



# AMPLEX PHONE

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](mailto: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

- Print and fill in LOA form to request your phone number be transferred to Amplex.
- Scan and e-mail the LOA form to [support@amplex.net](mailto:support@amplex.net)
- Scan and e-mail current phone bill to [support@amplex.net](mailto: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](mailto:Support@Amplex.net) or by calling 1-888-419-3635

# Letter of Agency



Complete this form to port your phone number(s) to Amplex. Please also send a copy or scan of your current phone bill to [support@amplex.net](mailto:support@amplex.net). Be sure that your bill copy includes: Phone Number, Customer Name, Billing Address, Account Number, Current Phone Service Provider, and Invoice Date. Once your port request has been submitted, it will take between four (4) and forty-five (45) days to complete the port (however most ports are completed in four (4) to seven (7) days.) For question about porting, please contact Amplex at 419-837-5015 or [support@amplex.net](mailto:support@amplex.net).

## Porting Authorization

I, \_\_\_\_\_ (enter name) certify that I am an authorized representative of \_\_\_\_\_ (company name or private owner) and hereby authorize Amplex to act on my behalf and to take any necessary steps in order to port my phone number(s). 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 agree to send Amplex a current telephone bill copy and/or CSR record. 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). Do not submit a port request unless you wish to port your number(s). There are charges for cancelling the port of your phone number (s) to Amplex.

## Customer Information

Company Name		Address	
Phone Number		City, ST, Zip Code	
Contact Name		Email	
Last 4 SSN or TID			
<b>Signature</b>		<b>Title</b>	<b>Date</b>