



## Letter of Authorization (LOA)

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Thank you for selecting N2Net, as your Service Provider. Local Number Portability (LNP) allows you to keep your current number while changing your service provider. Upon receipt of this form, we will start the transfer process and work with your existing carrier to transfer your number. The porting process generally takes 15 to 20 business days. To ensure a successful porting experience please review the N2Net, LOA checklist.

### **Check List**

- ✓ If you have distinctive ring, a PIC freeze, or a carrier change restriction, you must remove it prior to porting your number. If you make changes to features or services with your existing provider, it could delay or interrupt the porting process.
- ✓ The NAME and ADDRESS on this form must be the same as the records of your current provider, or your transfer request will be rejected. It must match exactly, information is case sensitive.
- ✓ Do NOT call your existing carrier to cancel service or you will not be able to keep your telephone number. In order for LNP to work correctly your number(s) must be active during the porting process.
- ✓ You must complete the e911 process for the account in which you are porting to, prior to submitting your Letter of Authorization.
- ✓ All PARTIAL PORTS: If you have more than one number with your current Service Provider and you only want a particular number(s) ported you must indicate it by checking the box in the appropriate field(s).
- ✓ Send a copy of a recent telephone bill associated to the number(s) you want to port attached with the LOA form.
- ✓ The DATE entered on the LOA must be no more than 14 days old.
- ✓ N2Net, will notify you, via email, when a port date has been scheduled. Once the port has occurred, the phone number(s) with your previous carrier will ring to your N2Net, VoIP account(s).
- ✓ Once your number(s) has been ported to N2Net, you should call your previous carrier to confirm that service has been cancelled. If you have DSL, please keep in mind that you may lose your DSL service if your number(s) is ported.
- ✓ All forms must be legible, complete, and SIGNED by the person or persons listed on the bill

### **Options for Submitting LOA**

#### **Mail**

N2Net  
Attn: Porting Team  
1801 Saint Clair Ave NE  
Cleveland, OH 44114

#### **Email**

[support@n2net.com](mailto:support@n2net.com)  
Subject: "Company Name" LOA  
Include all your contact info

#### **Fax**

ATTN: N2Net Porting Dept  
216-619-2004



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**1. Customer Name** (your name should appear EXACTLY as it does on your local telephone bill)

|  |           |
|--|-----------|
|  |           |
| First Name   | Last Name |
|  |           |
| Business Name (required only if phone service is in your Company's Name) |           |

**2. Service Address** (Primary address where the telephone service is currently located. No Post Office Boxes.)

|         |                |                   |
|---------|----------------|-------------------|
|         |                |                   |
| Address |                |                   |
|         |                |                   |
| City    | State/Province | Zip / Postal Code |

**3. Billing Address** (if different from your service address, should appear EXACTLY as it does on your local telephone bill)

|         |                |                   |
|---------|----------------|-------------------|
|         |                |                   |
| Address |                |                   |
|         |                |                   |
| City    | State/Province | Zip / Postal Code |

**4. List below all Telephone Number(s) for which you authorize change from your current phone service provider to N2Net, .**

|                            | Telephone Number (List all to be ported) | Current Service Provider |
|----------------------------|--|--------------------------|
| <input type="checkbox"/> * | (      )                                 |                          |
| <input type="checkbox"/> * | (      )                                 |                          |
| <input type="checkbox"/> * | (      )                                 |                          |
| <input type="checkbox"/> * | (      )                                 |                          |

*\*Check this box, if you have additional numbers on your Account with your Current Service Provider that you do NOT want ported.*

**5. If the number(s) to be ported is a mobile number, please provide the following information:**

| Mobile Number | Mobile Account Number |
|---------------|-----------------------|
| (      )      |                       |

By signing below, I verify that I am, or represent (for a business), the above-named local service customer, authorized to change the primary carrier(s) for the telephone number(s) listed, and am at least 18 years of age. The name and address I have provided is the name and address on record with my local telephone company for each telephone number listed. I authorize N2Net, or its designated agent to act on my behalf and notify my current carrier(s) to change my preferred carrier(s) for the listed number(s) and service(s), to obtain any information N2Net, deems necessary to make the carrier change(s), including, for example, an inventory of telephone lines billed to the telephone number(s), carrier or customer identifying information, billing addresses, and my credit history.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date