



Letter of Agency Document

A Letter of Agency (LOA) must be completed by the end-user and supplied to Vertical Telecom upon request. The LOA must contain the name and current service address of the end-user and the numbers that will be ported to Vertical Telecom from the end-user's current carrier. The LOA used must comply with FCC regulations and must be dated and signed by the end-user or a person who has the authority to act as a legal agent.

Dear Customer,

Thank you for choosing **Vertical Telecom LLC ("Vertical Telecom")** as your network carrier. As you are aware, you may continue to use your existing telephone number with **Vertical Telecom**. In order to transition your current telephone number to the **Vertical Telecom** network, **Vertical Telecom** must work with your previous service provider to ensure that your service is uninterrupted, and where applicable, to ensure that your number is transferred.

Your prior service provider requires this letter as proof that you have explicitly authorized and requested that your service and current telephone number be transferred to another service provider. By filling in all the information requested below and signing and dating this letter, you provide us with the authorization to initiate the process of transferring your service and telephone number to **Vertical Telecom**. You will then be able to use your old number with the **Vertical Telecom** network.

Please ensure the following information is completed accurately to prevent possible delays.

End-User Name (Business or Residential): _____

Person authorized to make this request if a business: _____

Service Street Address: _____ Suite or Apartment No: _____

City: _____ State: _____ ZIP Code: _____

Current Service Provider: _____

**Note that all Telephone Numbers listed below must be associated with this Name.*

| Beginning Range TN | End Range TN Billing (main acct) | TN for porting TNs |
|--------------------|----------------------------------|--------------------|
| 1 _____ | _____ | _____ |
| 2 _____ | _____ | _____ |
| 3 _____ | _____ | _____ |
| 4 _____ | _____ | _____ |
| 5 _____ | _____ | _____ |
| 6 _____ | _____ | _____ |

PLEASE REMOVE ANY FEATURES (i.e., Hunt Group) ASSOCIATED WITH THESE NUMBERS PRIOR TO SUBMITTING THIS LOA. ADDITIONALLY, PLEASE DO NOT PLACE ANY NEW SERVICE ORDERS OR DISCONNECTS WITH YOUR CURRENT SERVICE PROVIDER ON THIS ACCOUNT, AS THIS WILL CAUSE A DELAY IN PORTING YOUR NUMBERS.

The undersigned hereby certifies that the undersigned is the individual responsible for selecting the telephone service provider for the telephone numbers listed above and is authorized to sign for and obligate Customer and hereby authorizes **Vertical Telecom** to be the provider for its telephones service as noted below, and its Agent in dealings with any and all other concerned operating companies and/or carriers.

As the operating company and/or common carrier, you are hereby released from any and all liability for making pertinent information available to the Agent and for following the Agent's instructions with reference to any changes to or maintenance on Customer's telecommunication service. You may deal directly with the Agent on all matters pertaining to telecommunications service, including C.P.N.I., this letter releases you from all liability in regards to making such information available to this Agent. The Customer intends to change the provider of local service from _____ (referred to as current carrier) to **Vertical Telecom**.

If you wish to select **Vertical Telecom** as your new service provider for the telephone number listed on this form, you will need to sign your initials on the three lines below:

I select _____ (initials) **Vertical Telecom** as the network carrier for all **local calls** for this number.

I select _____ (initials) **Vertical Telecom** as the network carrier for all **intrastate toll calls** for this number.

I select _____ (initials) **Vertical Telecom** as the network carrier for all **interstate toll calls and international calls** for this number.

By signing below, I designate **Vertical Telecom** to transfer my service from my current provider to **Vertical Telecom**. By signing below, I also authorize **Vertical Telecom** to transfer my current telephone number used to provide service so that **Vertical Telecom** may provide its network service to me. By signing below, I also authorize **Vertical Telecom** to obtain billing information, customer service records, and other information required to provide me with service on the **Vertical Telecom** network. I understand that I (the undersigned) am responsible for any charges or fees as a result of terminating services with the aforementioned losing carrier. I understand that I may consult with **Vertical Telecom** as to whether a fee will apply to the change.

Printed End-User Name: _____ Date: _____

Signature: _____