



Local Number Portability (LNP) Information & Request Form

INSTRUCTIONS FOR LNP:

Local Number Portability (LNP) enables you to transfer your existing telephone number from your current phone service provider to Community Broadband. You can request that your number be “ported” to Community Broadband at any time as long as you have maintained phone service for the number you want to transfer. The cost of porting is \$25.00 per number. To place a LNP order, complete this Letter of Authorization and Responsible Organization Change Request form. For additional form copies or more information about LNP and number porting, visit www.communitybroadband.com or call (541) 504-6600.

Please read all information carefully and then fully complete the form on back. A number may only be ported if all information is provided completely and accurately. **A complete copy of your current service provider phone bill displaying your BTN (Billing Telephone Number), all number(s) to be ported AND your service & billing address must accompany this form.**

Return the completed form along with a copy of your current telephone services bill to Community Broadband:

- Mail to: Community Broadband, P.O. Box 1595, Redmond, OR 97756
- Fax to: (541) 504-6609
- Drop-off at: Community Broadband, 4784 Highway 97, Redmond, Oregon

IMPORTANT INFORMATION REGARDING LNP:

LNP orders can take 10-45 business days to complete. The Firm Order Commitment (FOC) date is determined by your current phone service provider, but Community Broadband will make every effort to obtain the earliest FOC date possible. You will be notified once the FOC date is established. The exact time of porting on the FOC date varies based on the port load for that day.

During the time period in which the number is being ported, please be aware that 911 calls can be affected where the Public Safety Answering Point (PSAP) operator may not receive Automatic Number Identification (ANI) or Automatic Location Identification (ALI). For more information regarding 911 calling and Internet-based telephone service, please visit www.communitybroadband.com.

Number porting only affects incoming calls. Before the FOC date, you will be able to make phone calls using Community Broadband service. In order to avoid missing any incoming calls to your current number during porting, we recommend that you 1) keep one phone plugged into your current phone service provider’s telephone jack, and 2) keep a second phone plugged into your Community Broadband phone adaptor. Up to the FOC date, your incoming calls to your current number will ring to your current service provider phone. After your number has been successfully ported, your incoming calls will ring to your Community Broadband phone and you can disconnect your current service provider phone.

Although successful number porting to Community Broadband will in many cases serve as notice to your current service provider to close your account, it is your responsibility to contact your service provider to confirm account cancellation AFTER your number has been successfully ported. **DO NOT CANCEL SERVICE WITH YOUR CURRENT PROVIDER BEFORE THE NUMBER HAS BEEN PORTED OR ELSE WE WILL BE UNABLE TO PORT IT SUCCESSFULLY!** Community Broadband will not cancel service with your current provider on your behalf, nor is Community Broadband responsible for any charges you may incur from your current provider.

LNP ORDER REJECTION:

If your order is initially rejected, you may reapply for LNP. Although LNP orders may be rejected for several reasons, you can proactively minimize your chance of problems or delays by addressing these items in advance:

- Complete the entire Letter of Authorization and Responsible Organization Change Request form fully and accurately. Any omissions or errors can result in LNP order rejection.
- **Along with the completed form, provide a copy of your bill from your current phone service provider that clearly displays your BTN (Billing Telephone Number), number(s) to be ported, and current service & billing address.**
- All Distinctive Ring options must be deactivated prior to porting. Contact your current service provider for assistance.
- A number cannot be ported if associated with a “PIC (Preferred Interexchange Carrier) freeze”, a “carrier freeze” or any other carrier change restrictions that prevent transferring a customer’s telephone service. If you have any such restrictions on your telephone number, you must contact your current service provider to remove these restrictions before porting.
- A number cannot be ported if a contractual agreement was made with your current service provider to prevent porting.
- A wireless number cannot be ported.
- Disconnected telephone numbers cannot be ported.

COMMUNITY BROADBAND

LNP LETTER OF AUTHORIZATION & RESPONSIBLE ORGANIZATION CHANGE REQUEST

Please print clearly. Complete, accurate information is essential to avoiding delays! **A complete copy of your current phone bill showing the BTN (Billing Telephone Number), all number(s) to be ported and service & billing address must accompany this form.**

INSTRUCTIONS FOR BUSINESS AND MULTI-LINE / NUMBER CUSTOMERS

- Each BTN (Billing Telephone Number) may have several WTNs (Working Telephone Numbers) associated with it. If a BTN is ported, all associated WTNs will be ported automatically. If this is your intent, please list the BTN and all associated WTNs below in the *TELEPHONE NUMBERS TO BE PORTED* field.
- If you are porting a BTN but you do not wish to port any or all of the associated WTNs, you must first contact your current telephone service provider and establish a new BTN for those WTNs that you do not wish to port.
- If your intent is to port multiple BTNs, you must complete a separate LNP request form for each BTN.
- If you wish to port one or more WTNs but not the associated BTN; do not list the BTN with the *NUMBERS TO BE PORTED*.

The Undersigned BTN (Billing Telephone Number) Holder does hereby appoint Community Broadband as the Responsible Organization for the numbers listed below.

_____ Class of Service (check one): Residential Business
BTN (Billing Telephone Number) as seen on current bill

TELEPHONE NUMBERS TO BE PORTED:

To port your BTN, list it below along with all associated WTNs (Working Telephone Numbers). If you are porting WTN(s) but NOT your BTN, DO NOT list the BTN below. Your accuracy is critical: a BTN and/or WTN number mismatch will result in order rejection.

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

CURRENT TELEPHONE SERVICE PROVIDER CONTACT INFORMATION:

Enter information exactly as seen on your current phone bill. A name and/or address mismatch will result in order rejection.

_____ Contact Phone Number (for questions regarding your account)
Billing Name (Individual Customer or Business Name)

_____ City / State / Zip
Billing Address

_____ City / State / Zip
Service Address (if different from Billing Address)

_____ **Businesses Only:** Service Location or Place of Business Name (if applicable)

_____ Date
Signature (Individual Customer or Authorized Business Signer)

_____ **Businesses Only:** Title of Authorized Business Signer
Businesses Only: Print Name of Authorized Business Signer

COMMENTS:

