

**Voice Service Request Form: You have indicated you would like Truestream local phone service.**

- Yes, I would like to keep my same number from my existing carrier       Yes, I would like a new number.       No, I am not interest in phone service.

**The Standard Letter of Agency Document**

**A Letter of Agency (LOA) must be completed by the end-user and supplied to Truestream upon request. The LOA must contain the name and current service address of the end-user and the numbers that will be ported to Truestream the end-user's current carrier. The LOA used must comply with FCC regulations and must be dated and signed by the end-user or a person who has the authority to act as a legal agent.**

**Dear Customer,**

Thank you for choosing Truestream, as your network carrier. As you are aware, you may continue to use your existing telephone number with Truestream. In order to transition your current telephone number to the Truestream network, Truestream must work with your previous service provider to ensure that your service is uninterrupted, and where applicable, to ensure that your number is transferred.

Your current provider requires this letter as proof that you have explicitly authorized and requested that your service and current telephone number be transferred to another provider. By filling in all the information requested below and signing and dating this letter, you provide us with the authorization to initiate the process of transferring your service and telephone number to Truestream. You will then be able to use your old number with the Truestream network.

Please ensure the following information is completed accurately to prevent possible delays.

Name (**exactly** as it appears on phone bill): \_\_\_\_\_

Service Street Address: \_\_\_\_\_ Suite or Apartment No: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Current Service Provider: \_\_\_\_\_

**\*Note that all Telephone Numbers listed below must be associated with this Name.**

Telephone Number 1 (to be transferred): \_\_\_\_\_

Telephone Number 2 (to be transferred): \_\_\_\_\_ \* If necessary

PLEASE DO NOT PLACE ANY NEW SERVICE ORDERS OR DISCONNECTS WITH YOUR CURRENT SERVICE PROVIDER ON THIS ACCOUNT, AS THIS WILL CAUSE A DELAY IN PORTING YOUR NUMBERS.

If you wish to select Truestream as your new service provider for the telephone number listed on this form, you will need to sign your initials on the THREE (3) lines below, as applicable:

I select \_\_\_\_\_ (initials) Truestream as the network carrier for all **local calls** for this number.

I select \_\_\_\_\_ (initials) Truestream as the network carrier for all **intrastate toll calls** for this number.

I select \_\_\_\_\_ (initials) Truestream as the network carrier for all **interstate toll and international calls** for this number.

If you want to receive service on the Truestream network, you will need to select Truestream in ALL THREE (3) spaces above. You may not have more than one carrier for each TYPE of service above.

By signing below, I designate Truestream to transfer my service from my current provider to Truestream. By signing below, I also authorize Truestream to transfer my current telephone number used to provide service so that Truestream may provide its network service to me. By signing below, I also authorize Truestream to obtain billing information, customer service records, and other information required to provide me with service on the Truestream network. I understand that I may consult with Truestream as to whether a fee will apply to the change.

Printed End-User Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

If you have questions about this form or need assistance filling it out, please call us at 888-485-2537 or email [service@truestreamfiber.com](mailto:service@truestreamfiber.com).