



Number Portability Letter of Agency

By filling out this Letter of Agency ("LOA"), you hereby designate j2 Web Services, Inc. ("j2") and its affiliates to act as authorized agents to service the number(s) listed below. This agency will extend, but is not limited, to porting the listed number(s) to a phone service provider ("provider") of j2's choosing as best suits the provision of its eVoice® service.

>> Please submit these items to ports@evoice.com within fourteen (14) days of signature or else your LOA may be rejected by the carrier. You may also fax these documents to [\(888\) 408-2529](tel:8884082529).

eVoice® Details

TOLL FREE RESP ORG: JYT01

Customer Name:

eVoice® Account No.:

Contact Name:

Contact Telephone:

Contact Email :

eVoice® Temp. Number:

Check here to cancel your temporary number

Details from Phone Bill

Customer Name:

(Must be exactly as it appears on your phone bill.)

Current Provider Account No.:

(Account number from your phone bill)

Service Address:

(Installation address for the number(s) to be ported. This may differ from the billing address and cannot be a PO Box.)

City:

State:

Zip:

Billing Address:

(Billing address for the number(s) to be ported.)

City:

State:

Zip:

BTN / ATN / Billing/Account Telephone Number:

(Primary number on the account with your current provider—also called "BTN" or "ATN.")

Porting Authorization

Authorized By:

Date:

(Print Authorized Representative's name.)

Signature:

Number(s) To Be Ported. (If necessary, you may list the numbers on additional pages.)

This is a: Landline; VOIP number; Wireless number (please list the pin;)

This is a: Landline; VOIP number; Wireless number (please list the pin;)



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

Submitting Your Port Request

To process all port requests, we require two documents

- A signed LOA (page 1); and
- A copy of a recent phone bill.

Please submit these items to ports@evoice.com within fourteen (14) days of signature or else your LOA may be rejected by the carrier. You may also fax these documents to (888) 408-2529.

We work with third parties to complete 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 LOA. Please be sure to review the LOA form (page 1) carefully and fill the form out completely.

Your recent phone bill will be used as the Customer Service Record (CSR) proving you are the current customer of record for the number(s) to be ported. Please confirm that the phone bill is dated within the last thirty (30) days and displays the following:

- The number(s) you are requesting to port. If possible, please circle the number(s) to be ported.
- Your customer 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 is checked against the providers records so please make sure it is correct. Please also keep in mind that the service address could differ from the billing address.
- The BTN, ATN, or Billing/Account Telephone Number. This is the primary number on your account with your current provider. We need to know this even if it is not one of the numbers you wish to port.

If your phone bill does not list certain requested information, please note the missing information on your email or fax to us when submitting the LOA and phone bill. If you handle your billing online, you can send us screen shots of your account, containing the requested information. If you cannot obtain a CSR from your current carrier, please ask the carrier to send us a signed letter on its letterhead that lists the account number, BTN/ATN, service location address, and specific number(s) you wish to port.

Toll Free Numbers

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 LOAs.

Port-In Process

It can take 4 weeks to port numbers, and longer in extenuating circumstances. Port requests can sometimes be completed sooner, provided there are no provider rejections or additional requests for information. There should be no downtime for a ported number when it transitions to the eVoice service. However, you should be aware that once your number has been ported, providers across the country will need to update their routing information. Most providers perform this update every 12-24 hours. Some providers, however, may take several business days.

You will be advised via email once the porting process has been completed and the number is active on your eVoice account. Once complete, the number will behave according to your Find-Me-Follow-Me schedule. Thus, all incoming calls will be routed to j2s platform. If you used this number previously to make outbound calls, once the number is ported onto j2's platform, you will no longer be able to make calls from the landline that supported it. You may wish to contact your current provider and request a replacement line, so you can make outbound calls once the port is complete.

Please be advised that port out requests will be governed by your Customer Agreement, which can be found at <https://www.evoice.com/customer-agreement>.