



Letter of Authorization (LOA) for a Number Port

Get a business phone number with a simple auto attendant menu from Auto Attendant. A caller picks who they need and the call rings that person's own mobile, so nobody on your team has to publish a personal number.

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What an LOA is and why the losing carrier needs it

A letter of authorization (LOA) is the signed form that lets your new phone provider ask your current provider to release your number. AWS describes it as "an industry standard document type used by carriers to authorize the transfer of a phone number from one carrier to another". AWS also notes that it is often specific to the country, the carrier, or the porting relationship between the two carriers ([AWS porting documentation](#)). That is why every provider hands you its own version instead of accepting a generic template.

The LOA is an authorization, not a contract with your old provider. Signing it does not cancel the old account and does not settle what you owe on it. The [FCC's consumer porting guide](#) reminds customers that a contract may contain early termination fees or outstanding balances "that you are obligated to pay". The LOA does one job: it shows that the person who controls the number asked for it to move.

Almost every rejection traces back to the same cause. The current provider compares what you wrote on the LOA with what it has on file, and anything that does not match is a reason to send the request back. This guide covers the US and Canada as of October 2026. It is educational information, not legal advice.

Who is allowed to sign

The signer must be the **authorized person on the account** at the current provider. Telnyx's instructions ask for "the signature of the authorized person on the account" and warn that the request "may be rejected" if the signature is not clear and legible ([Telnyx: How to fill out an LOA](#)).

For a business, that means:

- **Business-name accounts:** the account owner or an administrator the carrier has on record. A manager who just uses the phone usually is not that person.
- **A personal cell used for the business:** the person whose name is on that mobile account.
- **Numbers bought with a business:** if the account is still in the seller's name, the seller signs, or the account is transferred first.

Wireless carriers in the US have a further reason to check who is asking. [47 CFR 52.37\(b\)](#) tells a wireless provider to "use secure methods to authenticate a customer that are reasonably designed to confirm the customer's identity before effectuating a port-out request". Compliance is not required until the FCC announces a compliance date (52.37(h)), and none had been announced as of October 28, 2026; carriers may already do this voluntarily. Either way, this is why mobile carriers ask for an account PIN or a transfer PIN, and why a signature from the wrong person goes nowhere.

The LOA field by field

Provider forms differ in layout but ask for the same core data. This walk-through follows the [Telnyx field list](#):

Field	What to put	Where to find it
Account or company name	The name on the account at the current carrier, exactly as they have it	Bill or CSR
Address (4 fields)	Street with number, city, state/province, ZIP/postal code: the service address	CSR
Carrier name	The current (losing) carrier	Bill
Billing telephone number (BTN)	"1 individual telephone number", the main number the account is billed under	Bill or CSR
Numbers to be ported	Each number in NPA-NXX-XXXX format, separated by commas	Your list, checked against the bill
Authorized signature	Clear, legible signature of the authorized person	—
Printed name	The signer's name in block letters	—
Date	The date the LOA was agreed to and signed	—

Three fields cause most of the trouble:

- **Name.** "Smith Plumbing Ltd." and "Smith Plumbing" are different strings to a carrier's system. Copy the name from the CSR, not from your letterhead.
- **BTN.** On a multi-line account, the BTN is often a number you never publish. It is one number, the one the account is billed under, so take it from the bill.
- **Numbers to port.** List every number, including fax and overflow lines. A number left off the LOA does not move. If some numbers should stay with the old carrier, ask both providers how that partial port will be handled.

A filled-in example, with placeholders only:

LETTER OF AUTHORIZATION – NUMBER PORT

Account / company name: [exact name on current carrier account]
 Service address: [street number and name], [city], [province/state], [postal/ZIP code]
 Current carrier: [losing carrier name]

Billing telephone no.: [NPA-NXX-XXXX]
Numbers to port: [NPA-NXX-XXXX], [NPA-NXX-XXXX]

I authorize [new provider] to act as my agent to port the numbers above from my current carrier.

Authorized signature: _____
Printed name: [FULL NAME IN BLOCK LETTERS]
Date: [date signed]

Use your new provider's form, not this sketch. As AWS notes, the right LOA depends on the carrier and the porting relationship.

Service address vs billing address

This is the most common mismatch. Telnyx says the address fields "should be the service address on file for the number(s), not the billing address", unless the two are the same ([Telnyx](#)).

Where the two drift apart:

- The bills go to an accountant or a head office, but the line is installed at the shop.
- The business moved and updated its mailing address but not the service record.
- A mobile account carries the owner's home address, not the business address.

Canada adds its own requirement. [Twilio's Canadian guidelines](#) say the LOA "must show your actual **Canadian service address**". The document is sent to your current provider, and "the address must match their records." Rural route, suite and unit details count. Copy them exactly as the carrier has them.

