**New CLoA Template**

**Purpose, Ground Rules & Logistics**

1. **A single CLoA template** which caters for both **Geo & Non-Geo** Numbers including ALL order types (i.e**.** Single, Multi-line, Multi-number)
2. **Provides Customer authority** to initiate the port order
3. **Provides proof of ownership** (i.e. legal right to port the numbers concerned)
4. **Provides authority (to the current provider) to share details** associated with the current service, with the new (gaining) provider, if requested to do so. On receipt of a request for information from the GP, **the LP is obliged to engage, as necessary, with the GP** to ensure an accurate port order can be raised.
5. **Provides accurate details** regarding the specific numbers to be ported.
6. **Provides Main Billing Number (MBN)** if customer can retrieve it from recent bill.
7. **Provides accurate post code details** (Billing & Site-specific) to support any order validation checks which may need to be undertaken by the Losing N/W CP.
8. **Provides additional site address details where multiple sites are involved in the port order**
9. **Provides name, address and contact details for the two Retailers involved** (i.e.Gaining & Losing)
10. **Non-Geo Numbers – A CLoA must always be obtained by the Gaining Provider (GP)**
11. **Geo M/L Numbers - A CLoA must always be obtained by the Gaining Provider (GP)**
12. **Geo S/L Numbers – For Business End Users (i.e. non-automated order**), **- A CLoA must always be obtained by the Gaining Provider (GP)**
13. **CLoA – CP handling**
14. Once obtained, the GP must hold the CLoA on file for a min period of 1yr.
15. Once obtained, the GP must forward the CLoA up their supply chain**, if required,** to the Gaining N/W CP
16. The GNCP must forward the CLoA to the Losing N/W CP if they so request it, within 24hrs.
17. Where the customer has separate providers for Geo & non-Geo, separate CLoAs may be required.
18. **CLoA Logistics**

A fully completed CLoA may be submitted by the customer in any of the following ways: -

1. **Scanned CLoA template with authorised signature sent as an email attachment** from the Customer’s business email address (which must show their Business title, and the company’s full name & address).

N.B The attached CLoA **may use e-Signature**.

N.B. The email **may use e-Signature**

N.B. The attached CLoA template **does not need to be on letter-headed paper**

N.B. By exception, the CLoA signatory & the originator of the associated email do not have to be the same person.

1. **CLoA ‘format flexibility’** - Retailers may also transpose the new CLoA content into the Retailer’s standard order form (i.e. tailored to also meet the Retailer’s needs). This can then accommodate whatever e-signature method the retailer chooses to use. The CLoA content must be fully transposed with all fields faithfully incorporated.
2. **Standalone CLoA template with authorised signature sent by Fax or posted letter**

N.B. The CLoA must be signed by an authorised signatory and must be on letter-headed paper