

# Optivon Number Porting Policy

Optivon ports telephone numbers in accordance with applicable Regulatory Rules and Industry Guidelines. We require very specific and detailed information and requirements when completing a port request.

If you are porting your number in from another carrier, please follow the instructions for Inbound Number Porting. If you would like to port your Optivon number out to another carrier, please follow the instructions for Outbound Number Porting.

## Inbound Number Porting

**YOU MUST KEEP YOUR PREVIOUS SERVICE ACTIVE IN ORDER TO PORT YOUR NUMBER TO OPTIVON.**

Contact Customer Support at <http://www.optivonpr.com/contact.html> to check if your number can be ported into Optivon.

Optivon will make a validity search to determine if your telephone number can be ported into Optivon. Certain numbers are not supported by our regional calling network and/or certain providers will not port numbers, therefore, these numbers cannot be ported. If your number can be ported, you will receive an email indicating that your number can be ported, and you will be immediately directed to fill out an online Letter of Authorization ("LOA"). If your number cannot be ported, Optivon will notify you by email that your number cannot be ported.

Upon verification of portability, Optivon will notify you that your number can be ported. You must then submit an LOA to Optivon, authorizing your previous service provider to port your number to Optivon. You may submit an online LOA and submit your LOA in PDF format via email or fax to Optivon's porting department as detailed on the LOA. Please be advised that if you do not fill out the information on the LOA properly, your porting request will be rejected. Most providers accept digital signatures on the LOA to port numbers; however, some providers require a handwritten signature on the LOA to port your number. If your previous provider requires a handwritten signature on the LOA, Optivon will notify you via email and request that you fax or email us a copy of your signed LOA.

Depending on the type of number you are trying to port in, Optivon may notify you via email that you are required to fax or email to Optivon a copy of your bill from your previous provider to verify your customer and account information.

Toll free numbers. For toll free number porting requests, you must fax or email (i) a copy

of your LOA with a handwritten signature and (ii) a copy of a billing statement from your previous provider.

Local and business numbers. For local and business number porting requests, you may be required to provide a copy of your billing statement and/or a copy of your LOA with a handwritten signature.

If you would like to ensure that your port is processed as quickly and efficiently as possible, you may also upload, fax or email to Optivon a copy of your CSR (customer service record). You may request a copy of your CSR from your previous provider. If you cannot obtain a CSR from your previous provider, you may request your previous provider to send a letter on company letterhead that lists your account number, billing telephone number, service location address and specific numbers you are porting.

The following information must be listed on your bill, LOA or CSR to verify your customer and account information:

Number(s) you are asking to port

Your Name

Address – both billing and service addresses

\*if your address is a P.O. Box, please provide Optivon with an additional physical location address where the number resides

If there are additional numbers on your account with the losing provider other than the number to be ported, you must contact your previous provider's porting department and tell them whether you intend to retire those numbers when canceling service.

Optivon will then submit your LOA to your previous provider and wait for approval to port your number. You will be notified by Optivon via email if your previous provider requires additional information and/or corrections to your LOA before Optivon can port your number.

When Optivon receives approval to port your number from your previous provider, we will begin porting your number.

Generally, inbound porting requests will be completed within ten (10) business days after Optivon receives your LOA, provided that there are no issues with your LOA or otherwise. Please be advised that for small service providers, inbound porting requests can take up to thirty (30) business days to port. If you have not received response regarding your LOA within fourteen (14) business days or you have any questions regarding our Number Porting Policy, please follow the instructions to contact Customer Support at <http://www.optivonpr.com/contact.html>

## Outbound Number Porting

**YOU MUST KEEP YOUR OPTIVON SERVICE ACTIVE IN ORDER TO PORT YOUR NUMBER TO YOUR NEW PROVIDER. Optivon cannot guarantee that your Optivon number will be held for porting if you cancel your Optivon service prior to receiving confirmation that your number has been successfully ported.**

Request an LOA from your new provider.

Submit your LOA to your new provider.

Your new provider will notify Optivon of your number porting request and Optivon will verify your account information. Optivon requests that you pay all outstanding invoices and/or charges on your account before we port out your number. Optivon will send an email notification to you of all such outstanding charges.

Upon verification of portability, Optivon will notify your new provider that your Optivon number may be ported.

You must notify Optivon that your number has been successfully ported to ensure that your number is removed from our database.

You must notify and confirm cancellation of your Optivon service. After you confirm that your Optivon service has been canceled, Optivon will no longer bill you for Optivon services. **YOU MAY CONTINUE TO BE BILLED IF YOU DO NOT CANCEL YOUR OPTIVON SERVICE AFTER YOUR NUMBER HAS BEEN PORTED.**

Generally, Outbound porting requests will be completed within ten (10) business days after Optivon receives your LOA from your new provider. If you have not received response regarding your port request within fourteen (14) business days or you have any questions regarding our Number Porting Policy, please follow the instructions to contact Customer Support at <http://www.optivonpr.com/contact.html>



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