Get the CSR first

The Customer Service Record (CSR) is the current carrier's own record of your account: name, service address, numbers and features. Telnyx recommends requesting it because "a CSR holds all of your account information and will help you with filling out the LOA accurately" ([Telnyx](#)).

Twilio makes the same point from the other side. Its US guidelines require a "name and address that matches the Customer Service Record (CSR)". They also state that "the most common reason for a rejected port is incorrect name and/or address information" ([Twilio US porting guidelines](#)).

How to use the CSR:

1. Call or chat with the current carrier and ask for the CSR (or the name, service address and BTN on file) for each number you are moving.
2. Copy those values into the LOA character for character.
3. If the CSR is wrong (an old address, a former owner's name), ask the carrier to correct it first. Alternatively, put the CSR values on the LOA and fix the record after the port.

What else travels with the LOA

The LOA rarely goes alone. Here is how one provider's published requirements compare across the border:

Item	United States (Twilio US)	Canada (Twilio Canada)
LOA	Required	Required, dated within the last 30 days
Bill	Copy of a phone bill dated within the last 30 days	Copy of the most recent phone bill
Account number	Current provider's account number	Account number
PIN	If required	If required
Name/address match	Must match the CSR	Canadian service address must match the provider's records
Extra step	—	Approve the port within 90 minutes of the losing provider's SMS, or it is rejected

On PINs, Twilio notes that most mobile operators require account numbers and PINs to port, and some providers also require an account PIN to port out. Ask the current provider before you submit. Our [glossary](#) defines the porting terms used here.

What the carrier may and may not ask for (US)

In the US, a federal rule caps the data a carrier can demand for a **simple port**. The FCC's consumer guide describes simple ports as ones that "generally do not involve more than one line or more complex adjustments" to switching equipment ([FCC](#)). Under [47 CFR 52.36](#), a carrier "may require only" 14 standard data fields to complete a simple port order. They include the ported telephone number, account number, ZIP code, desired due date, the new network service provider, and "Agency authority status". The **passcode** field is optional "unless the passcode has been requested and assigned by the end user."

In plain terms:

- For a simple US port, the losing carrier cannot add extra hoops beyond those fields.
- If you set up a passcode or PIN on the account, expect to supply it.
- Multi-line business accounts and partial ports often are not simple ports, so providers may legitimately ask for more.

We found no Canadian equivalent of this field list in the CRTC material reviewed. In Canada, the provider requirements above are the practical guide.

Toll-free numbers use a Letter of Agency with different rules

Toll-free numbers do not move between local carriers. They move between **Responsible Organizations (Resp Orgs)** in the toll-free registry run by Somos. The document is usually called a Letter of *Agency*. For a change escalated to the Somos Help Desk, Somos requires each LOA to include four elements (**Somos support**):

1. **Signature** of the end user or subscriber: wet signature, electronic signature or PIN. "Stamped signatures will not be accepted."
2. **Date** within the last 30 days of the change date on the request.
3. **The toll-free numbers** to be changed. For long lists, "see attached" with the first and last numbers.
4. **New Resp Org company information**, such as letterhead or text naming the Resp Org being appointed.

Somos also requires:

- **No movable text boxes.** All information must be locked on the document.
- **One page**, unless you submit a separate LOA for each number.

Your new provider normally prepares this letter. Your job is to sign it promptly and make sure the subscriber name is right.

Common LOA mistakes that trigger rejection

AWS lists four common reasons a losing carrier rejects an LOA (**AWS**):

Rejection reason (AWS)	What it usually means	Fix
Unsatisfactory business relationship	Unpaid balance, or a port-away fee	US: the FCC says a balance is no ground to refuse; escalate (note below)
Name or address mismatch	LOA differs from the CSR	Get the CSR, copy it exactly, resubmit
Number cannot be ported	Regulatory or carrier limits on that number	Confirm portability before signing; consider a new number
Missing information	Blank field: signature, number, address	Review every field before submitting

Unpaid balances: the US rule. The **FCC consumer guide** states that once you request service from a new company, "your old company cannot refuse to port your number, even if you owe money for an outstanding balance or termination fee." You still owe the money, and the carrier may still ask you to pay it. AWS lists "unsatisfactory business relationship" as a common real-world rejection; if a US carrier rejects a port only over a balance, cite the FCC guidance and ask the new provider to escalate. We found no CRTC rule on this point for Canada, so ask the provider directly.

Other avoidable mistakes:

- **A stale LOA.** Twilio Canada wants it dated within 30 days, and Somos wants toll-free LOAs within 30 days of the change date. Sign close to submission.
- **The wrong signer.** A staff member signs for an account in the owner's name.
- **Cancelling the old service first.** The FCC advises not to terminate the old service before starting with the new company.
- **Missing the approval text** on a Canadian port (Twilio's 90-minute window).

FAQ

Does an LOA expire?

No FCC or CRTC rule we reviewed sets an expiry. In practice, providers do: Twilio requires Canadian LOAs dated within the last 30 days, and Somos requires toll-free LOAs dated within 30 days of the change date. Sign close to submission, and re-sign if the request stalls.

Do I need to have the LOA notarized?

None of the sources reviewed for this article (AWS, Telnyx, Twilio, Somos, FCC) ask for notarization. If a provider does, that is its own requirement, not a regulatory one.

Can I sign the LOA electronically?

It depends on the provider. For toll-free changes, Somos accepts a wet signature, an electronic signature or a PIN, but not a stamped signature. For local numbers, use the method your new provider offers. Telnyx's guidance stresses only that the signature be clear and legible.

Do I need a separate LOA for each carrier?

Usually. An LOA names one current carrier and one billing telephone number ([Telnyx](#)), so numbers spread across two carriers or two accounts normally need two LOAs. The same logic applies to toll-free numbers held by different Resp Orgs.

For timing once the paperwork is clean, see [how long number porting takes](#). Auto Attendant has you sign the LOA online, charges nothing until the number has moved, and has its team move Canadian and toll-free numbers by hand; the earliest port date you can request is eight days out ([how porting works](#)).

Sources

1. [Documentation requirements for porting numbers](#) — Amazon Web Services; LOA definition, carrier-specific LOAs, four common rejection reasons. Accessed 2026-10-28.
2. [How to fill out an LOA](#) — Telnyx; LOA fields, service vs billing address, BTN, signature, CSR advice. Accessed 2026-10-28.
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4. [Twilio Voice Guidelines: Canada porting](#) — Twilio; LOA within 30 days, Canadian service address, bill, account number, PIN, 90-minute SMS approval. Provider practice. Accessed 2026-10-28.
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Source links

Links cited in this article, in order of first appearance. Full addresses are provided for readers using extracted text.

1. <https://docs.aws.amazon.com/connect/latest/adminguide/porting-documentation-requirements.html>
2. <https://www.fcc.gov/consumers/guides/porting-keeping-your-phone-number-when-you-change-providers>
3. <https://support.telnyx.com/en/articles/2034326-how-to-fill-out-an-loa>
4. <https://www.ecfr.gov/current/title-47/section-52.37>
5. <https://static1.twilio.com/guidelines/ca/porting>
6. <https://www.twilio.com/en-us/guidelines/us/porting>
7. <https://www.ecfr.gov/current/title-47/section-52.36>
8. <https://support.somos.com/hc/en-us/articles/4679112525460>

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About Auto Attendant

Auto Attendant gives a small business one phone number and a recorded menu that sends each caller to the right person. The call rings the mobile that person already carries, using their normal dialler and their normal mobile plan. Pricing is a single flat monthly fee for the whole company rather than a charge for each user, and there is no app, desk phone or hardware to install.

One number, one menu, the phones you already own

A caller dials the business number, hears a short greeting and chooses an option. Each option can ring one mobile, ring several at once so whoever is free answers first, or try people one after another in a set order. There is no limit on how many people sit on the receiving end, because nobody is billed per seat. Setup is done by the owner in a few minutes: pick a number, write the greeting, and point each option at a mobile.

What it deliberately is not

An auto attendant routes a call; it does not answer one. Nobody at Auto Attendant speaks to callers, and no AI stands in for a receptionist. A business that wants its calls handled, messages taken and appointments booked wants an answering service, which is a different product at a different price. A business that needs call recording, queues, agent dashboards or CRM integration wants a contact centre platform. Auto Attendant is for the case where the call should simply reach the right pocket.

Keeping personal numbers off the internet

The business number is the only number a caller ever sees. Personal mobile numbers are never displayed and never given out, which is what lets an owner put a number on a website, an invoice, a van or a Google Business Profile without handing a personal line to everyone who finds it. An existing advertised number can be ported across and kept, and the old line keeps working while the port is in progress.

Work with Auto Attendant

Visit [Auto Attendant](#) to see [how it works](#), [how it compares](#) to a personal mobile, Google Voice and a full phone platform, and the current [pricing](#).

Telephone number portability, emergency calling and caller-ID rules differ by country and change over time. Articles published here describe general practice and cite primary regulator and carrier sources; they are not a guarantee of any timeline, and they are not legal or regulatory advice for a specific business.

Website: <https://autoattendant.io>

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