

# Letter of Agency Overview (Local Number)

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## Billing Contact Information

The **Authorized User** on the account needs to be listed in this section. The authorized user is recognized by the current provider as being responsible for the invoice on the account.

Obtain a **Customer Service Record (CSR)** from the current carrier.

Note: The authorized user could be someone different than listed on the bill. Name and address mismatch is one of the main reasons for porting rejections and delays. The authorized user is usually listed on the Customer Service Record.

2

## Authorized Service Name and Address

The address listed on the CSR needs to be listed in this section. This will be related to the information in the Customer Service Record (CSR) Name section. The addresses listed on the LOA must exactly match the Customer Service Record.

3

## The Name of the Current Responsible Organization (If Known)

This extra information helps us quickly identify your current RespOrg and is useful for completing the process. You may skip this step if you do not know your current RespOrg.

4

## Telephone Numbers to be Ported

List the numbers you want to **port-in** within this section. You may port as many lines as you wish. Please use the additional numbers sheet for additional numbers if your port request exceeds the space on the last page of the form. Please duplicate the last page as needed.

If porting your main line or primary line on the account – it must first be replaced with a new main line from your phone provider. All feature(s) associated with any number being ported need(s) to be removed.

Note: The Billing Telephone Number (BTN) is supplied by the carrier and can be found on the Customer Service Record (CSR). Not all lines necessarily have the same BTN.

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## Local Number Portability Checklist

Check off every space to acknowledge that you authorize the porting of these numbers.

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## Authorization

Please have the authorized user print, sign and date the document acknowledging CallSource is provided permission to port your lines.