

# LETTER OF AUTHORITY

## APX Net, Inc Letter of Authority – to be provided to APX Net, Inc by Customer of Record

Customer: \_\_\_\_\_ below referred to as Customer  
Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Customer ID: \_\_\_\_\_  
Agent/Agency: \_\_\_\_\_ below referred to as "Agent/Agency"

Please be advised that Agent/Agency is hereby authorized to act on behalf of Customer as Agents in the matters pertaining to the telecommunications services provided to Customer by APX Net, Inc. Specifically, Agent/Agency is authorized to request and obtain on our behalf, the following:

- Discussion of contracts and other matters relating to Customer's use and purchase of services offered by APX Net, Inc, to assist in the provisioning and installation of services.
- Accessing account information through request, including but not limited to current financial status, payment history, collection efforts made by APX Net, Inc with Customer
- Requesting and receiving invoices and copies of invoices via electronic transmission
- Access to on-line Customer information
- Information relating to invoices including request for supporting documentation, Service Order Agreements (SOA's) at the agreed upon fee of \$25.00 USD/record retrieved

Furthermore, Agent/Agency is authorized to work with representatives of APX Net, Inc on our behalf, to obtain or to perform the following tasks:

- Requesting Contractual documents – Service Order Agreements, AMCD Forms (Add, Move, Change, Disconnect)
- Request clarification of contract questions
- Report billing errors, request credits, updates on requested credit status' and complete billing disputes, as outlined in APX Net, Inc Terms & Conditions, <https://apxnet.com/legal/#terms-and-conditions>
- Order & request disconnects by completing SOA's, as well as all AMCD Forms
- Request Feature Changes

I hereby request that this authorization be applied to all existing accounts and any new accounts in order for Agent/Agency to engage in all business discussions relating to Customer. This does not preclude Customer personnel from working with APX Net, Inc directly.

This authorization will remain in effect until such time as a second notice is sent to APX Net, Inc changing the status of Agent/Agency, per Customer request.

In addition to Customer listed above, this LOA also applies to the following list of companies, which are also under the authority of or part of Customer. (Please provide page 2 to include Customer/Affiliated Companies)

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Customer acknowledges relationship between Customer and APX Net, Inc is governed by APX Net Terms & Conditions. Customer is responsible for apprising Agent/Agency or any Customer requested third party, of the governing APX Net, Inc Terms & Conditions.

Respectfully,

Customer Signature: \_\_\_\_\_  
Customer Name: \_\_\_\_\_  
Customer Title: \_\_\_\_\_  
Customer Email: \_\_\_\_\_  
Customer Phone: \_\_\_\_\_

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List of Customer/Customer Affiliates: