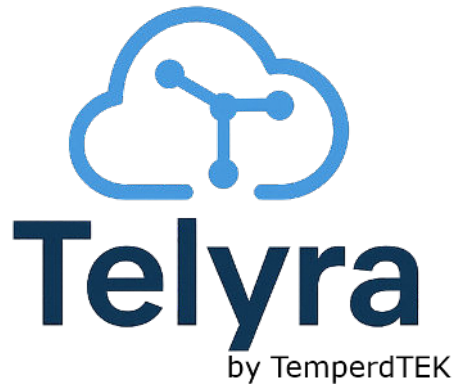




Telyra Number Porting Policy



This Number Porting Policy outlines the procedures, requirements, and responsibilities related to porting telephone numbers to and from Telyra, a division of TemperdTek Inc.

1. Definitions

- Port-In: Transferring a number from another provider to Telyra.
- Port-Out: Transferring a number from Telyra to another provider.
- LOA: Letter of Authorization — Required to initiate a port-in.

2. Port-In Requirements

To initiate a port-in, the following are required:

- A completed and signed LOA (Letter of Authorization)
- A copy of the most recent invoice from the losing provider
- A list of all numbers to be ported (DIDs)
- Full and accurate account information (account number, service address, billing telephone number)

3. Port-In Process

- Most ports are completed within 5–10 business days, depending on the losing provider's response time.
- Port-in requests are submitted during normal business hours (Monday–Friday, excluding holidays).
- Partial ports may result in disconnection of non-porting numbers.
- Customers must not cancel service with their existing provider until the port is complete.



4. Port-Out Process

- Telyra will honor valid port-out requests from authorized carriers.
- Numbers may only be ported out by the account owner or authorized representative.
- The customer must ensure their account is in good standing before initiating a port-out.
- Telyra reserves the right to reject port-out requests in cases of fraud, account dispute, or regulatory conflict.

5. Rejected or Delayed Port Requests

- Ports may be delayed or rejected due to:
 - Mismatched account information
 - Unauthorized LOA
 - Number not active or not portable
 - Pending service suspension or termination
- Telyra will notify the customer with instructions for resolving the issue.

6. Porting Fees

Fee Description	Amount Type
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US & Canada Number Port-In (LNP)	\$12.00 One-Time
Toll-Free Number Port-In (LNP)	\$12.00 One-Time



Port-Out Fee (per DID)	\$12.00 One-Time
Port Cancellation Fee (≥48 hours in advance, per DID)	\$12.00 One-Time
LNP Cancellation – 48 Hours Prior to Scheduled Port (per LSR)	\$60.00 One-Time
LNP Cancellation – 6 Hours Prior to Scheduled Port (per LSR)	\$200.00 One-Time
LNP Snapback (per LSR port)	\$450.00 One-Time

Note: Snapback and cancellation fees apply only when a port is reversed or withdrawn close to the scheduled date and time. These fees are often passed through from underlying carriers.

7. Support

For questions or assistance, contact support@telyra.com.

By requesting or authorizing number porting, you agree to this Porting Policy.