

Michigan End-User Migration

In compliance with Federal Communications Commission (“FCC”) and Michigan Public Service Commission (“PSC”) requirements, all customer migrations for local service are handled as follows:

- Customer contacts new carrier to migrate service.
- New carrier submits the request to Sage Telecom’s underlying Incumbent Local Exchange Company (“ILEC”).
- Sage receives the Line Loss Notification (“LLN”) from the ILEC.
- Sage verifies that the LLN is valid by confirming that there is no traffic on the line.
- Sage issues a disconnect order back-dated to the date of the LLN.
- Upon completion of the disconnect order, Sage issues a final bill reflecting applicable credits.

For further information regarding customer migrations please contact Sage Telecom Customer Service at (888) 449-4940, if the Customer Service Representative cannot resolve your issue, please ask to speak to a Supervisor.