

# Example

## The Standard Letter of Agency Document

A Letter of Agency (LOA) must be completed by the end-user and supplied to Level 3 upon request. The LOA must contain the name and current service address of the end-user and the numbers that will be ported to Level 3 from the end-user's current carrier. The LOA used must comply with FCC regulations and must be dated and signed by the end-user or a person who has the authority to act as a legal agent.

Dear Customer,

Thank you for choosing Level 3 Communications, LLC. ("Level 3") as your network carrier. As you are aware, you may continue to use your existing telephone number with Level 3. In order to transition your current telephone number to the Level 3 network, Level 3 must work with your previous service provider to ensure that your service is uninterrupted, and your number is transferred.

Your prior service provider requires this letter as proof that you have explicitly authorized and requested the transfer of your telephone number to another service provider. By filling in all the information requested on this form, you are authorizing Level 3 to initiate the process of transferring your service and telephone number to the Level 3 network.

Completion of this form is required to proceed accurately to prevent possible delays.

Name and Address **must** match the account name that the current provider has on file.

Use the correct abbreviated unit to describe if the address is an apartment (APT), suite (STE), or any other type of unit, e.g. BSMT, LBBY, LOT, etc...

End-User Name (Business or Residential): My Company, LLC.  
Person authorized to make this request if a business: John Doe  
Service Street Address: 123 Any St. Suite or Apartment No: Ste. 400  
City: AnyTown State: CA ZIP Code: 12345  
Current Service Provider: My Current Carrier

Beginning Range TN	End Range TN	Billing (main acct) TN for porting TNs
1 <u>(415) 555-1212</u>		<u>(415) 555-1212</u>
2		
3		
4		
5		
6		

End Range is only used if there are multiple numbers to be transferred and the numbers are in sequential order. If the numbers to be ported are not in sequential order, do not use this section.

If the number to be transferred is **not** the main billing number associated with the account, input the main billing number here.

PLEASE REMOVE ANY FEATURES (i.e., Hunt Group) ASSOCIATED WITH THESE NUMBERS PRIOR TO SUBMITTING THIS LOA. ADDITIONALLY, PLEASE DO NOT PLACE ANY NEW SERVICE ORDERS OR DISCONNECTS WITH YOUR CURRENT SERVICE PROVIDER ON THIS ACCOUNT, AS THIS WILL CAUSE A DELAY IN PORTING YOUR NUMBERS.

If you wish to select Level 3 as your new service provider for the telephone number listed on this form, you will need to sign your initials on the THREE (3) lines below, as applicable:

- I select JD (initials) Level 3 as the network carrier for all **local calls** for this number.
- I select JD (initials) Level 3 as the network carrier for all **intrastate toll calls** for this number.
- I select JD (initials) Level 3 as the network carrier for all **interstate toll and international calls** for this number.

To receive service on the Level 3 network, you will need to select Level 3 in ALL THREE (3) spaces above. You may not select more than one carrier for each TYPE of service above.

By signing below, I designate Level 3 to transfer my service from my current provider to Level 3. By signing below, I also authorize Level 3 to transfer my current telephone number used to provide service so that Level 3 may provide its network service to me. By signing below, I also authorize Level 3 to obtain billing information, customer service records, and other information required to provide service on the Level 3 network. I understand that I may consult with Level 3 as to whether a fee will apply to the change.

Printed End-User Name: John Doe Date: 1/1/2008

Signature: John Doe SSN # xxx-xx-5555

Initial all three sections. If all three are not initialed, the port attempt will fail.

If porting a **mobile** number, print **only** the last four digits of wireless carrier's Social Security number (or wireless account number along with the PIN for the account).