

Temporary number from day one

ReliaRing, ReliaTrunk, ReliaFax and ReliaReceptionist start on a temporary number, so the new system makes and takes calls before your own number arrives.

Phones set up in advance

Add each desk phone by MAC address and it downloads its lines and keys from ReliaRing. The portal's browser phone works too.

Forward early if you like

If your current provider offers call forwarding, point your old number at the temporary one to start answering on ReliaRing before the transfer date.

COSTS

What switching costs

Transfer fee, Canadian and US numbers	$20 CAD ($15 USD) per number, one time; 25% off at 10 or more
ReliaRing plans	From $13.99 CAD ($9.99 USD) a month, with a 14-day trial
Setup fee	None on plans or on standard Canadian and US numbers
Emergency (911) registration	One per user and shared extension included; extras $1.90 CAD ($1.35 USD) a month
933 test call	$0, unlimited
911 call from an unregistered number	$100 CAD ($75 USD) per call

BEFORE GO-LIVE

Emergency addresses and desk phones

E911

Before go-live, register an address with floor and suite for every site. Your emergency address is checked when you order an eligible calling number; if it fails, nothing is ordered or charged. Then dial 933: it reads your address back at no charge.

DESK PHONES

ReliaRing generates configuration for Poly, Grandstream and Cisco desk phones. Record each phone's MAC address in the portal, or import a list by CSV, then enter the provisioning address shown there on the phone. It downloads its lines, keys and settings. Cisco SPA, Polycom SoundPoint and Grandstream HT70x are legacy, not for new deployments, and are not offered for new orders; units already in service keep working.

QUESTIONS

What people ask before they switch

What does it cost to bring my numbers?

Canadian and US numbers are $20 CAD ($15 USD) each, one time, with 25% off at ten or more. If an offer waives the fee, you see the list price, the offer and $0 due. Other countries vary.

How long does it take?

Canadian and US numbers typically transfer in 5 to 15 business days. The date is confirmed when your current provider releases the number, and it shows in your portal. A date you request must be at least five business days out.

Can I bring a toll-free number?

Yes. Toll-free numbers, including 833, 844 and 855, use the same request. The live portability check tells you whether each one can move before you commit. Allow up to 15 business days.

What about fax numbers?

They transfer the same way. ReliaFax starts on a temporary fax number so you can send and receive during the transfer, then switches to your own number when it completes.

What can delay a transfer?

A name or address that differs from your provider's bill, a wrong account number or PIN, or an out-of-date bill. If one is returned, correct the account number, PIN or authorised contact, add a document and resubmit in your portal.

Can I move my numbers away later?

Yes. Plans are month to month. Your new provider starts the transfer and ReliaRing releases the number when the carrier notifies us. There is no self-serve button for this; contact support if you need help.

Keep the number your customers already know, and know where the transfer stands while it moves.

SCAN TO START A TRANSFER

Learn more
reliaring.com/features/number-porting

Talk to a person
1-888-491-RING

Email
help@reliaring.com

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