

Customer Letter of Authority (CLOA)

for the porting of numbers from one provider to another

Current Provider		New Provider	
Name		Name	
Address:		Address:	

Site address to register against numbers		Numbers to be Ported (Geo & non-Geo)
(Use Continuation sheets for additional numbers and/or sites)		
Building Name / Number		Example: 020 7123 4567 Example: 0333 041 4450
Street Name		
Town/City		
County		
Post Code		
MBN-Main Billing number-If known (Geo only)		Example: 020 7123 0000

Customer's Company Details (as shown on most recent bill from current provider)	
Company Name	
Billing Address	
Town/City	
County	
Post Code	
Company Registration No.	
Billing Account No. (Non-Geo only)	

Fao my current provider: - this CLOA is to notify you that I (representing the customer shown below) have taken the decision to move my Telephony services to a new Provider and require the numbers associated with those services to be ported across to my chosen new Provider (stated above).

My new Provider is authorised to act on my behalf in this matter & you have my authority to disclose to my new Provider (at their request) any other service or site-specific details they might need to allow this port to proceed (e.g. Site/Billing address post code, DDI number range, Main Billing Number (**MBN**), etc.).

I recognise that it is my responsibility to arrange the cessation of, or changes to, any other services provided by my current Provider.

Requester's Details			
Signed			
Print Name		Job title	
Date (DD/MM/YYYY)		Email	

Customer Letter of Authority (CLOA)

for the porting of numbers from one provider to another

Customer Company Name	
-----------------------	--

Additional Sites and/or Numbers to be Ported <i>(continuation sheet)</i>	
Site Address(es)	Numbers to be Ported <i>(Geo & non-Geo)</i>

Requester's Details			
Signed			
Print Name		Job title	
Date (DD/MM/YYYY)		Email	

Customer Letter of Authority (CLOA)

for the porting of numbers from one provider to another

New CLOA Template

Purpose, Ground Rules & Logistics

- 1) **A single CLOA template** which caters for both **Geo & Non-Geo** Numbers including ALL order types (i.e. Single, Multi-line, Multi-number)
- 2) **Provides Customer authority** to initiate the port order
- 3) **Provides proof of ownership** (i.e. legal right to port the numbers concerned)
- 4) **Provides authority (to the current provider) to share details** associated with the current service, with the new (gaining) provider, if requested to do so. On receipt of a request for information from the GP, **the LP is obliged to engage, as necessary, with the GP** to ensure an accurate port order can be raised.
- 5) **Provides accurate details** regarding the specific numbers to be ported.
- 6) **Provides Main Billing Number (MBN)** if customer can retrieve it from recent bill.
- 7) **Provides accurate post code details** (Billing & Site-specific) to support any order validation checks which may need to be undertaken by the Losing N/W CP.
- 8) **Provides additional site address details where multiple sites are involved in the port order**
- 9) **Provides name, address and contact details for the two Retailers involved** (i.e. Gaining & Losing)
- 10) **Non-Geo Numbers** – **A CLOA must always be obtained by the Gaining Provider (GP)**
- 11) **Geo M/L Numbers** – **A CLOA must always be obtained by the Gaining Provider (GP)**
- 12) **Geo S/L Numbers – For Business End Users (i.e. non-automated order),** – **A CLOA must always be obtained by the Gaining Provider (GP)**
- 13) **CLOA – CP handling**
 - a) Once obtained, the GP must hold the CLOA on file for a min period of 1yr.
 - b) Once obtained, the GP must forward the CLOA up their supply chain, **if required**, to the Gaining N/W CP
 - c) The GNCP must forward the CLOA to the Losing N/W CP if they so request it, within 24hrs.
 - d) Where the customer has separate providers for Geo & non-Geo, separate CLOAs may be required.
- 14) **CLOA Logistics**

A fully completed CLOA may be submitted by the customer in any of the following ways: -

 - a) **Scanned CLOA template with authorised signature sent as an email attachment** from the Customer's business email address (which must show their Business title, and the company's full name & address).

N.B The attached CLOA **may use e-Signature**.

N.B. The email **may use e-Signature**

N.B. The attached CLOA template **does not need to be on letter-headed paper**

N.B. By exception, the CLOA signatory & the originator of the associated email do not have to be the same person.
 - b) **CLOA 'format flexibility'** - Retailers may also transpose the new CLOA content into the Retailer's standard order form (i.e. tailored to also meet the Retailer's needs). This can then accommodate whatever e-signature method the retailer chooses to use. The CLOA content must be fully transposed with all fields faithfully incorporated.
 - c) **Standalone CLOA template with authorised signature sent by Fax or posted letter**

N.B. The CLOA must be signed by an authorised signatory and must be on letter-headed paper