



## NUMBER PORT GUIDELINES & POLICY

Pursuant to Federal Communications Commissions ("FCC") Regulatory Rules and telecommunications industry standard guidelines, DE Fastlink, LLC ("DE Fastlink") will, upon the written specification of Customer request a number port from the Customer's existing Service Provider to DE Fastlink in order for Customer to maintain his current phone number. This will only be initiated by DE Fastlink once Customer has provided a Number Port Form and Letter of Agency (LOA) to DE Fastlink.

DE Fastlink and its third-party Providers require extensive information when initiating and completing a number port request on behalf of a Customer. Information the Customer will be required to provide may include but is not limited to; (i) existing Service Provider account balance and Customer Proprietary Information; (ii) username and passwords of existing Provider accounts; (iii) a combination of (i) and (ii); or (iv) additional information which DE Fastlink may require.

DE Fastlink has various policies and procedures which govern both inbound number porting and outbound number porting as guidelines defined within this Number Porting Guidelines and Policy Document. It is imperative that **during either an inbound number port to DE Fastlink and/or an outbound number port from DE Fastlink** that the **Customer should not cancel Service either with the Customer's existing Provider** (as in an inbound port) **or with DE Fastlink** (when initiating an outbound number port). In the event the Customer cancels Service prior to a number port the Service and number will not and/or may not function properly.

### INBOUND NUMBER PORTING

1. Customer will be required to complete a DE Fastlink Number Port form and provide authorization in order for DE Fastlink to initiate the number porting process.
2. Once the Customer has provided DE Fastlink with the complete Number Port Form our technical team will contact Customer's existing Service Provider and determine if Customer's existing number is able to be ported into DE Fastlink platform.
3. **DO NOT CANCEL OR DISCONTINUE THE ACCOUNT YOU HAVE WITH YOUR EXISTING PROVIDER. DE FASTLINK IS NOT RESPONSIBLE OR LIABLE IN THE EVENT THERE IS DISRUPTION OR DELAY TO YOUR SERVICE; WITHOUT LIMITATION IF CUSTOMER CANCELS HIS EXISTING SERVICE PROVIDER.**
4. When DE Fastlink receives verification that the Customer number is able to be ported, DE Fastlink will notify Customer that the number can be ported. Customer must then submit an LOA to DE Fastlink, that authorizes Customer's previous Provider to port the Customer existing number to DE Fastlink. Customer may submit their LOA in PDF format via email or fax to DE Fastlink technical support team of which such contact information is specified on the LOA.

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**5.** If Customer does not fill out the information on the LOA properly or information is not complete, the Customer porting request may be rejected.

**6.** Based on the type of number the Customer is attempting to port to the DE Fastlink platform, DE Fastlink may require additional information from Customer such as a copy of the Customer's bill from the previous Provider to verify the Customer and account information. Without this information DE Fastlink may not be able to port the Customer number to the DE Fastlink Service.

**7.** In consideration of local and business telephone number porting requests, DE Fastlink may require the Customer to provide a copy of the Customer's last billing statement, or a copy of a LOA with a duly authorized Customer handwritten signature (or both).

**8.** In the instance of a toll-free number port request, we require Customer to provide both (a) a LOA with Customer handwritten signature and (b) a copy of Customer's last billing statement from Customer's previous Provider.

**9.** In order to ensure the Customer number port is addressed and processed as efficiently as possible, Customer is required to provide the DE Fastlink technical team with a copy of Customer's Customer Service Record (CSR). If Customer does not have a copy of his CSR, Customer must request a copy of the most recent CSR from Customer's previous Provider. If Customer is unable to obtain a CSR from his previous Provider, Customer may request the previous Provider to send a letter on company letterhead which lists the Customer; billing telephone number, account number, current service location address and the specific numbers Customer is porting to DE Fastlink.

**10.** The following information must be listed on the Customer bill and LOA to verify the Customer and account information:

- a. Telephone number(s) which require porting,
- b. Customer Name and complete contact information; and,
- c. Both the billing and also Service addresses.
- d. Only a physical Customer address is acceptable. P.O. boxes are not acceptable due to type of Service offered by DE Fastlink. The DE Fastlink Service must always have and reflect a true physical address location.

**11.** Upon full completion of all requisite forms by Customer, DE Fastlink will submit Customer's LOA to the previous Provider and wait for approval to port the Customer number(s). Customer will be notified by DE Fastlink via email if the previous Provider requires additional information including corrections to the Customer LOA before DE Fastlink can port the number(s).

**12.** Upon receipt of approval from previous Provider to DE Fastlink to port the Customer number from the previous Provider, DE Fastlink will begin porting the Customer number.

