South Africa – Customer Instruction Form

How to fill the Customer Instruction Form

**Why do I need it?**

According to local regulation if you want to port numbers or number ranges in South Africa, you have to write a Customer Instruction Form to your current operator, which contains certain necessary data. In order to help you with this we created a template, which you can use.

**How do I fill it? – Format instructions**

* Please use the below template. Please do not change the content if possible.
* Please note that allGrey highlighted information are mandatory. Please fill all of them.
* The signature date on the form cannot be more than 30 calendar days old.
* After you have signed the form you have to scan it and email it to the Zoom Phone Porting team.
* Please upload in *.pdf* format.
* Please name it: *<company name>\_LOA.pdf*

**How should I fill it? – Content instructions**

* Please your own letterhead
* Please enter the customer name as shown on the latest bill of your current service provider (donor operator)
* Please enter the customer address as shown on the latest bill of your current service provider (donor operator)
* Please list all numbers and number ranges you want to port on the site you want to raise your order for
* Please list only the numbers and number ranges that are on the site you want to raise your order for and you want to port
* Please enter a phone number of the signatory, where he or she is available in working hours. He or she may be contacted in case of any contract related questions or validation during the Number Management process.

**It is critical that you provide the correct data,**

**otherwise your order may be rejected,**

**and this will cause a significant delay in delivery.**

Customer Instruction Form

To: Donor operator name From: Customer name (as shown in the last telco bill) Address line 1

Address line 2 Account No.: Account No. with donor operator

Re: Telephone Number/s:

block start number - block end number

block start number - block end number

block start number - block end number

block start number - block end number

block start number - block end number

block start number - block end number

block start number - block end number

block start number - block end number

(Insert all numbers here – use as many place as you need)

By signature of this form, I authorise you to close my account in respect of the above telephone number/s in conjunction with the successful porting of those numbers to another operator.

I understand that this form will be relayed to you by use of electronic or other means.

I confirm that I have the authority to make this instruction.

The information contained in this form may not be used for any purpose other than that for which it is intended.

Date: date of today

Signed: .

Print Name: name of signatory

Position in Company (if applicable): role of signatory

Contact Number: Phone number of signatory