

LETTER OF AUTHORIZATION

Dear INS Communications Customer:

Thank you for choosing INS Communications. Number Portability allows you to keep your current number while changing your service provider. This requires that INS Communications work with your old service provider to maintain accurate records and to ensure that your number is transitioned. The process will take a minimum of 20 business days to complete. During the process, INS Communications will send you status emails including a notification that your number has been successfully transferred. We will also notify you in case there are any unusual delays.

Your previous service provider requires this letter as proof that you have explicitly authorized and requested that your current telephone number be transferred to another service provider. By filling in all fields below and signing and dating this letter, you authorize us to initiate the process of transferring your telephone number so that INS Communications may provide its service. You will then be able to use your old number with your new INS Communications service.

Print Name: Last _____ **First** _____
Number to Transfer to INS Communications: _____
INS Communications account number: _____
Current Service Provider: _____

PLEASE DO NOT PLACE ANY NEW SERVICE ORDERS WITH YOUR CURRENT SERVICE PROVIDER ON THIS ACCOUNT, AS THIS MAY CAUSE A DELAY OR CANCELLATION IN PORTING YOUR NUMBER. PLEASE NOTE THAT YOU MUST SEPARATELY ACTIVATE 911 DIALING TO DIAL 911 ON YOUR UNIFIED TECHNOLOGIES GROUP, INC. LINE BY LOGGING INTO YOUR WEB ACCOUNT, OR YOU MUST HAVE AN ALTERNATIVE WAY OF REACHING 911 OR OTHER EMERGENCY SERVICE NUMBERS. PLEASE REFER TO THE "DIALING 911" TAB AND TERMS OF SERVICE ON INS COMMUNICATIONS'S WEBSITE FOR IMPORTANT INFORMATION.

If you wish to select INS Communications for the telephone number listed on this form, you will need to mark ALL THREE (3) boxes below:

- I select INS Communications for all local calls for this number.
- I select INS Communications for all local toll calls for this number.
- I select INS Communications for all long distance and international calls for this number.

Note: We list these choices separately because with a traditional phone service, you have the option to select different providers for each type of service listed above on a single telephone number. To transfer this number to INS Communications, you will need to mark ALL THREE (3) boxes above. Also, please note that you may not have more than one provider for each TYPE of service above (for example, you only may have one pre-selected long distance provider for each telephone number). You may still use calling cards and other "dial-around" alternatives, which are not subject to the terms of this agreement.

By marking the THREE (3) boxes above, you will receive ONE service, INS Communications, for all your telephone calls for the number listed on this form.

By signing below, I designate INS Communications or its designated agent to transfer my service from my current provider to INS Communications. By signing below, I also authorize INS Communications or its designated agent to transfer my current telephone number(s) so that INS Communications may provide its service. By signing below, I also authorize INS Communications or its designated agent to obtain billing information, customer service records, and other network information required to provide me with INS Communications service. I understand that I may consult with INS Communications as to whether a fee will apply to the change.

Signature: _____ **Date:** _____

If you want to maintain your current phone directory listing with your incumbent carrier, please choose from the options below:

- Name & Number
- Name, Number & Address
- No Listing

We look forward to working with you and we appreciate your business.

PLEASE FAX THIS FORM TO 1-408-519-6735

2004.07.01 PLEASE ATTACH A BILL FROM YOUR LOCAL PROVIDER.

Please be advised that the bill must display your name and number, the carrier's name, service address, and account balance. Also the bill must not be older than 30 days.