PORTING EMAIL REQUEST GUIDELINES

For numbers to be ported quickly and efficiently, please use the following process. Please note that if the instructions are not followed exactly, it will cause a delay in the process.

REQUEST

- All porting e-mail requests must be submitted no later than EOB Thursday (by 5pm PST).
- The subject line of the email should use the following format: the title “LOA”; the first 10 digit number listed on the form; the word “New” in brackets.
    - Example Subject Line: LOA: 999-555-1234 [NEW]
- Body of the e-mail should read:
    - Please port the following telephone numbers: 999-555-1234 etc… (Please list all numbers in this format)
    - The request port date is: 01/01/1001 (Please put todays date)
    - The customer’s name is: John Smith (Please put customer’s name)
    - The telephone carrier where the current service resides is: Verizon (Please put current carrier)
    - The letter of authorization is attached and a copy of the customer’s telephone bill is on page 2 of the request form. (Attach LOA)

LOA

- Must be in PDF format.
- All PDF Documents must be named properly. It should also have the letters LOA and the first number listed on LOA.
    - Example: LOA-999-555-1234.pdf
- All porting requests should be two or more pages.
- First Page should be the LOA
    - All information should be filled out on the LOA, No blank sections.
    - If 7 numbers or less need to be ported you must fill out FORM 1M
    - If 8 numbers or more need to be ported you must fill out FORM 1N
    - All numbers on LOA need to be in the same rate center.
        - Meaning if you have more than one number on the LOA and they each belong to different cities or states they will need to be separated and placed on their own LOA with bill.
    - Contact support@baytelnetworks.com if numbers exceed 100.

- Make sure the LOA is signed and dated by the customer.
- Only one LOA is allowed per carrier and company.
    - Example 1: If you have one customer who has ten numbers that need to be ported. Five are from one carrier and five are from another. Then two LOA's need to be filled out with the bills attached to each LOA.
- All numbers on the LOA have to have the same BTN (Billing Telephone Number). If they don't then a separate LOA with bill needs to be created for those numbers.
    - Example: You have 3 numbers and each number has a different BTN then you will have to submit 3 different LOA's with bill attached
- **All LOA's and DID requests should be emailed to support@baytelnetworks.com**

BILL

- The second page of the LOA should be the first page of the customer's most recent bill. Bills must not be older than 30 days.
    - The bill should display everything asked of on the LOA for verification purposes.
    - The copy of the phone bill must be clear (meaning all info must be readable), vertical (meaning not at an angle), right side up (meaning the start of the bill is at the top of the page) and must display all numbers to be ported on the LOA.