

Wireless Number Portability FAQs

August 31, 2011

1. What is Wireless Number Portability (WNP)?

Wireless Number Portability allows you to keep the same mobile, home and/or business phone number when switching service providers within the same local area.

2. When can I transfer my number in the Kenora Market?

WNP took place on August 22nd, 2011 in the Kenora and Keewatin market.

The communities offering WNP today in Tbaytel's serving area are Thunder Bay, Atikokan, Fort Frances, Ignace, Marathon, Nipigon, Red Lake, Sioux Lookout, Upsala and Wabigoon.

3. Are all phone numbers eligible for transfer?

Generally, personal and business numbers can be switched to Tbaytel if:

- It's an active mobile or landline phone number (pager numbers are NOT transferable)
- Tbaytel has wireless service in that area
- You're transferring your number from a service provider in the same local calling area
- Wireless Number Portability is available in that area

4. Do I need to cancel my current phone service before switching to Tbaytel?

To transfer your number, it must be active. However, upon transferring your number to Tbaytel, service for your phone number with your current service provider will be automatically cancelled. You may be obliged to pay any early cancellation fees and outstanding balances to your current service provider. We suggest that you review your existing service agreement to find out what fees or charges would apply if you cancel before the end of your contract term.

5. Can I keep my old phone?

You'll need a phone that is compatible with the Tbaytel 4G HSPA+ Network. Visit an Authorized Tbaytel Dealer for help choosing the right phone for you to enjoy all the great features and cool services we offer.

6. Can I switch to Tbaytel before the end of my current service agreement?

Yes, but you may be obliged to pay any early cancellation fees and outstanding balances to your current service provider. We suggest that you review your existing service agreement to find out what fees or charges would apply if you cancel before the end of your contract term.

7. How long will it take to transfer my number to Tbaytel?

If you're transferring a mobile phone number from another provider, it should only take up to 2.5 business hours. If you're transferring a landline phone number to a Tbaytel wireless account, it should only take up to 2 business days. If your transfer is more complex and depending on your current service provider, it could take up to one week.

8. If I have a family or share plan, do I need to transfer all the numbers in the plan?

No. You can choose one or several numbers within an account to transfer to Tbaytel.

9. Can I transfer my number to or from a Smartphone or BlackBerry device?

Yes. Phone numbers can be transferred to and from either of these devices.

10. If I have a business pooling plan with another service provider, can I transfer my number to Tbaytel?

Yes. You can transfer your number to Tbaytel if you are on a pooling plan, but the rate plan from your previous service provider cannot be transferred to Tbaytel. You can select a Tbaytel plan that meets your needs.

ABOUT TBAYTEL

In today's fast-paced world, Tbaytel understands the value of communications and staying connected to those around us.

Tbaytel is the largest independently owned telecommunications company in Canada and has Northern Ontario's largest digital cellular coverage with a 300,000 square kilometer area that extends from the Manitoba border, north past Red Lake to just west of Sault Ste. Marie.

Tbaytel improves the lives of our customers and regional stakeholders through advanced network capabilities and state-of-the-art telecommunications solutions. We improve the delivery of health care and education throughout the region and we help advance the economic, business and research agendas of the North.

For over a century, Tbaytel has been committed to improving the quality of life, infrastructure and economic health of Northern Ontario and providing unparalleled products, service, and customer care.

We understand that our continued growth, and success as a major player in the field of telecommunications, depends upon our valued customers. At Tbaytel we have always understood the power of investment: in people, in products and in the local and regional economy. We know that community involvement is vital to the future of our business and in the past year alone we have supported over 100 local events. After all, our neighbourhood, unlike our competition, is the only neighbourhood we serve.

How do we continue to deliver the most advanced, competitively priced telecommunications and entertainment solutions for our subscribers? We listen. Whether it is the commitment of our customers or the dedication of our employees; we know that people come first. It is our belief in the power of relationships that has enabled us to create a team of over 400 employees, all of whom adhere to our core guiding principles and values: reliability and respect, patience and dependability, consideration and tolerance.

In an industry that evolves on an almost daily basis, Tbaytel constantly strives to anticipate and satisfy our customers growing demand for increased connectivity and content. The strategic business relationship with Rogers, the switch to 4G HSPA state of the art cellular technology and Tbaytel's new crystal clear Digital TV is just such a response. The implementation of these technologies is our greatest achievement to date. With the region's largest digital cellular network, we believe we have the people, and the products, to deliver world-class entertainment and telecommunications solutions to our neighbourhood.

For more information about Tbaytel, visit our website: www.tbaytel.net