

Letter of Authorization (LOA)

For Local Number Porting



The undersigned hereby authorizes **Inventive Labs Corporation** to act on the Customer's behalf to port the numbers listed below.

Current Provider

Account Number

PIN

Please fill out the following information as it appears on the **Customer Service Record (CSR)** of the current provider:

Customer Name

Service Address

Service City, State & Zip Code

Please fill out the following information as it appears on the **Customer Invoice** with the current provider:

Billing Address

Billing City, State & Zip Code

Additional Portability Information:

Is this a partial port?

☐

YES

☐

NO, this is a full port of all my numbers with this provider

Existing BTN (Billing Telephone Number) with current carrier:

Will you be porting this BTN?

☐

YES*

☐

NO

*If yes, please indicate a new BTN for the current carrier:

Requested Port Date:

Provide at least 4 business days; 7-10 is more realistic.

Please list all numbers to port over:

☐ List of numbers is attached

Authorized Signature:

Dated:

Printed Name

Title:

Porting FAQs — Local Numbers

Letter of Authorization

Current Provider: The entity currently providing phone service. If there is a PIN on the account or on each number, it must be provided to unlock the number(s) for porting. To fill out the LOA correctly, contact the current provider to request a CSR, verify billing and service address, and get the account PIN (if any.) When you are porting away, your current provider is referred to as the ‘Losing Service Provider’ (LSP).

Customer Service & Billing Addresses: The Customer or End User (EU) who is authorizing the port. The Service and Billing addresses refer to the information the Current Provider has on record for the End User. *Our carrier does **not** want the address of the Current Provider listed here. If you know the LSP is a reseller (and not a carrier), providing that information to us separately is very helpful—just not on the LOA.*

- **CSR:** Every service provider has an internal Customer Service Record (CSR) that might be different from your customer name and billing address. Ask your current provider for a CSR so you can correctly enter the Service Name and Address. A “Mismatch Rejection” can occur when the information on the LOA does not match the Losing Service Provider’s CSR.

BTN: The main billing telephone number on record with the current provider (or if it isn’t clearly designated on your account, ask your current provider to recommend a BTN.)

Requested Port Date: This is a target date only. Ports can complete in as few as 4 days or take as long as 3 weeks, but almost always within 7 – 14 days. Rejections from the Losing Service Provider delay ports. Off-Net ports can add 10 days or more to the porting process. Be flexible and patient. Providing the most accurate information possible mitigates rejections. If you need a specific porting date you can count on, pick one 3 weeks out to ensure we receive FOC (Firm Order Commitment) from the LSP in time.

LOA Tips:

- Must be signed by an authorized person (preferably legible)
- LOA must be dated within 30 days from current date
- Watch for typos and make sure all numbers being ported are listed correctly

Proof of Ownership

Invoice or Copy of Bill (COB): Include a copy of your current provider’s invoice to establish proof of ownership. Make sure it shows the following:

- Account number
- Company or authorized name
- Billing address of the porting numbers
- All numbers being porting numbers (preferably showing the BTN as well)
- Dated within 60 days (use your most recent Invoice)

Additional Documentation: If your current provider does not invoice but uses credit card billing via their portal, here are examples of supplemental Proof of Ownership documentation:

- Screenshots of your portal account showing:
 - The porting numbers
 - Account number
 - Customer name and address
- A letter or email from the current service provider dated within the past 30 days listing the porting numbers and verifying the customer’s ownership.
- A Customer Service Record (CSR) from the current service provider.

More Tips:

- Once you have authorized a port, do not change anything with your current provider (e.g. address or line options, and definitely do **not** disconnect your porting numbers from your current provider.) You may close the account or make changes **ONLY** after you have confirmed through your new service provider that the port (both Voice and SMS) is fully completed.
- Google Voice numbers can be ported but must be unlocked first through your Google account.