



Transfer Your Phone Number
To Amplex Phone

When switching to Amplex's Phone service you can keep your existing phone number. To transfer your existing phone number (also referred to as porting) you just need to follow the three easy steps shown below. If at any point you need help, please contact our LOCAL support by e-mail at Support@Amplex.net or by phone at 1-888-419-3635. This process takes 4 to 45 days though most transfers take between 4 and 7 business days.

Step 1 – You Do This First

- Fill in LOA form to request your phone number be transferred to Amplex.
- Scan and e-mail the [LOA form](#) to support@amplex.net
- Scan and e-mail [current phone bill](#) to support@amplex.net

Tip: You can find the LOA form on next page of this document.

Tip: Don't have a scanner? You can mail it in to us. Our address is:

Amplex Internet
22690 Pemberville Rd
Luckey, OH 43443

Step 2 – Amplex Does This After We Receive Step 1 Documents

- Wait 4-45 days (though most transfers take between 4 and 7 days) for the phone number transfer to be completed. Leave your old phone service active during this time and keep making and receiving calls on your old phone service.
- Amplex provides you the equipment to connect your existing house phone.
- Amplex contacts you to let you know the phone number transfer is complete.

Tip: Amplex acts immediately once your provider transfers the number to us. The transfer process speed is due to legacy phone providers rules that all phone services must adhere to.

Step 3 – You Do This Only After Amplex Contacts You

- Disconnect and cancel your old phone service.
- Enjoy your new Amplex Phone.

Tip: If you need any help, Amplex's LOCAL support is always available by e-mailing Support@Amplex.net or by calling 1-888-419-3635

Letter of Agency
 AUTHORIZATION TO CHANGE PREFERRED
 TELECOMMUNICATIONS CARRIER



Complete this form to port your phone number(s) to Amplex. Send this form along with a copy of your complete current phone bill to support@amplex.net or hand it to the Amplex representative at the time of install.

Phone number(s) port orders average 7 days to complete but can take up to 45 days to complete based on losing carrier.

For question about porting, please contact Amplex at 419-837-5015 or support@amplex.net.

Subscriber Name must be exactly as it appears on your current phone bill		
Subscriber Address must be exactly as it appears on your current phone bill		
City	State	Zip
BTN (billing telephone number, if known, if not leave blank.)	Current Account Number must be exactly as it appears on your current phone bill	

I certify that I am at least 18 years of age. The phone number(s) listed on this Authorization are listed in my name and/or I am authorized to change the preferred carrier for each of the Services requested on this form. By signing below, I grant Amplex the authority to communicate with my current service provider (s) as well as to complete any and all paperwork on my behalf in order to port my number(s) to Amplex. I understand that my current service provider may assign a charge for switching service providers and that I will be responsible for any such charge. I understand that the porting timeframe is four (4) to forty-five (45) days and that porting of my number is dependent on the accuracy of the information provided and the release of my number(s) by my current phone service provider. I agree that I am responsible for cancelling my services with my previous service provider once my number(s) successfully ports to Amplex.

	Phone Number(s)	Notes		Phone Number(s)	Notes
1.			7.		
2.			8.		
3.			9.		
4.			10.		
5.			11.		
6.			12.		

IMPORTANT: DO NOT CANCEL service with your current phone service provider until you receive notice that your number has successfully ported to and is active with Amplex. To do so may cause you to lose your phone number(s). There are charges for cancelling the port of your phone number(s) to Amplex.

Authorized Person Name _____

Authorized Person Signature _____

Today's Date _____