



Letter of Authorization (LOA)

RespOrg Transfer Request for Toll Free Number Porting

As the end-user subscriber, or the authorized representative of an end-user subscriber, of certain Toll Free Service numbers (the "Customer"), I hereby authorize Bandwidth.com (JYT01) to be the Responsible Organization (RespOrg) for the following Toll Free service numbers, including acting on my behalf, and at my direction, to transfer the RespOrg functions from/to:

| | | | |
|---------------------------|--|-------|--|
| Current Carrier / RespOrg | | | |
| Billing Account Number | | | |
| New RespOrg ID | Bandwidth.com / JYT01 (LOA must contain the new carrier RespOrg ID) | | |
| Customer Name | | | |
| Customer Address | | | |
| City | | State | |
| | | Zip | |
| Requested FOC Date | | | |

I attest under penalty of law and as an authorized employee, or an authorized representative, of the Customer that the Customer is the exclusive end-user subscriber of the Toll Free service numbers listed. The Customer assumes all liability for the use (including without limitation, authorized fraudulent or misappropriated) of traffic of any other end-user subscriber with regards to the Toll Free service numbers listed. In addition, I understand that this request for a RespOrg change does not constitute an order for disconnect of service with my existing carrier(s). I, on behalf of the Customer, continue to accept responsibility for notifying my existing carrier(s) of any intention to disconnect and/or change my Toll Free service ever designating the above as my RespOrg for the Toll free numbers listed.

| | | | |
|----------------------|--|-------|--|
| Authorized Signature | | Dated | |
| Printed Name | | Title | |

Toll Free Numbers to Port:

| | | | |
|--|--|--|--|
| | | | |
| | | | |
| | | | |

☐ List of numbers to port is attached

INSTRUCTIONS FOR TOLL FREE RESP ORG TRANSFER

Letter of Authorization

Current Carrier: Contact your current service provider to determine the carrier that is the Responsible Organization (RespOrg) for your toll free number(s).

Customer Name & Address: The customer name and address on record with the current service provider.

Requested FOC Date: This is a target date only. Ports usually complete within 7 – 14 days. 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 losing service provider (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.