



# NUMBER PORT POLICY

Last Updated: September 20, 2018

Pursuant to Federal Communications Commissions ("FCC") Regulatory Rules and telecommunications industry standard guidelines, NUSO will; upon the written specification of Customer will request a number port from the Customers existing Service Provider to NUSO in order for Customer to maintain their current phone number. This will only be initiated by NUSO once Customer had provided a Number Port Form and Letter of Agency (LOA) to NUSO.

NUSO and its third-party Providers require extensive information when initiating and completing a number port request on behalf of a Customer. Information the customer will be required to provide may include but is not limited to:

- A. existing Service Provider account balance and Customer Proprietary Information,
- B. username and passwords of existing Provider accounts,
- C. a combination of a. and b.; or
- D. additional information which NUSO may require.

NUSO has various polices and procedures which govern both inbound number porting and outbound number porting. The guidelines defined within this Number Porting Guidelines Policy Document. It is imperative that during either an inbound number port to NUSO and/or an outbound number port from NUSO that the Customer does not cancel Service either with the Customer's existing Provider (as in an inbound port) or with NUSO (when initiating an outbound number port). In the event the Customer cancels Service prior to a number port the Service and number will not and/or may not function properly.

## Inbound Number Porting

1. Customer will be required to complete a NUSO Number Port form and provide authorization in order for NUSO to initiate the number porting process.
2. Once the Customer has provided NUSO with the complete Number Port Form our technical team will contact Customer's existing Service Provider and determine if Customer's existing number is able to be ported into NUSO platform.
3. DO NOT CANCEL OR DISCONTINUE THE ACCOUNT YOU HAVE WITH YOUR EXISTING PROVIDER. NUSO IS NOT RESPONSIBLE OR LIABLE IN THE EVENT THERE IS DISRUPTION OR DELAY TO YOUR SERVICE; WITHOUT LIMITATION IF CUSTOMER CANCELS THEIR EXISTING SERVICE PROVIDER.
4. When NUSO receives verification that the Customer number is able to be ported, NUSO will notify Customer that the number can be ported. Customer must then submit an LOA to NUSO, which authorizes Customer's previous Provider to port the Customer existing number to NUSO. Customer may submit their LOA in PDF format via email or fax to NUSO technical support team of which such contact information is specified on the LOA.
5. If Customer does not fill out the information on the LOA properly or information is not complete, the Customer porting request may be rejected.
6. Based on the type of number the Customer is attempting to port to the NUSO platform, NUSO may require additional information from Customer such as a copy of the Customer's bill from the previous Provider to verify the Customer and account information. Without this information NUSO may not be able to port the Customer number to the NUSO Service.
7. In consideration of local and business telephone number porting requests, NUSO may require the Customer to provide a copy of the Customer's last billing statement, or a copy of an LOA with a duly authorized Customer handwritten signature (or both).
8. In the instance of a toll free number port request, we require Customer to provide both; (a) an LOA with Customer handwritten signature and (b) a copy of Customer's last billing statement from your previous Provider.
9. In order to ensure the Customer number port is addressed and processed as efficiently as possible, Customer is required to provide the NUSO technical team with a copy of Customer's Customer Service Record (CSR). If Customer



does not have a copy of their CSR Customer will need to request a copy of the most recent CSR from Customer's previous Provider. If Customer is unable to obtain a CSR from their previous Provider, Customer may request that the previous Provider to send a letter on company letterhead which lists the Customer; billing telephone number, account number, current service location address and the specific numbers Customer is porting to NUSO.

