

Transferring Phone Numbers to **VOICE CARRIER**

Dear Customer,

Thank you for choosing Voice Carrier as your service provider. To make sure your service is set up as quickly and accurately as possible, please complete the Letter of Authorization in its entirety and return it to Voice Carrier.

In order to port (transfer) your current telephone numbers to the Voice Carrier service, we must work with your current service provider to ensure that your service is uninterrupted and your numbers are transferred.

Your current service provider and the FCC requires a Letter of Authorization as proof that you have explicitly authorized and requested your service and current telephone numbers be transferred to Voice Carrier. By completing the information requested below and signing and dating the Letter, you provide us with the authorization to initiate the process of transferring your telephone numbers to Voice Carrier. You will then be able to use your current phone number with the new Voice Carrier service. Be advised that this process can take up to four weeks and that **your current provider must approve this request.**

Thank you,
Team Voice Carrier



1. Prepare with your current phone service.

- PRIOR to submitting this form, REMOVE ANY FEATURES (i.e. Hunt Group, DSL, Ring Master) associated with the numbers you are transferring.
- Keep your phone service active with your current provider until after your transfer is completed.**
- DO NOT PLACE NEW SERVICE REQUESTS with your current phone service provider. This will cause in porting your numbers.
- Some features may cause porting to be rejected. Your account manager will let you know if you need to remove certain features.

2. Submit all forms and required information

- Complete all sections of the form and submit to Voice Carrer. ****If you have multiple service providers, you must submit one form for each provider** you are transferring numbers from.
- A CURRENT (less than 30 days old) copy of your phone bill from your current provider(s) is REQUIRED to verify ownership of number(s). It must contain your company name and the numbers owned. ****If you have multiple service providers, you must submit a copy of your invoice from each provider.**

3. Transfer process

- Voice Carrier will manage the transfer process on your behalf.
 - You will receive an email prior to the completion of the transfer process.
 - We cannot guarantee that your number(s) can be transferred. In rare cases, numbers are non-transferable. This depends on your current provider's terms and conditions.
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- !Disconnected numbers CANNOT be transferred! Wait until your number has been completely transferred before calling to cancel service with your current provider. When you do cancel with your current provider, confirm that they are removing the numbers from their system. If your numbers remain in their system, some customers may have difficulty reaching you.
 - All invoices from your current provider must be dated within 30 days of this transfer request.
 - If you have multiple service providers, you must submit this LOA form for each provider.



LETTER OF AUTHORIZATION (LOA) to Transfer Phone Numbers

Your Business Information

Company Name _____
All numbers must be associated with this Company Name. Skip if transferring residential number.

Contact Name _____ **Phone** _____ **Email** _____

Service Address _____
Do not use PO Box/APO/FPO

City _____ **State** _____ **ZIP** _____

Your Current Provider

Please complete the following section with the exact information your current provider has on file. The information must exactly match the account name, authorized name, service address, and billing telephone number (BTN) that your current provider has on their Customer Service Record (CSR). If there is a mismatch, your transfer may be rejected or delayed. It may become necessary for you to contact your current provider to obtain correct information if your transfer is being rejected.

Current Phone Service Provider: _____ **Account Number:** _____
With your current phone carrier

Billing Telephone Number: _____
MBN (Main Billing Number) or the BTN (Billing Telephone Number)

PIN/Password/CAPP: _____ **Tax 10/EIN (or last 4 of SSN if Sole Proprietor):** _____
The word/phrase/number that you may have to provide your carrier to make changes to your account. If your current carrier has your SSN, they may also require that we give them the last four digits to prove you have made this request.

Are you porting all the numbers from this account?	YES	NO
If not, what do you plan to do with the remaining numbers?	Leave in Place	Disconnect NA
Are you porting more than 15 numbers?	YES	NO

Toll Free Number Porting

Are you porting Toll Free Numbers? YES NO
 I confirm that I am the subscriber or the subscriber's authorized representative, of the above listed Toll Free Numbers, I hereby authorize Voice Carrier (JYT01) to be the Responsible Organization (Resp Org) for the above listed Toll Free Service Numbers, including acting on my behalf, and at my direction to transfer the Resp Org functions to: **New Resp Org ID: JYT01**

Initial _____

If you are transferring a range of numbers, you can enter ranges by type (voice or fax) in the fields. For example:

A single number: 8554568647
 A range of numbers: 8554568647-8700

If porting more than 15 numbers, please attach a spreadsheet with the additional numbers, indicating voice numbers from fax numbers. Please do not use spaces, dashes or any special characters.

Numbers for Transfer/Port to Voice Carrier

	Numbers Transferring	Voice or Fax	Will you require E911?	Outbound Caller ID**
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

**Outbound Caller ID (CNAM) names are limited to 15 characters.

I have read and understand the steps required to transfer my numbers to Voice Carrier. Initial _____

I understand some features may not be transferrable to Voice Carrier. Initial _____

By signing below, I designate and authorize Voice Carrier and/or its designated agent to transfer my phone service from my current provider to Voice Carrier so that Voice Carrier may provide its service to me. By signing below, I also authorize Voice Carrier and/or its designated agent to obtain billing information, customer service records, and other network information required to provide me with Voice Carrier service. By signing below, I represent and warrant that I have reviewed the information contained in this LOA and further represent and warrant that the information is true and accurate.

Printed Authorized Account-User's Name: _____ Date: _____

MUST be the person whom your current service provider/carrier recognizes as the person responsible for the account.

Authorized Signature / Electronic Signature: _____