



## LOA Guidelines:

- All information needs to match what the losing carrier has on file or it may be rejected.
- You can change the 911 service address when the number(s) port. Just send an email with the new address you would like along with the LOA.
- List numbers in column 1
- If you have a sequential group of numbers, just list the first number in column 1 and the ending number in column 2. If numbers are not sequential, leave column 2 blank.
- The BTN must be listed on the first line of column 3. This is the master number that the losing carrier has on file. There should only be one BTN. This is usually not listed on a phone statement so you may have to call your carrier.
- Date requested – You can specify a port date and we will request it. In most cases, if the request is reasonable, carriers will make every attempt to accommodate. However, it cannot be guaranteed. If no date is requested, please enter “ASAP”. You will be notified in advance of the port date once the losing carrier assigns it.
- The person signing the LOA must be an authorized user on record with the losing carrier.
- Use multiple LOAs if:
  - You use more than eleven line entries (Don't squeeze in more).
  - You have more than 1 location. You a separate form for each location.
  - You have multiple BTNs. It is rare but if there are multiple BTNs, use a separate form for each.
  - You have multiple carriers. Use a separate form for each.
- Do not enter Toll Free Numbers. A different form (RESPORG) is used for Toll Free numbers.
- BRCK works diligently to port your numbers quickly. If you are unsure about anything, ask questions. Porting can be frustrating when the losing carrier rejects the order. It delays your port and slows down our team from processing all orders. We want these to go as smooth as possible.

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