



Welcome To eGoldFax

Hello,

Thank you for choosing eGoldFax and welcome!

We will be porting your existing fax number(s) from your current telephone company to the eGoldFax cloud.

Below is a link to a short video we have recorded to help you to understand how to complete the Letter of Authorization (LOA).

If we can submit a completely accurate LOA it greatly increases the chances that the port request will be accepted the first time by the carrier.

<https://www.youtube.com/watch?v=EGu-9Iwaq0E>

To submit the port request we will need the following two items:

- Letter of Authorization to Port (Attached)
- Copy of the customers current telephone bill

Please complete the LOA and return it to Porting@GoldFax.com.

Regards,
eGoldFax Porting Team

LETTER OF AUTHORIZATION (LOA)/NUMBER PORTABILITY FORM

Today's Date	This section to be completed by GoldFax	Account Number	
Customer Name		Sales Representative	

Order Information

Quantity of Fax Numbers:	Full or Partial Port*:	*Full: This is the only service you have with your current carrier. Once the number(s) are ported away ALL of your services will be disconnected with your service provider. Partial: You have other services with your current carrier such as DSL, Internet, Phone. Choose this if you need to keep your other services active with your current service provider.
Port from Current Carrier:		

Customer/End User Information

Under the Federal Communications Commission's and the Canadian Radio-television and Telecommunications Commission "local number portability" (LNP) rules, so long as you remain in the same geographic area, you can switch telephone service providers, including interconnected Voice over Internet Protocol (VoIP) providers, and keep your existing phone number. Upon submission of your Letter of Authorization we will confirm coverage for your number(s). For more information visit:

US: (<http://www.fcc.gov/guides/portability-keeping-your-phone-number-when-changing-service-providers>) or Canada: (<http://www.crtc.gc.ca/cisc/eng/portable.htm>).

You may continue to use your telephone/fax number(s) (listed above) with your current service provider (listed above) until your number is ported. In order to transfer your telephone/fax number, we must work with your current service provider to ensure your service is uninterrupted and your number is transferred successfully. Your current service provider requires this letter as proof that you have explicitly authorized and requested your service and telephone/fax number(s) to be transferred to a new service provider. By completing, signing and dating this letter, you provide the authorization to initiate the process of transferring your service and telephone/fax number(s). The porting process is time consuming and once the number is ported it can take days before a number becomes fully operational on the new carrier. This is due to hundreds of independent carrier/phone companies in the US, each with their own database containing call routes. Getting all of those carriers to update their call routes immediately is the goal, but cannot be guaranteed. The consequence is that once your fax number has been ported, most calls will be complete d, but there may be certain geographic regions where a Local Exchange Carrier (LEC) does not update their call routing database and calls originating from that LEC will not be routed correctly. The Support Team will work with the carriers to resolve problems in a timely manner, but ultimately the route update must be performed by the originating LEC.

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

Customer/End User Name as it appears on invoice/Customer Service Record			
Service Address			
Room/Floor		Building	
City		State	Zip Code
LOA Signed By (individual authorized to make changes to account)			Date
Current Account Number			
Local Exchange Carrier (LEC) Main Billing Telephone Number			

Fax numbers to be ported (three-digit area code, three-digit central office code, and four-digit station number).
If porting more than 5 numbers to port please submit a comma separated value (.CSV) file.

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*All Fax Telephone Numbers listed to port MUST be associated with the carrier listed above.

PLEASE REMOVE ANY FEATURES (i.e., Hunt Group) ASSOCIATED WITH THESE NUMBERS PRIOR TO SUBMITTING THIS LETTER AUTHORIZATION (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.

Notes:

All Firm Order Confirmation (FOC) dates are final. There will be a \$30.00 per number carrier fee for any successful FOC date change or FOC cancellations. FOC date changes and cancellations if requested are not a guarantee.

By signing below, you designate the carrier to transfer your service from your current provider. By signing below, I also authorize the carrier to transfer your current telephone/fax number used to provide service so the carrier may provide its network service to you. By signing below, I also authorize the carrier to obtain billing information, customer service records and other information required to provide me with service on the network. I understand I may consult with the network as to whether a fee will apply to the change.

IMPORTANT: Please include a copy of a recent Telephone Bill. Include the pages showing the Bill To Address, Authorized Contact, and Fax Numbers to be ported.

Signature: (individual authorized to make changes to account)		Date:	
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