

# Customer Letter of Authority (CLoA)

for the transfer of services from one provider to another

CLoA type <i>(tick as appropriate)</i>		
Request	Please be advised that I wish to submit this CLoA for port of all associated numbers	X
Cancellation	Please be advised that I wish to cancel this CLoA & all associated port order(s)	

Current Provider		New Provider	
Name	Customer Current Provider	Name	<b>BT IPEX/ Bicom Systems</b>
Address:	Customer Address	Address:	Unit 5 Rockware Business Centre Rockwave Avenue Greenford Middlesex UB6 0AA

Numbers to be Ported <i>(continuation sheet overleaf)</i>		
First no. in Range <i>(or single number)</i>	Last No. in Range	Count of Numbers <i>(enter 1 if single number)</i>
0208 397 1111		
MBN (Geo only)		

Address to register against numbers	
Building Name / Number	Customer Address
Street Name	
Town/City	
Country	
Post Code	

Company Details <i>(as shown on most recent bill from current provider)</i>	
Company Name	Company Details
Billing Address	
Town/City	
Country	
Post Code	
Company Registration No.	
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	(Please sign the document here, at current electronic signatures are not accepted)		
Print Name	Customer Name Authorised Signatory	Job title	
Date		Email	

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## 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 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.
- 7) **Provides facility for CLOA signatory (i.e. the Customer) to also 'cancel' their order if they decide to do so subsequently.**
- 8) **Provides name, address and contact details for the two Retailers involved** (i.e. Gaining & Losing)
- 9) **Non-Geo Numbers – A CLOA must always be obtained**
- 10) **Geo M/L Numbers - A CLOA must always be obtained**
- 11) **Geo S/L Numbers – For Business End Users (i.e. non-automated order), - A CLOA must always be obtained**
- 12) **Geo & Non-Geo numbers**
  - 1) Once obtained, the GP must hold the CLOA on file for a min period of 1yr.
  - 2) Once obtained, the GP must forward the CLOA up their supply chain to the Gaining N/W CP
  - 3) The GNCP must forward the CLOA to the Losing N/W CP if they so request it, within 24hrs.
- 13) **CLOA – Inter-CP handling**
  - 1) Once obtained, the GP must hold the CLOA on file for a min period of 1yr.
  - 2) Once obtained, the GP must forward the CLOA up their supply chain to the Gaining N/W CP
  - 3) The GNCP must forward the CLOA to the Losing N/W CP if they so request it, within 24hrs.
- 14) **CLOA Logistics**

A fully completed CLOA may be submitted in either 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 email originator do not have to be the same person.  
N.B. Each CLOA will be 'site-specific'. (i.e. additional CLOA required for each additional site)
  - 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