Letter of Agency

A **Letter of Agency** is required when a customer is acting as agent and ordering on behalf of another customer. Unless specific time frames are outlined in the Letter, it will be valid until such time as revoked by the Service User.

A physical Letter of Agency must be submitted to the appropriate AT&T ordering center and follow the below guidelines:

- If submitted on company letter, it must be the letterhead of the Circuit Owner.
- Must include a written signature of an authorized representative of said company. If sent via email the signature must be a scanned signature.
- Must specifically state that the granting/authorizing company is in no way relieved of its legal and contractual obligations and that AT&&T shall be indemnified and held harmless of all losses/injury incurred as a result of AT&T taking action pursuant to such LO Agency.
- Should specify/briefly explain the authority being granted to the third party, and specifically include the name of the third party entity being authorized to act on its behalf and the contract information for such entity.
- The LO Agency must contain language stating AT&T will deem the LO Agency to remain effective until 10 business days after AT&T has received a Letter of Revocation from the authorizing carrier.
- The LO Agency must specify that the party executing the document has the requisite authority to act on behalf of the granting/authorizing company.
- In some instances, a cascading arrangement is created, in which the Ordering Customer provides a Letter of Agency to a third party to obtain service.

Blanket Letter of Agency

- A blanket LO Agency will be accepted from an IXC or WSP that act as ordering agent for other companies they have purchased but have not gone through a merger and acquisition. The LO Agency will include all CCNA's and their associated names to allow them to order on behalf of said company.
- A blanket LO Agency will be accepted for a third party provider that is requesting to order on behalf of another customer.

Supersede or Merger and Acquisition

- The Transfer Agreement can and will be used in place of the Letter of Agency when the acquiring company submits ASRs.

The following fields on the ASR must be completed:

Field	Description	Use
AGAUTH - Agency	Indicates a customer is acting	Required when the customer is

Authorization Status	as another customer's agent	acting as a customer agent.
DATED - Date of Agency Authorization	Indentifies the date appearing on the agency authorization, which was previously submitted to the provider	Required when the AGAUTH field is "E" or "B".

Letter of Authorization

A **Letter of Authorization** is required when the customer is using another customer's facilities (CFA/SCFA). The LO Authorization is valid until the circuit is disconnected, permission revoked or otherwise stated on the LO Authorization.

A physical copy of the LO of Authorization is not required to be submitted to the AT&T ordering center. However, the both parties of the shared network arrangement should keep a copy of the letter on file for future reference and must present the letter upon request by AT&T in case of dispute or discrepancy. (See ASR requirements below.)

Letter of Authorization guidelines:

- If submitted on company letterhead, it must be the letterhead of the CFA/SCFA Owner
- Must include the written signature of authorized representative of company owning CFA/SCFA. If sent via email, the signature must be a scanned signature.
- The LO Authorization must include the CFA/SCFA and slot for the specific ASR.
- Must specifically state that the granting/authorizing company is in no way relieved of its legal and contractual obligations and that AT&T shall be indemnified and held harmless of all losses/injury incurred as a result of AT&T taking action pursuant to such LO Authorization.
- Should specify/briefly explain the authority being granted to the third party and specifically include the name of the third party entity being authorized to use the facilities and the contact information for such entity.
- The LO Authorization must contain language stating AT&T will deem the LO Authorization to remain effective until 10 business days after AT&T has received a Letter of Revocation from the authorizing carrier.
- Unless specific time frames are outline, the LO Authorization is valid until the circuit is disconnected, permission revoked, or otherwise stated on the LO Authorization.

Blanket Letter of Authorization

- A Blanket LO Authorization will be accepted from an IXC or WSP to use facilities (CFA/SCFA) from another company they have purchased but have not gone through a merger and acquisition. The LO Authorization will include all CCNA's and their associated names to allow them to use their facilities (CFA/SCFA . The Blanket LO Authorization must include a statement that the

Blanket LO Authorization allows the Host Subscriber to use facilities (CFA/SCFA) from the listed ACNAs, CCNAs and Company Names of the purchased companies on the Host Subscriber ASR.

- A Blanket LO Authorization will be accepted from an IXC or WSP to use facilities (CFA/SCFA) from another company when they lease more than one slot to another company. The Blanket LO Authorization should include a statement that the Blanket LO Authorization allows multiple CFA use and include all slot numbers and facility names of the Host Subscriber facility (CFA/SCFA).

The following fields on the ASR must be completed.

Field	Description	Use
LA -Lease Arrangement	Indicates there is a lease arrangement associated with the ACTL and ACNA identified.	Required when a lease arrangement exists and the customer is emailing the LOA to the center
LADATED - Date of Lease Arrangement	Identifies the date appearing on the lease arrangement	Required when a lease arrangement exists and the customer is emailing the LOA to the center
LANM - Lease Authorization Name	Indicates the name of the transport owner (lessor) representative who signed the lease arrangement	Required when a lease arrangement exists and the customer is emailing the LOA to the center

Rescind/ Revocation of Letter of Authorization

A CFA owner or higher level circuit owner may submit a Revocation or Rescind of Letter of Authorization requesting a revocation of the original relationship to take the facility slot back. The next lower level Subscriber should follow the same IXC steps and process described below for their subleases so the lowest level service is aware of the disconnect.

The Host IXC (CFA Owner) must contact the Subscriber (lower level circuit owner) to advise them of their intent to rescind their LO Authorization. The Host IXC must send written notification to the Subscriber thirty (30) days before they request the service to be disconnected. This allows time for the Subscriber to take action to disconnect/move their service.

If the Subscriber takes no action, on day 31 the Host IXC must submit a Rescind/Revocation LO Authorization to the appropriate AT&T ASC identifying:

- CFA
- Channel Number
- Circuit ID to be removed
- Provide AT&T a copy of the written notification they provided to their Service User
- Name of contacted Subscriber

- Telephone Number of contacted Subscriber
- Date Subscriber was contacted

Note: If after due diligence, the Host is unable to contact the lower level circuit rider (non-AT&T affiliates), the Rescind LO Authorization must include a statement that they have been unsuccessful in their contact efforts, a request to disconnect service, and all contact and circuit information available.

If the lower level circuits are owned by AT&T affiliates, the above Rescind LO Authorization must be followed. The IXC should contact the AT&T affiliate for lower level circuit information and submit all available information to the AT&T project manager in a spreadsheet (include but not limited to: Circuit ID, Bill Name/Address, AT& T affiliate involved). The project manager will research and provide the customer information in our system to the designated AT&T affiliate contacts. The Project Managers will not contact the customer. Internal process will be followed.

If the circuit has been disconnected with the Host IXC and the Subscriber, but not with AT&T, the CFA owner will submit the Rescind LO Authorization to the ASC. The Rescind LOA should include the following:

- CFA ID being rescinded
- CFA owners order number that disconnected the circuit
- Due date the Host IXC disconnected the circuit
- Circuit ID, type and quantity being disconnect.

The Rescind/Revocation of Letter of Authorization must include a statement that Host Company agrees to indemnify and hold AT&T harmless against any loss, liability, damage or cost of expenses which may be caused as a result of the disconnection of the Host Company circuits, type and quantity specifically indentified in the letter.

The ASC and/or Project Manager will not provide billing information of the Subscriber to the Host IXC or account manager. The ASC and/or Project Manager will not contact the subscriber to advise of disconnect of the service.