

Letter of Authorization

Thank you for your choice in porting your current telephone number(s) to us. We ask that you please read and follow all instructions on this form, so we may port your current number(s) to our service.

Please follow these instructions. By doing so we can ensure a smooth process in your number transfer over to us:

- Please ensure that all information provided to us (name, address and phone number) on this form EXACTLY match the information on your current local telephone bill.
- Please DO NOT contact your current service provider to disconnect service, as this will stop the porting process. You must keep service until the porting process is complete.
- Please remember it is your responsibility to disconnect services with your old service provider AFTER the port has been completed.
- Please DO NOT make any changes to your current account with the provider as it could cause complications.
- Please ensure that your account balance and any outstanding charges ARE paid off with your current provider or they will not release your numbers to us.
- Please make sure you DO NOT have DSL services on ANY of the numbers you request ported to AccessLine. You will lose your DSL service. Contact your current service provider BEFORE submitting this form to AccessLine if you are not sure. We are not able to check this for you.
- Please fax over your MOST RECENT local telephone bill with this form. The bill must show your name, billing and service addresses, all telephone numbers you wish to port, and the name of your current telephone provider.

By signing this letter, you authorize AccessLine Communications to communicate with your current telephone provider in an effort to port your number(s). There will be a one time fee per number port for this service.

Account Number*:	Billing Name*:
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(*Account Number and Bill To Name - BTN - on existing phone bill. If current carrier is wireless, may also be social security number or Tax ID)

Billing Address: Billing name and address must reflect the billing name and address on record with the current phone company. Consult your current phone bill if necessary.	Service Address: Service name and address must reflect the service name and SERVICE address on record with the current phone company. CANNOT BE A PO BOX. Consult your current phone bill if necessary.
Street: _____	Street: _____
City: _____	City: _____
State: _____	State: _____
Zip: _____	Zip: _____

Numbers to be ported (additional numbers can be attached to this sheet):

Current Carrier: _____

Numbers to be ported (10 digits each, attach list if necessary):

Executed effective as of this date:

Company: _____

By signing below, I confirm that all information is accurate and that I have checked with my current provider that NO NUMBER LISTED ABOVE HAS DSL ASSOCIATED WITH IT.

Signature: _____

Name: _____

Title: _____

Date: _____

IMPORTANT



ARE YOU TRANSFERRING (PORTING) YOUR EXISTING PHONE NUMBER(S) TO ACCESSLINE?

HERE ARE THE TOP 6 THINGS YOU MUST KNOW TO HELP INSURE A SMOOTH TRANSITION.

1. WHERE DO I SEND MY PAPERWORK?

Send your completed number transfer form and current bill to:

BY MAIL: orders_homeoffice@accessline.com

BY FAX: 425-458-6911

2. HOW LONG WILL IT TAKE?

For local numbers, between 4 and 6 weeks. It depends on how quickly your existing phone company releases each phone number. For Toll-Free numbers, between 2 and 4 weeks. The process cannot begin until you have sent in all the required paperwork.

3. WHY MIGHT YOUR NUMBER NOT BE ABLE TO BE TRANSFERRED? WHAT WILL SLOW THE TRANSFER PROCESS?

- DSL on line
- Telephone number is disconnected
- Phone bill from your current carrier, within the last 60 days, was not submitted to AccessLine
- The account has been frozen and does not allow the account to be ported
- Distinctive ring on the line
- An existing transfer request is already in place
- Name and address are different on your account than that submitted on your Letter of Authorization (LOA)
- The service address is different from the address on the LOA Request
- Telephone number is wireless and cannot be ported

4. WHAT IF YOUR PHONE NUMBER IS ON A DSL LINE?

If your phone number is connected to your DSL connection, you need to take additional steps to transfer your number to us. If you want to keep your DSL connection, check with your current phone service provider to see if they offer "naked DSL." If so, they can unbundle your current phone number from your DSL service allowing you to transfer the number without problem.

5. WHAT DO I DO AFTER MY NUMBER HAS BEEN TRANSFERRED?

After your number has been transferred, it is your responsibility to contact your provider and request that they disconnect your service.

6. WHO DO I CONTACT IF I HAVE QUESTIONS?

If you have any questions regarding the paperwork required or your number port order in general, please contact customer Care at **1-877-757-2607** or questions_homeoffice@accessline.com.