10. The following information must be listed on the Customer bill and LOA to verify the customer and account information:
  - A. Telephone number(s) which require porting,
  - B. Customer Name and complete contact information; and,
  - C. Both the billing and also Service addresses.
  - D. Only a physical Customer address is acceptable and P.O. boxes are not acceptable due to type of Service offered by NUSO and that the NUSO Service must always have and reflect a true physical address location.
11. Upon full completion all requisite forms by Customer; NUSO will then submit Customer's LOA to the previous Provider and wait for approval to port the Customer number(s). Customer will be notified by NUSO via email if the previous Provider requires additional information including corrections to the Customer LOA before NUSO can port the number(s).
12. Upon receipt of approval to NUSO to port the Customer number from the previous Provider, NUSO will begin porting the Customer number.
13. Generally, inbound porting requests will be completed within twenty-five (25) business days after NUSO receives your LOA; provided that there are no issues with the LOA Customer has or otherwise. IN RARE CIRCUMSTANCES INBOUND PORTING MAY TAKE UP TO THIRTY (30) BUSINESS DAYS OR LONGER. NUSO IS NOT LIABLE TO CUSTOMER IN ANY MANNER RELATIVE TO TIME FRAME OF ACTUAL INBOUND NUMBER PORT.
14. In its sole discretion NUSO reserves the right to change this number port policy at any time. Any changes will be effective immediately. Please check back frequently for changes. You will be able to see that changes have been made by checking to see the effective date posted at the top of these this policy. If NUSO makes any significant changes in NUSO policies and procedures there will post a prominent notice on the NUSO website notifying Customer of the change(s) and/or NUSO may choose to email Customer directly (if Customer has opted to receive emails from NUSO), by hard copy mail or any other means NUSO determines in its sole discretion. However Customer's continued use of the Service thereafter constitutes their ongoing agreement to all such changes NUSO makes.
15. Please feel free to contact NUSO at any time should you have any questions regarding this number port policy. You can call NUSO Customer Service at 1-844-438-6876, email NUSO at [serviceorders@nuso.cloud](mailto:serviceorders@nuso.cloud) or send us hard copy mail at the address of 2465 Centerline Industrial Dr, Maryland Heights, MO 63043.

### **Outbound Number Porting**

When requesting an outbound number port from NUSO to a new Provider the exiting Customer must keep their NUSO Service active in order to port the number(s) as an outbound port to a different Service Provider. NUSO is not able to guarantee that Customer's NUSO phone number will be held for porting if the Customer cancels their NUSO Service or if NUSO in its sole discretion was required to suspend, cancel or terminate Customer's Service for non payment and/or for any other reason as stated in the NUSO Business Customer Terms & Conditions of Service and Use; prior to receiving confirmation the Customer's number has been successfully ported.

1. Customer must request an LOA from their new Provider and submit the LOA to Customer's new Provider.
2. Customer's new Provider will inform NUSO or a NUSO affiliate of the Customer's number porting request and NUSO will then verify the Customer account information with the Customer's new Provider. NUSO requests that Customer pays all outstanding invoices and charges that are reflected on the Customer account before NUSO ports out the Customer number(s). NUSO will send an email notification to Customer of all such outstanding charges and account balances. NUSO will not refuse to port your number based on Customer account balances if applicable. However in the event Customer ports their number and existing balance remains with NUSO as due and payable; NUSO has the right to exercise any and/or all rights and remedies as set forth in the NUSO Business Customer Terms & Conditions



of Service and Use without limitation; the application and assessment of a cancellation or termination fee and all legal rights and remedies permitted by law to collect on the Customer's outstanding account.

3. Upon verification of portability, NUSO will notify the Customer's new Provider that the Customer's telephone number is eligible and available to be ported.
4. Customer must notify NUSO when the Customer's number has been successfully ported to ensure the Customer's removal of number from the NUSO database.
5. Customer must also notify and confirm cancellation or termination of the Customer's NUSO Service in accordance with the cancellation process in the NUSO Business Customer Terms and Conditions of Service and Use. After Customer confirms that the NUSO Service has been canceled, NUSO will no longer bill Customer for NUSO Services. Unless provided however Customer has outstanding balances along with other fees, surcharges and cancellation fees as defined in the NUSO Business Customer Terms & Conditions of Service and Use. Additionally if Customer does not formally cancel the Service after Customer's number has been ported Customer may continue to be billed by NUSO for some any and/or all Services as stated on the NUSO Service Order Form.
6. Generally, Outbound porting requests have no guarantee of time frame after NUSO receives Customer's LOA from the new Provider.
7. NUSO reserves the right, in its sole discretion, to change this number port policy. Any changes will be effective immediately. Please check back frequently for changes. Customer will be able to see that changes have been made by checking to see the effective date posted at the top of these this policy. If NUSO makes any significant changes in the NUSO policies and procedures we will post a prominent notice on the NUSO website notifying Customer of the change and/or NUSO may choose to email Customer directly (if Customer has opted to receive emails from NUSO), by hard copy mail or any other means NUSO determines at its sole discretion. However Customer's continued use of the Service thereafter constitutes Customer's ongoing agreement to all such changes NUSO makes.
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