Letter of Agency (LOA)

and Customer Service Records (CSR) Request

I certify that I am the customer-of-record, agent or the authorized representative for payment for each of the telephone numbers listed below in Attachment A.

For each of the telephone numbers listed herein and on Attachment A, I appoint VoIP Systems USA, LLC and/or any underlying carrier selected by VoIP Systems USA, LLC (hereinafter "USA") to act as my Agent for the purpose of collecting my account information with my current local telephone carrier(s), and I am authorizing the change of my local telephone Provider from that/those which I am currently using to USA, or it's selected underlying carrier. This authorization is for the purpose of initial installation, rearrangement or subsequent removal of such service including the porting of the listed phone numbers. This authorization will expire only upon written notification.

In the event that VoIP Systems USA and/or its selected underlying carrier is accused of "slamming" related to any of the below listed numbers, Customer agrees to indemnify VoIP Systems USA, LLC and/or its selected underlying carriers.

Billing Telephone Number (BTN):

Losing Carrier:

Losing Carrier Account Number:

LOA Instructions:

1. Only one (1) BTN may be associated with each LOA. If you have additional BTN's, you must submit an LOA for each BTN. Please contact your VoIP Systems USA, LLC representative if you need assistance identifying each BTN.

2. Please provide a copy of the most recent losing carrier invoice for the BTN listed above (Must include ALL pages). **The information on this LOA MUST match the losing carrier invoice or Customer Service Records..**

3. Use Attachment A for listing all telephone numbers associated with this BTN.

Please Complete The Following Information:
This information MUST match your current invoice and account information.

Customer (Company) Name:

Service Address:

City, State, Zip Code:

Account Contact (Local Contact):

Title:

Telephone Number (your phone #, not BTN)

Print Name:

Signature: _____   Date: _____

Please fax this signed LOA to (856) 761-3091
(please also email a copy to voipservice@usaphone.com)
See Attachment A for all telephone numbers associated with this BTN.

VoIP Systems USA, LLC
1790 Rt 70 East
Cherry Hill, NJ 08003
(856) 761-1000 x122
VOIPservice@usaphone.com

If you need additional room for phone numbers to be ported and/or not to be ported, use additional sheet(s) of paper and attach to your LOA when submitting.

LOA VoiPUSA Rev6.pdf

There are [ ] additional pages with phone numbers

Letter of Agency (LOA)

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Attachment A

Billing Telephone Number (BTN):

<u>Only one (1) BTN may be associated with each LOA</u>. If you have additional BTN's, you must submit an LOA for each BTN. Please contact your VoIP Systems USA, LLC representative if you need assistance identifying each BTN.

Telephone Numbers **TO BE PORTED.**

Instructions: The numbers listed in this upper table **WILL BE PORTED. YOU SHOULD NOT INCLUDE FAX LINES, MODEM LINES OR ALARM LINES or any line used for non-voice communications**- Just include your phone numbers which people use to call you for a voice conversation. If any of these numbers are associated with a DSL line or a Centrex type service, please note that next to number. It might also help to note any specific use next to the number Example: *111-111-1111 DSL Line or 111-111-1111 Main number*. Every phone number on the account must be listed either in the upper table TO BE PORTED or in the lower table NOT TO BE PORTED. If you are not sure, please call us to discuss your concern.
List telephone numbers here which are TO BE PORTED, one per block, up to three per line.

Telephone Numbers NOT TO BE PORTED.

Instructions: Any numbers listed in this lower table **WILL NOT BE PORTED** to your Hosted system and will remain with your existing Carrier. Every phone number on the account must be listed either in the upper table TO BE PORTED or in the lower table NOT TO BE PORTED. If all numbers are not so accounted-for, the porting request will be rejected for inaccuracies. Note: If your BTN (Billing Telephone Number) is being ported, then you must identify another number, not being ported to become the new BTN. If none is selected, we will select one for you. If you are not sure, please call us to discuss your concern.

List telephone numbers here which are NOT TO BE PORTED, one per block, up to three per line. Listing a number as NOT TO BE PORTED will not result in that number being deleted or disconnected. This requires specific orders from the owner to do so. If you have not signed a disconnect order, the lines will not be disconnected!