OPERATIONAL POLICIES

NUMBER PORT-OUT POLICY

BVN will process valid port-out requests in accordance with applicable porting rules. **A valid port request will not be denied or delayed solely because an outstanding balance, termination fee, or other payment obligation remains.** Legitimate balances remain due and BVN may use available contractual and legal collection remedies.

BVN may require information reasonably necessary to authenticate the customer, protect the account from fraud, and correctly complete the port request. Customers must maintain current and accurate account and contact information.

Account Setup and Number Transfer Requirements

To establish service and process number transfers, customers must provide complete and verifiable information. Incomplete or inconsistent information may delay or prevent activation or port-in processing.

Business Accounts — U.S.

- Valid Form W-9 when applicable.
- Recent bill or statement from the current provider when required for porting.
- Valid government-issued identification for the authorized person.
- Legal name, billing address, service address, telephone number, and email.

Non-U.S. Individuals and Businesses

- Form W-8BEN or other applicable tax documentation.
- Valid government-issued identification.
- Official documentation confirming legal existence of the individual or entity when applicable.
- Complete and current contact information.

Port-In Requests

- Recent bill from the current provider when required.
- Name, address, account number, PIN, and other details must match the current provider's records.
- The customer is responsible for supplying current and accurate information.

Recording of Calls

Some Services permit call recording. Recording-consent laws vary by jurisdiction. The customer is responsible for obtaining all required notices and consents before using recording features.

Contact

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