



LETTER OF AUTHORIZATION (LOA)

Business Rules of Local Number Portability- Customer Service Record Request - Transfer of Service- SET Business Rules

IN ACCORDANCE WITH LOCAL NUMBER PORTABILITY BUSINESS RULES, I WILL NEED TO READ THE FOLLOWING INFORMATION TO YOU AND ASK FOR YOUR ACCEPTANCE, AT THE END. **The form will then be mailed, faxed or emailed for your signature.**

When porting telephone number(s), for technical reasons, you may not contact, disconnect or place any activity on the telephone account with your current provider, until (4) four business days after local number portability (LNP) -porting completion. S.E.T.-SEBC will request the number(s) to be ported from your current provider.

You will be responsible to disconnect any remaining services or numbers not ported, from your current provider, (4) four business days after successful porting completion.

You to be responsible for final service(s) and bill date closing costs from your previous provider.

If you request to change the telephone installation date, S.E.T. -SEBC must be notified and a \$35.00 porting (LNP) change fee will apply. The fee is a PROVISIONING CHANGE FEE for the cost recovery associated with the modification of provisioning your ported number(s). *(per change-not per number)*

Due to the intricacy of LNP, SET-SEBC will not be responsible for ported numbers that may be "lost" as a result of the customer's "late" cancellation or change requests. Cancellation 'the day prior to' or 'the day of' installation may result in the loss of the telephone number.

If no one is at the premise for the installation the 'ported' number(s) is not 'activated', the port is incomplete, this will result in dial tone loss at midnight or at the requested time of the coordinated cutover and may result in loss of the number(s). This process has specific interconnection business rules, regulations and policies.

DO YOU UNDERSTAND AND ACCEPT THE LOCAL NUMBER PORTABILITY BUSINESS RULES?

CUSTOMER RESPONSE: **YES OR** **NO**

CHECK (IF 'NO', LNP WILL BE DECLINED- END)

DO YOU AUTHORIZE 'SERVICE ELECTRIC TELEPHONE-SEBC' TO ACT AS YOUR AGENT FOR THE PURPOSE OF LOCAL NUMBER PORTABILITY; COLLECTING AND VIEWING THE TELEPHONE NUMBER(S) AND ACCOUNT(S) INFORMATION FROM YOUR CURRENT LOCAL TELEPHONE PROVIDER(S); AND FOR THE TRANSFER OF TELEPHONE SERVICE FROM THE CURRENT PROVIDER TO SERVICE ELECTRIC TELEPHONE?

CUSTOMER RESPONSE: **YES OR** **NO**

CHECK (IF 'NO', LNP WILL BE DECLINED- END)

WHAT ARE THE TELEPHONE NUMBER(S) YOU WILL BE PORTING?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____

I WILL NEED THE FOLLOWING INFORMATION AS IT IS RECORDED WITH YOUR CURRENT PROVIDER.

CUSTOMER NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____

ZIP: _____

CIRCLE YOUR CURRENT TELEPHONE PROVIDER: CENTURYLINK – VERIZON – VONAGE – WVT

OTHER: _____

THANK YOU.

CUSTOMER SIGNATURE: _____ **DATE:** _____

Service Electric Cable Account Number: _____