LOCAL NUMBER PORTABILITY REQUIREMENTS SHEET

Dear Subscriber:

Attached we provide you with the document to fill out for your number portability request. Prior to start, it is required that **the account of the previous supplier is Active to be able to carry out the Portability process.** The instructions are as follows:

1. The only sections to be filled are: **sections 3, 5 and 6.**

   Important: The information in this section must match in its entirety with the information on your current telephone provider bill; the person that signs this document must be the person whose name the current bill is under.

2. In section 5, only write the number to be ported where it indicates: **"Numbers to be Ported".**

3. All the required documents should be scanned and sent, in as a **PDF format.**

4. **Documents such as photos or any formats, other than PDFwill not be accepted.**

5. Documents should be sended as one file, **including your last invoice from your former provider** addressed to you as the account owner.

6. The E-mail "Subject" should be formatted in this order: **B200-XXXX - (Account Owner) - Portability**

7. If you are not the owner of the number to be ported, **you should included a letter signed by the owner, authorizing the Portability process to your account.**

8. The cost of the Local Number Portability process is **$8 per phone number,** and will be charged only once. Once this document is filled correctly, It should be e-mailed to the following address:

LNP@criticalhub.com

Questions? Please call our Customer Support Team • 787-728-9790. We are here to assist you.