

Porting Letter of Authorization (LOA)

1. Customer Name (your name should appear exactly as it does on your telephone bill):

First Name	Last Name
Business Name (if the service is in your company's name)	

2. Service Address on file with your current carrier (Please note, this must be a physical location and cannot be a PO Box):

Address		
City	State/Province	Zip/Postal Code

3. List all the Telephone Number(s) that you authorize to change from your current phone service provider to the Company:

Phone Number	Location ID	Account Name	Service Provider

***If you have more than six numbers, please list them on an extra page.**

By signing the below, I verify that I am, or represent (for a business), the above-named 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 **Click IT by Motherboard, Inc.** (the "Company") 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 the Company 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.

Check this box, if porting is for **Hosted SMS ONLY**.

Authorized Signature

Print Date

For toll-free numbers, please change RespOrg to TWI01.

Please do not end service on the number for 10 days after the RespOrg change.

See <https://clickitphones.com/wp-content/uploads/2024/04/Click-IT-toll-free-resporg-v3-kxw-nc-FORM-1.pdf>

What is Porting?

Porting a number is transferring a phone number between two telecom service providers. The process involves providing the right documentation to prove ownership of the number and executing the transfer between the current provider and the new provider.

When you're ready to port your number, you just need to send us this signed Letter of Authorization (LOA) that matches the current carrier's service information on file. Once you submit your LOA, we'll coordinate with your current carrier to complete the port.

The porting process takes two to four weeks from submitting the required documentation for port requests of fewer than 50 numbers and six to eight weeks for larger, more complex ports. During this process, you'll have full access to your phone number, as there is no downtime associated with porting a phone number.

What is Hosted SMS?

Hosted SMS allows you to send and receive messages on voice-enabled numbers you already own with another carrier. It does not affect the number's voice capabilities. We only register the number for SMS to route in and out of the platform.

What you need to port

Here's a list of what you'll need:

- Customer Service Record (or equivalent) from your current carrier
- Letter of Authorization signed by the authorized user on the account
- Recent (within 30 days) copy of bill.

Steps to port a number

1. **Contact your current carrier.** When you're ready to port your number, the first step is to contact your current carrier (you may want to ask for someone in your current carrier's porting department). Since the port request will need to be approved by your current carrier, we want to ensure that the information we submit matches the information they have on file. Ask for a CSR (Customer Service Record) to access the service address, company name (if applicable), account/PIN, and authorized user your current carrier has on file. Although you might be tempted to skip this step if you are certain that you already have the correct information, you will likely save yourself time in the long run by verifying this information upfront. For understandable reasons, carriers are extremely particular about matching information so they don't transfer phone numbers away from a rightful owner.
2. **Fill out a Letter of Authorization (LOA).** Fill out the service information for the number, including the user's name, company information (if you're porting a business line), and service address that matches the information you got from your current carrier. Make sure the LOA is signed by an authorized user on the account.
3. **Wait for the completion date.** After you've submitted your signed LOA, wait for a status update from us. If your request is initially rejected for any reason, we'll reach out with instructions for a resolution. These instructions will likely entail contacting your current provider's porting department for more information. Otherwise, we'll be in touch with a completion date. We'll take care of rerouting the number. Your number will remain in service throughout the porting process, but be sure that you don't end your current coverage for your number until after the porting process is complete.

Port Request Rejections

Sometimes, a request to port a phone number results in an initial rejection by the current carrier of that number. However, rejections can be easily resolved by contacting your carrier's porting department in nearly all cases.

Rejections occur for various reasons, such as an incorrect account number or PIN for an account, an address or zip code that doesn't match the current carrier's record, or a port request made by an unauthorized user on the account. Rejections are how carriers ensure that transfers are only authorized by the rightful owner of the number

In nearly all cases, these rejections can be remedied by the rightful user of the phone number. However, rejections will inevitably delay the process of porting your number. The surest way to reduce the likelihood of a port rejection is to obtain a Customer Service Record (CSR) from the current carrier before submitting a port request to ensure that the information submitted matches the information on the CSR.

Please note that because we do not have any rights to a phone number before it is ported, we cannot resolve rejections on your behalf. We ask that you reply with updated information within the next 5 business days after a port request has been rejected. After this time, the port may be canceled for inactivity. However, don't worry; we can always resubmit the port request on your behalf.

For further help or questions, please contact your **Click IT Team Member**.