



LETTER OF AGENCY

This letter authorizes PlatinumTel Communications LLC to act as a representative or agent for the purpose of transferring my number to PlatinumTel Communications LLC. I authorize PlatinumTel Communications LLC 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 PlatinumTel Communications LLC, specifically for the following number.

Table with 2 columns and 4 rows: 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: \_\_\_\_\_ Date of Authorization (Today's Date) \_\_\_\_\_
(Customer's Name)

- I have requested that my existing number be transferred to PlatinumTel Communications LLC, 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 PlatinumTel Communications LLC. 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 PlatinumTel Communications LLC will be void.

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

NOTE: Once a number is successfully ported to PlatinumTel, 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: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ Last Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Contact Number (*other than number being ported*): (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email: \_\_\_\_\_

Please select one of the following options and provide necessary information.

- I will not activate this device until my number has been successfully ported.  
(Please provide ESN/MEID and Card/PIN you have purchased from PlatinumTel)

ESN/MEID: \_\_\_\_\_  
(The ESN/MEID can be found Underneath the battery in the phone on the right side of the bar code sticker. This identifier is either an 11-digit number known as the Electronic Serial Number (ESN) or an 18-digit number known as the Mobile Equipment Identifier (MEID). \*remove the battery to view.)

Card/PIN Number: \_\_\_\_\_  
(The PIN is a 14-digit number normally found on the back of a PlatinumTel Prepaid Top-up card, or Activation Kit.)

- I have a current PlatinumTel number which I would like to replace with the number I am requesting on this form.

My current PlatinumTel number is: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

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: 708.458.9992

Email: [clnp@ptel.com](mailto: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](mailto:clnp@ptel.com)

One of our Porting Customer Service Reps will contact the customer/dealer once the port has been completed or if more information is needed.

## FREQUENTLY ASKED QUESTIONS (Porting Number)

**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 PlatinumTel Communications 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 PlatinumTel 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) A variety of factors will prevent you from using your existing handset with another carrier, including technology. *Please contact customer service to check phone compatibility.*

**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 PlatinumTel?**

A) To port your number to PlatinumTel, you need to provide us with the following information:

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