

Letter of Authorization

1. Subscriber Details:

Individual Person

Name and Surname:

ID/Passport Number (Cypriots and EU citizens):

Passport Number (Non-EU citizens):

Copy of the ID or Passport is attached to the Application and Copy of the last bill of the Telephone service

Legal Entity

Name of Legal Entity:

Registration Number:

Name and Surname of authorized Representative:

Copy of the Certificate of Registration/Authorized Representatives/Directors/Secretary/Stockholders are attached with this application and Copy of the last bill of the Telephone service

2. Details of Telephone Service:

Provider (Donor):

Analog Fixed Telephony PSTN

ISDN-Basic Rate Access BRA (2B+D)

Pilot Number Range

PAC:

ISDN-Primary Access rate PRA (30B+D)

Pilot Number Range

Non Geographical Number (Personal Number / Single Number Access / Freephone Service National-International)

3. Declaration by Subscriber:

With this, I declare that I am a Subscriber of the above service/s. I authorize Voxbone SA to initiate all necessary action in order to disconnect the above service and transfer my number from the above Provider Donor to Voxbone SA I accept without any prejudice the corresponding terms and conditions included on the back of this application.

Application Submission Date:

Name and Surname of Subscriber/Authorized Representative:

Signature:

4. Declaration by Voxbone SA:

We assure that any information included in this application is correct and complete. The documents attached by the Subscriber support any information included in this application.

TERMS AND CONDITIONS FOR ACTIVATING NUMBER PORTABILITY REQUEST

San Francisco
535 Mission St,
San Francisco,
CA 94105,
United States
Tel: +1 415-520-5005

London
35-41, Folgate St,
Spitalfields,
London
E1 6BX
Tel: 020 3966 8000

Brussels
Avenue Louise 489
6th Floor
B-1050 Brussels
Belgium
Tel: +32 2 808 00 00

Austin
316 W 12th St,
Austin,
TX 78701,
United States
Tel: +1 415-520-5005

1. Following the checking of the application, Voxbone SA undertakes to proceed with all necessary actions so as to forward and execute the number portability request in cooperation with the Provider Donor (existing Provider of the Subscriber)
2. Each subscriber applying for number portability has the right to cancel the application at no charge within (1) one working day from the date of submitting the application to Voxbone SA.
3. If an application for cancellation is received after the expiration of one (1) specified working day from the date of the submission of the application, the Subscriber is required to pay a cancellation fee.
4. The number portability is activated within ten working days (10) after the date of the submission of the application to Voxbone SA. In case of any delay beyond the above time frame, Voxbone SA notifies the Subscriber accordingly.
5. Should any obligatory element be found not to be correct or duly completed or corresponding with the information held by the Provider Donor, the Provider Donor has the right to reject the application.
6. Voxbone SA reserves the right to request from the Subscriber any additional information, which is not provided in the application.
7. In case the application is rejected or cancelled, a new portability application is required.
8. The provision of number portability means the termination of the existing service with the Provider Donor, regarding the ported number, and of all the facilities provided with the said service, within twenty four (24) hours after the porting of the number or forty eight (48) hours from the reactivation of the initial subscription, should there be a request for reactivation as described in paragraph 13-15 below.
9. The existence of a contract between the Subscriber and the Provider Donor relating to the service described in paragraph 8 above, does not constitute a valid reason for the refusal of or any delay in the acceptance of the porting application by the Provider Donor. The termination of the existing contract with the Provider Donor does not discharge the Subscriber from any obligation to pay any fees due to the Provider Donor or to fulfil any other obligations under the said contract with the Provider Donor.
10. In case the Subscriber has the service for which portability is requested, disconnected prior to the present application for number portability, then the application shall be rejected. In such case the Subscriber is required to pay a cancellation fee.
11. Should Voxbone SA fail to forward this application to the Provider Donor by the end of the one (1) specified business day, following the date of submission of the application by the Subscriber, then the application will be rejected by the Provider Donor.
12. In case the Provider Donor receives more than one application for porting the same number bearing the same signature and date, then all applications shall be rejected and the Subscriber shall be notified by Voxbone SA for the rejection.
13. In case a technical problem arises during the first twenty-four (24) hours following the porting of the number, the Provider Donor must be in a position to re-activate the initial connection within (60) minutes from the time such a request is made by Voxbone SA. The duration of the re-activation should not exceed forty-eight (48) hours.
14. The Provider Donor shall charge the Subscriber in relation to any services provided by the Provider Donor to the Subscriber during the temporary re-activation of the subscription in accordance with the terms and conditions applicable to that subscription prior to its de-activation by the Provider Donor.
15. In case Voxbone SA is still not able to activate the ported number within forty eight (48) hours from the request for re-activation as described in paragraph 13 above, the Subscriber may either choose to remain with Voxbone SA under the same terms and conditions, or terminate the service related to the ported number Voxbone SA and apply to another provider for connection.
16. The personal data of the Subscriber provided in this application cannot be used without the Subscriber's consent for any reason other than for portability purposes. Such information is stored and processed by Voxbone SA for the sole purpose of number portability.
17. By accepting the above terms and conditions the Subscriber consents to and accepts that the VOXBONE SA keeps and processes an archive (electronic or otherwise) containing the personal data of the Subscriber.

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