

Please edit and sign electronically (or print, complete, scan and email) along with a copy of your bill from previous phone service provider to: [csg@xplore.ca](mailto:csg@xplore.ca)



## Letter of Authorization for Local Number Port Request

### Customer Information

**MUST BE EXACTLY AS IT APPEARS ON YOUR BILL FROM PREVIOUS PHONE SERVICE PROVIDER**

<b>Telephone Number(s) to be Ported</b> Specify if there are any secondary lines		
<b>Previous Phone Service Provider</b> Also specify your <b>long distance</b> provider <b>if different</b> from your local provider		<b>Long Distance Provider</b> (if applicable)
<b>Customer Billing Name</b> Billing name must be an authorized user on the account of the previous provider		
<b>Account Number</b> From previous phone provider		
<b>Full Installation Address</b> Physical location of the phone; cannot be a PO Box		
<b>Mailing Address</b> If different from Installation Address		
<b>Alternate Contact Information</b> Assigned temporary number, cell or primary email		

**IMPORTANT:** Please send a copy of your bill from your previous phone service provider showing Account Number, Billing Name and Installation Address with this completed form to help minimize any delay in processing your request

**YOU MUST MAINTAIN SERVICE WITH YOUR PREVIOUS SERVICE PROVIDER UNTIL THE PORT PROCESS IS COMPLETE**

### Customer Authorization

By submitting this form, I, the undersigned, authorize Xplore Communications Inc. (Xplore) to act on my behalf to make the necessary changes to my current home phone service to port the phone number(s) listed above, including porting/disconnecting these phone numbers(s). I have been advised by Xplore that although all effort is made to co-ordinate a prompt conversion, local number porting may result in a minor disruption in my local and/or long distance services. I have the authority to change the phone service provider of the number(s) to be ported and I am also an authorized user on the Xplore account.

I authorize these changes

<b>Xplore Account Name:</b>	<b>Xplore Account ID:</b>
<b>Authorized Name:</b> Must match the name of the phone number account holder	<b>Date:</b>

**NOTE:** You must activate your Xplore Home Phone service and submit the completed form before the port request is initiated. It can take up to 15 business days from the date Xplore receives your completed Local Number Port Request form to process the request. During this period, **you must maintain your home phone service with your previous provider**. If service does not remain active with your previous phone service provider until the port request is completed, your request could be cancelled or denied by your previous phone service provider.