PlatinumTel Communications LLC

LETTER OF AGENCY

This letter authorizes PlatinumTel Communications LLC ("Ptel") to act as a representative or agent for the purpose of transferring my number to Ptel. I authorize Ptel to share appropriate billing information with my/our current telecommunications service provider as necessary and to manage the process for the transfer of telephone number to Ptel, specifically for the following number.

Customer's Telephone Number	
Password/PIN	
Account Number	
Old Service Provider	

This Letter of Agency rescinds any other Letter of Agency previously entered into.

By: _____ _____

Customer Name Date of Authorization *(Today's Date)*

☐ I have requested that my existing number be transferred to Ptel, discontinuing my existing service. If my existing number is not eligible for transfer, I will accept an alternative number and my existing number with my old service provider will remain active until I cancel that service.

☐ I have requested that my existing number be transferred to Ptel. If my existing number is not eligible for transfer, I ***will not*** accept an alternative number. I agree if my number is not eligible to be transferred; the service that I have requested with Ptel will be void.

Please make sure you have read all FAQ's. If you have further questions about the porting process or Ptel services, feel free to call our Porting Customer Service at 866.225.5631 (*option 6*).

NOTE: Once a number is successfully ported to Ptel, we will keep the number available for thirty (30) days. Unclaimed numbers will be canceled after thirty (30) days.

The following information requested will ***only be used to process this port request***. Please provide the billing name and address associated with your current service provider.

Customer's Information:

First Name: _____ MI: _____ Last Name: _____

Street Address: _____

City: _____ State: _____ ZIP: _____

Contact Number (other than number being ported): (_____) _____- _____

Email: _____

The information below is required to successfully port your telephone number. The SIM and Card/PIN will be used to activate the telephone number requested on this form.

SIM #: _____
(The SIM # is the 19 digit number found on the back of the Ptel SIM card)

Card/PIN #: _____
(The Card/PIN # is the 14 digit number found on the back of the Ptel top-up card, or Activation Kit)

Service with current service provider will remain active until the port is complete. Your account may need to be in active status to be eligible for porting. If your account has been suspended or canceled please contact your current service provider.

Please fax or email form to:
Fax: 866.556.1646
Email: clnp@ptel.com

If you have further questions, please call or email us at:
Porting Customer Service: 866.225.5631 *(option 6)*
Email: clnp@ptel.com

A Porting Specialist will contact you once the port has been completed or if more information is needed.

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FREQUENTLY ASKED QUESTIONS (Porting Number FAQs)

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Q) What is Local Number Portability or LNP?
A) LNP allows you to keep the same phone number when switching between wireless carriers or between wireless and landline carriers. You will only be able to transfer your phone number to another carrier within your local market. The Federal Communications Commission issued rules mandating that carriers are required to implement LNP back in 2003. *It is helpful to use the information on your bill when completing the LNP information for transferring service. Please note that information provided to Ptel is kept confidential and used solely within the port process*.

Q) What is the process to port my number?
A) There are 3 basic steps that are required for porting. These steps include:

- Eligibility check to determine if the number is in our calling area,
- Signing of the LOA (letter of authorization) authorizing Ptel to port the number on your behalf, and
- Port request, which is sent to the old service provider to verify if you are eligible to port (*account needs to be active and information provided should be accurate).*

Q) How long will the process take?
A) We expect a wireless port with no problems to take approximately 3 hours and a wire-line port to take approximately 3 days to complete. These time frames are not guaranteed and may change depending on the OSP response.

Q) Do I have to deactivate my account with my old service provider?
A) No. ***Do not cancel your current service, this will cause you to lose the number****.* Once the port is completed, the old account will be automatically closed.

Q) Will I be able to use my existing handset?
A) Ptel is offering customers the ability to bring their own unlocked GSM phones on our service. These phones include most Androids, iPhones and WebOS devices. There is an exception with Blackberry devices as some of the features will be non-functional such as web, BBM, MMS and email.

Q) Will features convert from one carrier to another?
A) Features do not port, only the wireless or wire-line number does. As features vary by service provider, you would need to confirm available features with their new service provider.

Q) Do I continue to pay my existing carrier during the port in process?
A) Yes, all fees and charges are still applicable until the port is completed.

Q) What information will I need in order to bring my number to Ptel?
A) To port your number to Ptel, you need to provide us with the following information:

- number being ported
- account number *(if applicable)*
- password *(if applicable)*
- customer's name
- home address