



37 E. Marion Street
Doylestown, Ohio 44230

Office Use Only

Trunk Assignment:

ICGA ICGCL ICGCO

SBAK SBCLE SBCOL

Letter of Agency to Change Telephone Service Provider

1. Identity of Principal and Billing Telephone Number(s) (BTNs):

This letter of Agency (LOA) pertains to BTN () - and to the BTNs identified on the attached page(s), if any.

_____ ("Customer") currently subscribes to _____ ("LD Telephone Co.") as the Customer's preferred "1+" Interexchange Carrier for InterLATA toll service _____(Y/N) and/or IntraLATA toll service _____(Y/N) with respect to the above identified BTNs.

Customer currently subscribes to the local exchange telephone service _____(Y/N) and/or InterLATA toll service _____(Y/N) of _____ ("Local Telephone Co."). The undersigned has the necessary authority to sign this LOA on behalf of the Customer.

Customer's billing address is:

Address	City	State	Zip
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Customer's service address is:

Address	City	State	Zip
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2. Intent and Understanding of Customer. Customer intends to change its preferred telephone service provider for the BTNs identified above from Telephone Company and/or Local Telephone Company to EasyON Digital Phone. End User intends to change its preferred telephone service provider to EasyON Digital Phone for the following service(s) (check the appropriate box(es). Customer acknowledges that the checked service(s) below will be provided by EasyON Digital Phone and that Customer will be billed all applicable charges for local exchange, toll and/or other telecommunications service(s) requested pursuant to the rates, terms and conditions of EasyON Digital Phone's tariff(s) on file at the state public utility commission or the Federal Communication Commission.

- InterLATA
- IntraLATA
- Local Exchange Service

3. Authorization of EasyON Digital Phone to Act as Customer's Agent. Customer hereby authorizes EasyON Digital Phone to act as Customer's agent for the purpose of changing the Customer's preferred telephone service provider from Telephone Company and/or Local Telephone Company to EasyON Digital Phone, and EasyON Digital Phone hereby accepts such authority. Customer understands that only one interexchange carrier may be designated as the Customer's preferred InterLATA carrier for any one telephone number; that only one carrier may be designated as the customer's IntraLATA toll carrier for any one telephone number; and that only one carrier may be designated as the Customer's preferred local telephone service provider. Customer also understands that any preferred carrier selection made by signing this LOA may involve a charge to the Customer for changing the Customer's preferred carrier.

4. Revocation of Previous LOAs. This LOA revokes all previous LOAs for interexchange and/or local service provided to the BTNs identified above.

5. Effective Date and Term of Agency. This LOA takes effect on _____ and will remain in effect until canceled or revoked by Customer.

EasyON Digital Phone	(Customer's Name)
By: (EasyON Digital Phone)	By: (Authorized Representative)
Name: (Print)	Name: (Print)
Title:	Title:
Date:	Date:
E-mail for long distance reporting detail:	

This agreement must be executed on behalf of EasyON Digital Phone.



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BTN Phone Numbers		
1 BTN ()	<input type="checkbox"/> Porting <input type="checkbox"/> Not Porting	2 ()
3 ()		4 ()
5 ()		6 ()
7 ()		8 ()
9 ()		10 ()
11 ()		12 ()
13 ()		14 ()
15 ()		16 ()
17 ()		18 ()
19 ()		20 ()



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The Port Process: What to Expect

The process to port your telephone number from one carrier to another is a multi-step process.

Step One: The LOA

The Letter of Authority (or the LOA) must be completed. This form gives a carrier permission to port your number away to another carrier. This document must be accompanied by the most recent copy of your phone bill. The exact name and address on the phone bill must match the LOA form. The authorized customer contact name at the company must be the signature on the LOA. Please make sure you include all the phone numbers (DID's) you wish to port to your new service on this LOA. Any numbers not included on the LOA will not be ported and will either need to be canceled by the customer after the port is complete or they will remain in service. Expect that LOA paperwork should be submitted at least 4 weeks prior to the date you wish to port. The carrier will accentual dictate the Firm Order Commitment (FOC) date. This can be extended due to any complication in the port or delay by either carrier.

During this step we will also have you complete Directory Assistance (411) and Emergency (911) information sheets to accompany each of your phone numbers, so they may be filed with the appropriate service company.

Step Two: The CSR

The LOA is submitted and the process of pulling the CSR (Customer Service Record) from the current carrier is initiated. This process can sometimes take as little as 3 days or up to a full month depending on the current carrier. The CSR will include all the customer information from the carrier to allow the technical end of the port process to proceed. It is during this period that your LOA may be rejected for any number of reasons, and the process would need to start over on Step One.

Step Three: The FOC Date

Once the information has been verified and accepted by both the current carrier and the porting carrier, the process can be moved into the final stage of a FOC (Firm Order Commitment) Date. The FOC date is usually scheduled with a minimum of 5 business days from this point. Example: if your order is accepted on a Wednesday, the first available day your FOC can be scheduled is on Wednesday the following week. (Thursday, Friday, Monday, Tuesday, Wednesday is the 5th day.) Some carriers require more than 5 business days. If you have a special date you would like your service cut-over on, this can be scheduled as long as it occurs after the first available FOC Date.

Step Four: The Port

The National Database is updated and all calls are re-routed from the current carrier to the porting carrier. All calls at this time will now flow into your new phone service. The carrier that is being replaced can take up to 24 hours to remove routing from their local switch.

Additional Information

Toll Free numbers must be ported after the local number ports have been completed. Typically toll free numbers are pointed to the local number and are operational through and after the local port process is completed (expect to have toll free service with the toll free carrier for an additional period of time while the toll free porting process is completed).