There are 3 documents we require completed in order to start the porting process:

Two are provided by us;

- **The Letter of Agency (LOA)**
- **The Porting Set Up (aka User List)**

The third is a document acquired from your current phone service provider for the numbers you wish to port:

- **The Customer Service Record or CSR**

Here is a brief description of each document and what we need on it.

- **Letter of Agency (LOA)** - This form is on the next page and needs to be filled out completely. This form gives us the authorization to move your fax lines over to eFax. **Please make sure that the form is completely filled out before signing the LOA**, once it is signed it cannot be edited further and you will need to create an entirely new LOA.

  The most common rejections on the LOA are the company name, this is the company name exactly as it is on file with your current provider and may be rejected by your current provider for punctuation. The ATN (account telephone number also known as the BTN), this is a 10 digit primary phone number, please contact your current provider to get this. The address- please make sure you are using the address on file and not the billing address.

- Once you have submitted your jsign LOA you will still need to email the other forms below to corpsalesporting@consensus.com and cc your account manager. Please note in that email you have already sent in your signed jsign LOA.

1. **The CSR or Customer Service Record** - This is a record kept by your current carrier regarding your service with them. This can be its own document or a Bill from the Carrier but must contain the following four pieces of information in order to be useable by us.
   - Your Current Telecom Carrier Name or Logo
   - Your company name and the Service Address for the porting number/s.
   - All phone numbers that you are porting
   - Billing Telephone Number (BTN) aka ATN or Account Telephone Number

2. **Porting Set Up (PSU)** - We will need you to fill out the form completely. The numbers entered here must match the ones listed on the LOA and CSR. **Please send this back in its editable Excel format**
   Porting can take up to 3 - 5 weeks to complete but most ports complete much quicker and we will keep you updated during this period to let you know how the process is going. This time frame is contingent on the documentation being correct and its acceptance by the losing carrier. The Corporate Porting team or your Sales Rep will keep you updated on the status of the port.

If you wish to port numbers in Europe or Internationally then we recommend sending us an email detailing the numbers you wish to port, the geographical location, and the current service provider so we can determine portability and what will be required to port the lines. Please note that international porting costs and completion time frames are determined on a case by case basis.

If you have any questions then please contact CorpSalesPorting@consensus.com and we will be happy to assist you.

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By filling out this Letter of Agency ("LOA") form, you hereby designate Consensus and its affiliates to act as authorized agents to service the telephone number(s) listed below. This agency will extend, but is not limited, to porting the listed number(s) to a phone service provider of Consensus choosing as best suits the provision of its eFax service.

Please fill out clearly. Illegible forms will be rejected.

Please fill out all of the information requested below and send a signed copy to CorpSalesPorting@consensus.com, along with a Customer Service Record or recent phone bill that shows the number(s) you wish to port, your company name, and your service address. For further instructions, please refer to page 2.

Company Name: _____

(The Customer Name, as it appears on your phone bill.)

Company Service Address: _____

(The installation address for the number(s) to be ported. This may differ from the Billing Address.)

City: _____ **State:** _____ **Zip:** _____

Current Phone Service Account Number: _____

(The Account Number from your current phone bill.)

ATN / Account Telephone Number: _____

(Primary Number on your current phone service account—also called the BTN.
PLEASE NOTE this is a **REQUIRED** field, incorrect/blank data will delay the port.
This is a 10 digit phone number)

Authorized By: _____ **Date:** _____

(Print Authorized Representative's name.)

Signature: _____

(Authorized Representative's signature.)

Consensus Details

Consensus Account Name: Windstream Enterprise Holdings LLC

Consensus Account ID: 111513

(5-6 digit number.)

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Please List the Number(s) you wish to port.

There are a few things you should know if you wish to port your existing number(s) from your current carrier to Consensus's carrier for use with the eFax Corporate® service. Please read the information below to make sure you understand the process and know what is required.

Submitting Your Port Request

We work with third parties to execute the porting process. There are very specific requirements for us to execute a port request, which is why we need you to kindly supply all of the requested information in this Letter of Agency ("LOA"). Please be sure to review the LOA form (page 1) carefully and fill the form out completely.

Please remember to send back your LOA with a copy of your telephone service billing statement, which will be used as the Customer Service Record ("CSR") proving you are the current customer of record for the porting number(s). Please confirm that the telephone service billing statement displays the following:

- The number(s) you are requesting to port
- Your Company's name, proving that you are the one paying for the numbers.
- The Service Address. This is the address where the numbers to be ported terminate according to your current provider. This detail is checked against the current account so please make sure it is correct. Please also keep in mind that the Service Address could differ from your billing address.
- The ATN or Account Telephone Number. This is the primary number on the account you are porting from. We need to know this even if it is not one of the numbers you wish to port. This is sometimes referred to as the BTN or Billing Telephone Number.

If your phone bill does not list certain requested information, please note the missing information on your email or communication to us when submitting the LOA rand telephone service billing statement.

If you handle your billing online, you can send us screen shots of your account, containing the requested information.

In order to make sure your numbers are working properly, once they port over to the eFax® service, we ask that you provide us with a completed Port Set Up ("PSU") form. This is a separate Excel spreadsheet on which you provide the names and email addresses you wish to have associated with the number(s) you are porting in. You should have received a copy of this form along with the LOA. Please note that if we do not receive a completed PSU, we will activate your fax lines but they will deliver any faxes to the currently listed eFax® administrator for your company.

Toll Free Number Ports

Toll Free numbers must always port separately from local/geographical phone numbers. As such, if you are porting both Local and Toll Free numbers, they must be placed on separate LOA forms.

Port-In Process

It can take 4–5 weeks to port numbers. Port requests sometimes can be completed sooner, provided there are no carrier rejections or additional requests for information. There should be no downtime for a ported number when it transitions to the eFax Corporate® service. However, you should be aware that once your number has been ported, carriers across the country will need to update their routing information. Most carriers perform this update every 12–24 hours. Some providers, however, may take a business day or two. In the event that your number is not reachable from a certain location or carrier (which may happen just after it has ported), you may need to contact that carrier directly to have it update its database. Once porting is completed with Consensus, it is the customer of record responsibility to ensure the number/s are disconnected with the losing service provider.