



## LETTER OF AUTHORIZATION FOR NUMBER PORTABILITY

The Customer hereby authorizes Cloudli to act on behalf of the Customer to make changes to the Customer's existing phone service with respect to Local, Wireless and Toll Free Number Portability, limited to the phone numbers listed below. The Customer hereby authorizes Cloudli to port/disconnect the indicated numbers from the Customer's existing phone service provider.

For help completing this form contact us at [Inp@cloudli.com](mailto:Inp@cloudli.com) 1-877-808-8647 (USA) or 1-877-258-8647 (Canada)

### Cloudli ACCOUNT INFORMATION

Customer Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Company Name: \_\_\_\_\_ (if applicable)  
Cloudli Account Number: \_\_\_\_\_ (8 character alphanumeric. User ID)

### PREVIOUS SERVICE PROVIDER ACCOUNT INFORMATION

The Previous Service Provider is the Service Provider that numbers will be ported away from.

Previous Service Provider Name: \_\_\_\_\_  
Previous Service Account Number<sup>1</sup>: \_\_\_\_\_  
Customer Name: \_\_\_\_\_ (as it appears on previous service invoice)  
Billing Telephone Number (BTN)<sup>2</sup>: \_\_\_\_\_  
Account PIN: \_\_\_\_\_ (If a PIN was setup with previous service provider)

Billing Address<sup>1</sup>:  
Street No \_\_\_\_\_ Street Name \_\_\_\_\_ Unit/Apt. \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_  
City \_\_\_\_\_ State/Province \_\_\_\_\_

Service Address: Same as Billing Address See below Not Applicable

(physical address of the line if porting numbers on a fixed-line service such as landline or Centrex)  
Street No \_\_\_\_\_ Street Name \_\_\_\_\_ Unit/Apt. \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_  
City \_\_\_\_\_ State/Province \_\_\_\_\_

1. Specify account number, customer name and billing address as they appear on previous service provider's invoice.
2. The Billing Telephone Number (BTN) may not be obvious if there is more than one telephone number on the account. If unsure, check with the service provider.

Fill in the fields in this box for United States wireless accounts only.

Social Security Number (SSN): \_\_\_\_\_ (last 4 digits only if a personal account)

Wireless Account PIN: \_\_\_\_\_ (if a PIN was setup with Wireless carrier)

Tax ID: \_\_\_\_\_ (last 4 digits only if a business account)

## PORT PREPARATION HOLDUP

Porting can take anywhere from 3 to 15 business days. To ensure the port does not occur before your equipment is setup and ready to receive calls from Cloudli we can hold-up the port until you are ready.

Do not port before this date: \_\_\_\_\_ (porting may occur on or after this date)

## LINE INFORMATION

### Digital Subscriber Line (DSL) Internet Connection

Porting the phone number of a DSL connection can result in loss of Internet service.

If you have DSL and wish to keep it for Internet, contact your DSL service provider, before submitting this port request, and let them know you plan to port your number but wish to keep the DSL service.

Please select the applicable situation:

Not porting a number on a DSL connection or don't plan to keep my current DSL.

Porting a DSL number. I have notified my DSL service provider that I wish to keep the DSL connection.

Fill in the fields in this box for business accounts only.

### Toll-Free

Select the desired coverage or 'Not Applicable' if not porting toll-free numbers.

Canada & USA

USA Only

Not Applicable

### Circuit Number (CN)

Enter the Centrex or Megalink circuit number if applicable.

Centrex CN: \_\_\_\_\_

Megalink CN: \_\_\_\_\_

Not Applicable

### Main Billing Telephone Number (BTN) or Pilot Numbers

If porting or disconnecting the pilot or main BTN of numbers you want to keep with current service provider you must ask the existing service provider to change the pilot or main BTN to a number that you plan to keep with that provider before submitting this port request.

Please select the applicable situation:

None of the numbers being ported or disconnected are pilots or main BTNs.

Porting a main BTN or pilot number and porting or disconnecting all other associated phone numbers (be sure to list all the relevant numbers on the 'porting information' page)

## PORTING INFORMATION

Use the tables below to list all the phone numbers to be ported or disconnected.

	Phone numbers to port		Phone numbers to disconnect
1		1	
2		2	
3		3	
4		4	
5		5	
6		6	
7		7	
8		8	
9		9	
10		10	
11		11	
12		12	
13		13	
14		14	
15		15	
16		16	
17		17	
18		18	
19		19	
20		20	
* attach a separate sheet if there are more numbers to list *			

**NOTE: Numbers on the same account that are not listed here remain with the current service provider.**

### WHITE PAGES

Cloudli can offer White Pages number listing in certain areas. If you would like to list your Cloudli number(s) in the White Pages, let us know. Once we verify availability we will contact you to complete the request. White Pages listing is a paid service.

Yes, please verify if White Pages listing is available for my number(s). I understand that if available you will contact me with information on pricing and to confirm my interest.

## CUSTOMER AUTHORIZATION

1. I, the undersigned, have been advised by Cloudli that:
  - a. With each number portability request Customer submits to Cloudli, Customer must provide detailed and accurate information about the phone number(s) for which portability is requested along with proof of ownership of the number(s) in the form of a copy of the most recent phone service bill displaying Customer's name, number(s), service address and phone service provider's name.
  - b. Number portability may result in a minor disruption in Local and/or Long Distance Services.
  - c. In some cases there are limitations to portability with regards to geography and service area coverage.
  - d. By authorizing number portability I select Cloudli as service provider for all calls for the number(s) I wish to port, including local, toll free, long distance and international calls.
  - e. Certain features and services provided by the current service provider of the phone number(s) to be ported to Cloudli may no longer be available through Cloudli. Features and services provided by Cloudli may not function in the same way as similar ones offered by other providers. This includes e911 emergency calling services.
  
2. I, the undersigned, confirm that:
  - a. There is no pending order or request for new feature/service or cancellation pending/planned or outstanding overdue charges with the current service provider for the account of the number(s) I wish to port. Initials: \_\_\_\_\_
  - b. The number(s) to port is(are) active with the current service provider. Initials: \_\_\_\_\_
  - c. I accept any termination fees with the current service provider, if applicable, for the account of the number(s) I wish to port. Initials: \_\_\_\_\_
  - d. I have authority to submit this portability request for the listed number(s). Initials: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Print Name: \_\_\_\_\_ Tel: \_\_\_\_\_  
Title/Position: \_\_\_\_\_ Email: \_\_\_\_\_

## INSTRUCTIONS

Send a signed and dated copy of this form to Cloudli along with a copy of your most recent phone bill.

Send by fax: 1-917-338-2238 (USA) or 1-514-201-6556 (Canada)  
Scan to email: Inp@cloudli.com  
Send by mail: Cloudli Communications Corp.  
1425 René-Lévesque Blvd. W, Suite 700  
Montréal, QC  
Canada. H3G 1T7