



Number Portability Letter of Agency

By filling out this Letter of Authorization ("LOA") form, you hereby designate Line2 and its affiliates to act as authorized agents to service the telephone number(s) listed below.

Please fill out all of the information requested below and send a signed copy to L2support@line2.com, along with a Customer Service Record or recent phone bill that shows the number(s) you wish to port, your company name, and your service address. For further instructions, please refer to page 2.

Line2® Details

TOLL FREE RESP ORG: JYT01

Customer Name: _____

Line2® Account No.: _____ **Contact Name:** _____

Telephone: _____ **Contact Email:** _____

Line2® Temp. Number: _____ Check if the Temp. Number should be cancelled

Details from Phone Bill

Customer Name: _____
(Must be exactly as it appears on your phone bill.)

Current Provider Account No.: _____
(Account number from your phone bill.)

Service Address: _____
(Installation address for the number(s) to be ported. This may differ from the billing address and cannot be a PO Box.)

City: _____ **State:** _____ **Zip:** _____

Billing Address: _____
(Billing address for the number(s) to be ported.)

City: _____ **State:** _____ **Zip:** _____

BTN / ATN / Billing/Account Telephone Number: _____
(Primary number on the account with your current provider—also called "BTN" or "ATN.")

Porting Authorization

Authorized By: _____ **Date:** _____
(Print Authorized Representative's name.)

Signature: _____
(Authorized Representative's signature.)

Number(s) To Be Ported. (If necessary, you may list the numbers on additional pages.)

_____ CHECK ONE - This is a: landline; VOIP number; wireless number (please list the PIN: _____)

_____ CHECK ONE - This is a: landline; VOIP number; wireless number (please list the PIN: _____)



Number Authorization

Portability - Letter of ("LOA")

There are a few things you should know if you wish to port your existing number(s) from your current carrier to Line2's carrier for use. Please read the information below to make sure you understand the process and know what is required.

Submitting Your Port Request

There are very specific requirements for us to execute a port request, which is why we need you to kindly supply all of the requested information in this Letter of Authorization ("LOA"). Please be sure to review the LOA form (page 1) carefully and fill the form out completely.

Please remember to send back your LOA with a copy of your telephone service billing statement, which will be used as the Customer Service Record ("CSR") proving you are the current customer of record for the porting number(s). Please confirm that the telephone service billing statement displays the following:

- The number(s) you are requesting to port
- Your Company's name, proving that you are the one paying for the numbers.
- The Service Address. This is the address where the numbers to be ported terminate according to your current provider. This detail is checked against the current account so please make sure it is correct. Please also keep in mind that the Service Address could differ from your billing address.
- The BTN or Billing Telephone Number. This is the primary number on the account you are porting from. We need to know this even if it is not one of the numbers you wish to port.
- If your phone bill does not list certain requested information, please note the missing information on your email or communication to us when submitting the LOA and telephone service billing statement.

If you handle your billing online, you can send us screen shots of your account, containing the requested information.

Toll Free Number Ports

Toll Free numbers must always port separately from local/geographical phone numbers. As such, if you are porting both Local and Toll Free numbers, they must be placed on separate LOA forms.

Port-In Process

It can take up to 10 business days to port numbers, provided there are no carrier rejections or additional requests for information. There should be no downtime for a ported number when it transitions to Line2.

NOTE: Do NOT cancel your number with your existing provider until you receive confirmation from the Line2 Porting team that your number has been ported successfully to Line2.