



# Number Portability Letter of Agency

Dear Customer:

Welcome and thank you for choosing j2 Global Communications, Inc. ("j2") as your provider for unified messaging services. Due to recent changes in the law, you may continue to use your existing telephone number for j2's services by transitioning your current telephone number to j2's provider. j2 will work with your current service provider to insure that your service is uninterrupted. Please note that this process may take up to twenty (20) business days to complete. j2 will notify you that your number has been successfully transferred. We will also notify you in case there are any unusual delays.

Your prior service provider requires this letter as proof that you have explicitly authorized the transfer of the number(s) listed below. By filling in the information below, signing and dating this letter, you authorize j2 and its provider to: (a) act as your agent for the purpose of porting the telephone numbers listed below from your prior carrier to j2's carrier, (b) transfer the numbers below so that j2 may provide its services through your j2 account and (c) obtain billing information, customer service records and other network information. This agency shall continue in effect until you are notified of its cancellation in writing. Additional costs may apply for the transfer.

**Please fill out the information requested below and fax the signed copy back to j2 Global at 888-408-2529 or email it to [orders@onebox.com](mailto:orders@onebox.com) along with your phone bill which shows the number that you're porting to us, name and billing address. You will receive confirmation within 1 business day. If you do not receive confirmation, please refax your submission again.**

\_\_\_\_\_  
Authorized Representative's Signature  
(required)

\_\_\_\_\_  
Print Full Name  
(required)

\_\_\_\_\_  
Company Name (if applicable)

\_\_\_\_\_  
Today's Date (required)

( ) \_\_\_\_\_  
**Primary Telephone Number to Move**

( ) \_\_\_\_\_  
Additional Telephone Numbers to Move

( ) \_\_\_\_\_  
Additional Telephone Numbers to Move

( ) \_\_\_\_\_  
Additional Telephone Numbers to Move

\_\_\_\_\_  
Current Service Location Address &/Or Billing Address on Telephone Bill City State Zip  
(required)

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Current Onebox Account Phone # (required)

**Section below For Carrier Use Only:**

PLEASE RELEASE TOLL FREE(S) NUMBERS TO:

**j2 Global Communications C/O TIMESHIFT INC, RESPORG ID: JFX99**

### Request to port your number to Onebox/eVoice

There are a few things you should know if you wish to port your number to Onebox/eVoice:

1. If you are currently making calls out on the line you are porting (meaning that is the line you make your outbound calls from)- and you port the number to us, the number will no longer be working in your office as it did. If you pick up the phone that the number used to ring to without adding a replacement line, you will not hear a dial tone. All incoming calls to your number will go directly to our platform and call out to the numbers in your call forwarding schedule (which can not include this main number you are porting to us).
2. If you should decide to leave the service, there is a \$50.00 port away fee to release the number (per our terms of service) that you ported in to us. Numbers that we assigned to you directly from our available numbers can be ported away for a \$200.00 fee.
3. Please read all the information below regarding porting to make sure this is what you wish to do.

We work with a third party carrier who ports the numbers on our behalf. There are very specific system requirements for us to do a port request which is why we ask our clients to supply the following information.

- Attached you will find the form you need to fill out to port your number to Onebox/eVoice. Please review it carefully and fill it out completely. Please note that the date (required) field is asking for *today's date*, not the date you need the number ported- we assume you want it done as quickly as possible. Please do not back date the form as they expire and this will result in your request being denied.
- It usually takes 3-4 weeks to port numbers if there are no carrier rejections or additional requests from the third party carrier.
- Typically there is no downtime for your ported number but there are two scenarios you should be aware of:
  - Your current carrier for the number should keep your service in place for up to 90 days after releasing the number to us for routing changes. This is what makes it possible for us to port your number to us without service disruption. This is an industry courtesy standard procedure that is not always followed. We are not responsible if your losing carrier drops your service when they release the number. We can build emergency routing for you if this happens but that can take 2-3 business days to get the number up and running on our circuits.
  - When you port your number to Onebox/eVoice, the telecommunications universe has to update their platform from the global SMS Database. This is where all carriers go to determine where any number is supposed to be routed. When you port your number, we immediately update the SMS Database with the change. It is up to each individual carrier to update their own platforms from this database in a timely manner. Larger carriers update every 15 minutes. Smaller carriers or local carriers may take 24 hours to one month to synchronize with the main SMS Database. After porting, if you find that your number is not reachable from a certain location or carrier, you may need to contact them directly to have them synchronize with the SMS database so your newly ported number is available from that location.
- Please remember to fax the LOA back with a *copy of your bill* which is used as your CSR (customer service record), proving that you have been paying for the number you are requesting to port. The bill must show:
  - *The number you are asking to port,*
  - *Your name (which proves you are the authorizing agent to sign the LOA,*
  - *Address (because the carrier will check our request against their exact records).*
  - If your phone bill does not show some of the requested information, please note that on a cover sheet and submit it with your LOA and bill.
  - If you can not obtain a CSR from your carrier, please have your telephone provider send a signed letter with your carrier letterhead that lists the account number, the billing telephone number, service location address, and the specific number(s) you're porting.
  - If you do online work with your carrier, feel free to send us screen shots of your account which shows the required information.
- If you have a PO box on your bill, please provide us with an additional physical location address where the number terminates. If you are porting over a cell phone number, please let us know this so we can process your request with additional notes on our ticket.
- If you currently use this number as one of your lines that you make outbound calls on (for example, it's your desk phone number and it is the one you pick up and call out on), here is some important to note. Once this number is ported to our platform, you will no longer receive a dial tone on that line or be able to make calls out. All incoming calls will be routed to our platform. If you require a line to make outbound calls, you will want to contact your current provider and ask them for another number so you can make outbound calls once the port is complete.

Please send your request with the necessary information (number portability form with the bill) so we can process your request.

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