



Letter of Limited Agency

The undersigned ("Customer") hereby authorizes Panterra Networks, Inc. ("Panterra") and our porting vendor to act as an Agent of the Customer for the limited purpose of and with authority to:

- (1) Order changes and/or to transfer the Customer's communications services (including LNP requests) to any local exchange carrier; and
- (2) Obtain information regarding the Customer's communications services, including without limitation: service configuration and location information, Customer Proprietary Network Information (CPNI)/Customer Service Record (CSR), billing status and all pending service order activity.

Agent shall have authority to execute such documents and instruments as are necessary or appropriate to affect the powers granted herein. This appointment includes the right of Agent to delegate to its selected local exchange carrier the authority granted herein.

The Customer releases you from any and all liability for complying with instructions and requests of Agent with respect to the grant of agency set forth above. The Customer further releases Agent from liability for any charges of the Customer with respect to Customer's charges for communications services, all of which the Customer covenants will be paid in full.

The Customer understands that only one telecommunications carrier may be designated as the Customer's interstate or inter-LATA preferred inter-exchange carrier for any one telephone number. The Customer may consult with the carrier as to whether a fee will apply to the change in the Customer's preferred carrier. To the extent that a jurisdiction allows the selection of additional preferred carriers (e.g., local exchange, intra-LATA/intrastate toll, inter-LATA/interstate toll, or international inter-exchange) this Letter of Agency must contain the Customer's separate statements regarding those individual choices, although a separate Letter of Agency for each choice is not necessary.

This Limited Agency Authorization shall become effective from the date written below and shall remain in full force and in effect for thirty (30) days or until terminated by Customer or Agent upon fifteen (15) days prior to written notice. This letter does not stop the customer from acting on their own behalf.

Executed effective as of the: _____ **day of** _____, **20** _____

Signature: _____ **Print Name:** _____

Title: _____ **Company:** _____

Email Address: _____

Contact Phone Number: _____ **Sales Rep Name: Bethanne Jones**

Current Carrier: _____

Account Number: _____ **[] Business [] Residential**

Name on Account: _____

Service Street Address: _____

City, State, ZIP: _____

Frequently Asked Questions:

What is Local Number Portability (LNP)?

Local Number Portability (LNP) refers to the order from the Federal Communications Commission (FCC) requiring all telecom providers to allow customers to retain their phone numbers when changing service providers, as long as the customer stays within the same local calling zone.

What if I have several numbers on my current account and I only want to port one?

Service providers treat numbers that are not requested to port differently. Please contact your current provider to find out how any remaining numbers will be treated. For many carriers, it is not possible to port the billing telephone number (BTN) on an account without also porting all of the working telephone numbers (WTN) also on that account. If you wish to maintain any of your existing WTNs but port your BTN to Worldsmart, you must first contact your existing carrier to determine if it is necessary to change the BTN on your account to one of the WTNs you are keeping.

How long does it take to port a number?

Porting a number generally takes 10-15 business days for standard land lines; however, various issues with the portability of a number may cause delays.

Can I port my wireless number to Worldsmart?

No, wireless numbers currently are not portable

What is a Customer Service Record (CSR) and how can I obtain one?

We prefer to receive a CSR with your LNP request. The CSR is a document that can be obtained from your current service provider on your request. Providing the CSR with your LNP request enables us to verify the accuracy of your information and will speed up the processing of your number porting.

Should I call my current provider and cancel my service?

Do not cancel service until after the porting is complete. If you cancel, we will not be able to port your number as it would be released back to your current service provider.

Can I port a number if I have already disconnected it?

No, we cannot port a number if you do not "own" the number. When you disconnect service without porting first, your number is transferred back to the carrier.

Will I be able to port my number to Worldsmart?

In most cases yes, but porting is not guaranteed.

What are some of the reasons a number cannot be ported?

- The rate center is not available
- The rate center of the number requested does not support porting
- The number was previously disconnected
- The number has a Pre-subscribed Interexchange Carrier (PIC) freeze
- Features on the line preclude porting
- The number has a Distinctive Ring feature
- Billed Telephone Number (BTN) was requested without all associated Working Telephone Numbers (WTNs)
- A hunt group has been requested without all associated numbers

What do I need to do to port my number?

For standard landlines, wireless or toll free numbers, complete and sign the Letter of Authorization (LOA) form and fax it along with a copy of your most recent phone bill and your CSR (if available) to **(408) 329-1683** or email it to LNPadmin@worldsmartcentral.com. (A copy of your phone bill is required for proof of "ownership" of the numbers.)

2485 Natomas Park Drive, Suite 320 Sacramento, CA 95833 916.669.5577 www.quorumtech.net