



Porting Letter of Authorization

By filling out this Letter of Agency (“LOA”) form, you hereby designate Updox LLC 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 Updox’s choosing as best suits the provision of its Updox LLC service. **Please Type or Print answers as Illegible forms will be rejected.**

Please fill out all of the information requested below and send a signed copy to porting@updox.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.

Practice / Pharmacy Name:

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

Practice / Pharmacy 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 Provider _____

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.)

Authorized By: _____ **Date:** _____

(Print Authorized Representative’s name.)

Signature: _____

(Authorized Representative’s signature.)

Updox Corporate® ID: 87011

Updox Account #: _____ (Please log in to Updox and hover in the lower right corner of the Inbox to find your account number.)

Please List the Number(s) you wish to port. (If necessary, you may list the numbers on additional pages.)

If porting Toll Free and Local numbers, please use a separate form for the Local and one for Toll free.



There are a few things you should know if you wish to port your existing number(s) from your current carrier to Updodx's carrier for use with the Updodx LLC 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 and telephone service billing statement.

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

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 Updodx LLC 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.