



## Transferring Your Phone And Internet Service to Connected Lyfe

Thank you for choosing Connected Lyfe for your home phone services. Our Customer Care team has found that offering some insight into how the transition will take place helps the process flow smoothly. If you have questions regarding any of the steps outlined below, do not hesitate to contact our Customer Care team by phone at 1-877-367-5933 or by email:

[CustomerCare@ConnectedLyfe.com](mailto:CustomerCare@ConnectedLyfe.com).

### Voice Over IP (VoIP) and Porting

As background, voice over IP or VoIP stands for voice over Internet protocol. This technology allows you to make phone calls using the Internet rather than a traditional phone line. A key requirement for this technology is a broadband (or high speed) Internet communication.

When you switch from a traditional landline telephone service to Connected Lyfe's VoIP service, you can transfer, or port, your existing telephone number to Connected Lyfe. It's important for you to know that it can take 5 to 10 days (sometimes longer) to port your number from your existing service provider. This timeframe is not under Connected Lyfe's control; rather it's a standard that is set by the Federal Communications Commission (FCC). Connected Lyfe will work with your current telephone provider to ensure that the process works smoothly and is completed as quickly as possible.

### Porting Your Phone Number

It is necessary that you maintain your current telephone service until the porting of your number has taken place. Also, be sure to fill out the "Porting" information correctly and completely on the Connected Lyfe service agreement. Make sure you have the name, address, and telephone number exactly as is printed on your current local phone bill. If this is not done, it could delay the process for weeks. Cell phone numbers and some carriers require account numbers, pin # and the last four digits of a social security number in order to complete the porting process. Signatures and your initials may be required.

### Setting Up a New Telephone Number (No Porting Required)

If you are not porting an existing number to your Connected Lyfe VoIP service, you will receive a new telephone number that will be immediately active following installation.

### Internet and Data

You most likely already have everything you need to successfully transfer your Internet service to Connected Lyfe. Our customer Service team will contact you and walk through the necessary system changes. Often times you will need to reboot your computers and routers for the change to complete.



## Final Note: Making the Switch to 10 Digit Dialing

As of June 1, 2010, the FCC is requiring that 10 digit numbers be used for completing all calls. This means that you must start dialing the area code plus the 7 digit number for the call to go through. Connected Lyfe's Phone service requires you to use 10 digits for all local and long distance calls.

Connected Lyfe does not currently support Collect calling. Please call into our Customer Care team for additional options for receiving collect calls.

If you plan on connecting a phone line to a fax machine, medical paging service or alarm system please contact our customer service team for additional information regarding limitations relating to these services.

**\*98**

**Voice Mail** | View, listen and manage your voicemails. *Press \*98 to access your Voice Mail.*

Below are the steps to record your initial greeting:

1. Dial \*98
2. Enter in your 10 digit phone number
3. Enter your \*pass code  \*Initial password setup, use '7777'
4. Enter option (0)
5. Choose option (1) to record your unavailable greeting
6. Record your greeting, press the # key to save, and then choose option (1) to activate.

To retrieve your voice mail while away from your home phone, simply call the local number for your area from the following list:

801-420-9800 (Utah County)  
801-990-6800 (Salt Lake County)  
435-773-6900 (Washington County)  
435-713-6550 (Cache County)  
435-538-1200 (Box Elder County)

**\*52**

**Call Hold** | Allows users to place a caller on hold and resume the call at a later time.

**\*72**

**Call Forwarding** | A feature that allows an incoming call to be redirected to a mobile telephone or other telephone number. *Press \*73 to deactivate.*

**\*67**

**Cancel Caller ID** | Blocks your name and telephone number for outgoing calls; *Press \*67 to disable, per call. Example: \*67-801-787-4906.*

**\*70**

**Cancel Call Waiting** | Blocks the Call Waiting feature. *Press \*70 to disable, per call. Example: \*70-801-787-4906.*



\*77

**Anonymous Call Rejection** | A feature that blocks incoming calls from people who have chosen to block the delivery of their Caller ID information.

\*78

**Do Not Disturb** | A feature that blocks all incoming calls. Do Not Disturb does not affect outgoing calls. *Press \*79 to deactivate.*

**Call Waiting** | Receive a call while already on another call. Call Waiting helps people avoid getting a busy signal.

**Caller ID** | Displays the name and number for most incoming calls.

**Caller ID on Call Waiting** | Displays name and number for incoming calls while you're on the phone.

**E911** | Every Connected Lyfe account includes Emergency 911 service. The contact information you provide us will be used to locate you in the event that 911 is dialed.

**3-Way Calling** | Allows 3 parties to be on one call at the same time.

How to place a 3-Way Call:

1. Call the first person; when you have them on the line, press \* 'hook flash'.
2. Wait for the dial tone, and then call the second person.
3. When second party connects, press 'hook flash' again to connect all three.

You can now talk with both people at the same time.

\* The 'hook flash' is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.

**We hope that this document was useful in explaining the number porting process. As always, do not hesitate to contact us with questions.**

Contracts can be sent via

Fax: 801-302-7114

Email [CustomerCare@connectedlyfe.com](mailto:CustomerCare@connectedlyfe.com)

You may also take a digital photograph of your completed contract and email it to the above email address. Your cell phone may be used for this.

Connected Lyfe Customer Care

Phone: 1-877-367-5933

Email: [CustomerCare@ConnectedLyfe.com](mailto:CustomerCare@ConnectedLyfe.com).

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