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**13.** Generally, inbound porting requests will be completed within five (5) business days after DE Fastlink receives Customer's LOA; provided that there are no issues with the LOA or otherwise. In Some circumstances inbound porting may take up to thirty (30) business days or longer. DE Fastlink is not liable to Customer in any manner relative to the timeframe of the actual inbound number port.

**CHANGES.** DE Fastlink reserves the right, at its sole discretion, to change these Number Port Guidelines & Policy. Any such changes will be effective immediately. Please check our website frequently for changes. You will be able to see that changes have been made by checking the effective date posted at the bottom of this Policy. If we make any significant changes in our policies and procedures we will post a prominent notice on our website notifying you of the change and/or we may choose to email you directly (if you have opted to receive emails from us), by hard copy mail or any other means DE Fastlink determines in its sole discretion. However, your continued use of the services thereafter constitutes your ongoing agreement to all such changes DE Fastlink makes.

**CONTACT.** Please feel free to contact DE Fastlink at any time should you have any questions regarding our Website and these General Website Terms of Use. You may call DE Fastlink's home office or your local DE Fastlink office, stop by DE Fastlink's home office or your DE Fastlink local office, or send us hard copy by mail at either DE Fastlink office.

### **OUTBOUND NUMBER PORTING**

When requesting an outbound number port from DE Fastlink to a new Provider, the exiting Customer must keep his DE Fastlink Service active in order to port the number(s) as an outbound port to a different Service Provider. DE Fastlink is not able to guarantee that Customer's DE Fastlink phone number will be held for porting if the Customer cancels his DE Fastlink Service or if DE Fastlink in its sole discretion was required to suspend, cancel or terminate Customer's Service for non-payment and/or for any other reason as stated in the DE Fastlink Customer Agreement; prior to receiving confirmation the Customer's number has been successfully ported.

**1.** Customer must request a LOA form from his new Provider and submit the completed LOA to Customer's new Provider.

**2.** Customer's new Provider will inform DE Fastlink or a DE Fastlink affiliate of the Customer's number porting request and DE Fastlink will then verify the Customer account information with the Customer's new Provider. DE Fastlink requests Customer to pay all outstanding invoices and charges that are reflected on the Customer account before DE Fastlink ports out the Customer number(s). DE Fastlink will send an email notification to Customer of all such outstanding charges and account balances. DE Fastlink will not refuse to port your number based on Customer account balances if applicable. However, in the event Customer ports his number and an existing balance remains due and payable to DE Fastlink, DE Fastlink has the right to exercise any and/or all rights and remedies as set forth in the DE Fastlink Customer Agreement without limitation, including the application and assessment of a cancellation or termination fee and all legal rights and remedies permitted by law to collect on the Customer's outstanding account.

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3. Upon verification of portability, DE Fastlink will notify the Customer's new Provider that the Customer's telephone number is eligible and available to be ported.
4. Customer must notify DE Fastlink when the Customer's number has been successfully ported to ensure the Customer's removal of number from the DE Fastlink database.
5. Customer must also notify and confirm cancellation or termination of the Customer's DE Fastlink Service in accordance with the cancellation process in the DE Fastlink Customer Agreement. After Customer confirms that the DE Fastlink Service has been canceled, DE Fastlink will no longer bill Customer for DE Fastlink Services unless Customer has outstanding balances along with other fees, surcharges and cancellation fees as defined in the DE Fastlink Customer Agreement. Additionally, if Customer does not formally cancel the Service after Customer's number has been ported DE Fastlink may continue to bill Customer for any and/or all Services and fees.
6. Generally, Outbound porting requests will be completed within five (5) business days after DE Fastlink receives Customer's LOA from the new Provider. If Customer has not received a response regarding their port request within five (5) business days call our technical support line at 833-521-3278.
7. DE Fastlink reserves the right, at its sole discretion, to change these Number Port Guidelines & Policy at the sole discretion of DE Fastlink. Any such changes will be effective immediately. Please check our website frequently for changes. You will be able to see that changes have been made by checking to see the effective date posted at the bottom of this Policy. If we make any significant changes in our policies and procedures we will post a notice on our website notifying you of the change and/or we may choose to email you directly (if you have opted to receive emails from us), by hard copy mail or any other means DE Fastlink determines at its sole discretion. However, your continued use of the services thereafter constitutes your ongoing agreement to all such changes DE Fastlink makes.
8. Please feel free to contact DE Fastlink at any time should you have any questions regarding our Website and these General Website Terms of Use. You may call DE Fastlink's home office or your local DE Fastlink office, stop by DE Fastlink's home office or your DE Fastlink local office, or send us hard copy by mail at either DE Fastlink office.

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*Adopted: May 12, 2022*