

# LETTER OF AUTHORIZATION (LOA)

j2 CLOUD SERVICES

## REQUEST FOR CUSTOMER SERVICE RECORD

FAX SERVICES

Thank you for choosing j2 Cloud Services, LLC ("j2") as your Fax Service Provider. As you are aware, you may continue to use your existing telephone number with your new fax service plan. In order to transition your current telephone number, j2 through its underlying service providers must work with your previous service provider to ensure that your service is uninterrupted, and where applicable, to ensure that your number is transferred.

Your prior service provider requires this letter as proof that you have explicitly authorized and requested your service and telephone number be transferred to another service provider. By filling in all the information requested below and signing and dating this letter, you provide j2 and its underlying service providers with the authorization to initiate the process of transferring your service and telephone number to j2. You will then be able to use your old number with your new service. This letter also releases your current service provider from any liability for providing this information to j2 through its underlying service providers.

Please ensure the following information is completed accurately to prevent possible delays.

COMPANY NAME: \_\_\_\_\_

**NOTE THAT ALL TELEPHONE NUMBERS LISTED BELOW MUST BE ASSOCIATED WITH THE COMPANY NAME**

SERVICE ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

CURRENT SERVICE PROVIDER: \_\_\_\_\_

CURRENT PROVIDER ACCOUNT NUMBER \_\_\_\_\_

FINAL RESPORG ID FOR PORTED TELEPHONE NUMBERS: KSW01

TELEPHONE NUMBER TO PORT <b>(to be transferred)</b>	BILLING TELEPHONE NUMBER <b>(required)</b>

### Sfax Details

Sfax Customer Name: \_\_\_\_\_ Sfax Account Number: \_\_\_\_\_

By signing below, I designate j2 Cloud Services, LLC ("j2") through its underlying service providers to transfer my service from my current provider to j2. By signing below, I also authorize j2 through its underlying service providers to transfer my current telephone number used to provide fax service to me. By signing below, I also authorize j2 through its underlying service providers to obtain billing information, customer service records, and other network information required to provide me with new fax services. I understand that I may consult with j2 as to whether a fee will apply to the change.

PRINT NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

**PLEASE BE SURE TO SIGN AND DATE THIS FORM**

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A bill copy is **REQUIRED** to authorize ownership of number(s). Please include a summary copy containing company name and the numbers owned. See your Sales Representative for further information.

There are a few things you should know if you wish to port your existing number(s) from your current carrier to j2's carrier for use with the Sfax service. Please read the information below to make sure you understand the process and know what is required.

### Submitting Your Port Request

We work with third parties to execute the porting process. There are very specific requirements for us to execute a port request, which is why we need you to kindly supply all of the requested information in this Letter of Agency ("LOA"). Please be sure to review the LOA form (page 1) carefully and fill the form out completely.

Please remember to send back your LOA with a copy of your telephone service billing statement, which will be used as the Customer Service Record ("CSR") proving you are the current customer of record for the porting number(s). Please confirm that the telephone service billing statement displays the following:

- The number(s) you are requesting to port
- Your Company's name, proving that you are the one paying for the numbers.
- The Service Address.

This is the address where the numbers to be ported terminate according to your current provider. This detail is checked against the current account so please make sure it is correct. Please also keep in mind that the Service Address could differ from your billing address.

- The ATN or Account Telephone Number.

This is the primary number on the account you are porting from. We need to know this even if it is not one of the numbers you wish to port. This is sometimes referred to as the BTN or Billing Telephone Number.

If your phone bill does not list certain requested information, please note the missing information on your email or communication to us when submitting the LOA and telephone service billing statement.

If you handle your billing online, you can send us screen shots of your account, containing the requested information.

### Toll Free Number Ports

Toll Free numbers must always port separately from local/geographical phone numbers. As such, if you are porting both Local and Toll Free numbers, they must be placed on separate LOA forms.

### Port-In Process

It can take 4–5 weeks to port numbers. Port requests sometimes can be completed sooner, provided there are no carrier rejections or additional requests for information. There should be no downtime for a ported number when it transitions to the Sfax service. However, you should be aware that once your number has been ported, carriers across the country will need to update their routing information. Most carriers perform this update every 12–24 hours. Some providers, however, may take a business day or two. In the event that your number is not reachable from a certain location or carrier (which may happen just after it has ported), you may need to contact that carrier directly to have it update its database.

