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## Request for Local Number Portability

Requests for Local Number Portability (LNP or NP) can be submitted to TelePacific by using TelePacific's Local Service Request (LSR) forms and process. The Local Exchange Carrier (LEC) may use forms generated by their internal systems, but all LECs should review TelePacific's forms preparation guide to determine required fields. All forms emailed to TelePacific should conform to Order and Billing Forum (OBF) industry guidelines, which can be found on the internet site for the Alliance for Telecommunications Industry Solutions (ATIS) located at the following URL: <http://atis.org>.

TelePacific's LNP forms and the forms preparation guide can be found on TelePacific's internet site at the following URL: [www.telepacific.com](http://www.telepacific.com) – see Contact Us.

## Customer Service Records (CSR)

The LEC should obtain a CSR from TelePacific prior to submitting the LNP LSR. This will increase the probability of a successful LSR and avoid unnecessary rejects. To obtain TelePacific's CSI, the LEC must submit a TelePacific Request form via email to: [csrrequest@telepacific.com](mailto:csrrequest@telepacific.com). To get a TelePacific CSR request form, click on the following link: [www.telepacific.com](http://www.telepacific.com) – see Contact Us.

## Authorization Requirements

It is the LEC's responsibility to get authorization from the customer (in the form of a letter, electronic or recorded) for the number port and/or transfer of services, (and disconnects, if applicable). In addition, the LEC must get the name of the customer's employee who is authorized to make changes to the customer's telecommunications services. The name of the authorized employee must be included on the LNP LSR in the Authorization Name field (AUTHNM) ***and the name must match the name TelePacific has on file for that customer.*** If the customer is not certain of the name of the authorized employee, have the customer contact TelePacific's Customer Care group on 877-487-8349 option 3. ***If the name in the AUTHNM field does not match, the LSR will be rejected back to the LEC*** (see the Reject Notice, Reject Reason in Appendix B of this document).

## **LNP LSR Requirements**

LNP LSRs include the following forms:

- . • LSR (Administrative Data – Required)
- . • End User Information (EUI -Required)
- . • Local Number Portability (LNP -Required)
- . • Disconnects (Optional)

### ***Customer Service Location Requirements***

A LNP LSR must be submitted “per customer service location”. Therefore, if the customer has more than one customer service location, a ***LNP LSR must be submitted for each customer service location***. If some of the telephone numbers specified on the LNP form do not correspond to the location information supplied on the EUI form, and/or if the EUI information does not match TelePacific’s records, the LSR will be rejected (see the Reject Notice, Reject Reason in Appendix B of this document).

### ***Full versus Partial Migrations***

The LEC must specify on the LSR whether the request is for a full or partial migration (see document “Preparing Number Portability Forms”; Migration Indicator (MI) field). If the LSR is designated a “full migration”, the disposition of all services the customer currently has with TelePacific should be shown on the LNP form (for telephone numbers to be ported) or the Disconnect form (for telephone numbers to be disconnected) or in Remarks of the LSR-Admin form (see Toll Free and Internet services below). The requirements for Toll Free services and Internet services apply to both Full and Partial Migrations (see Toll Free Services and Internet Services below).

***Providing complete and accurate instructions on what to do with the customer’s services for either a Full or Partial migration will avoid unnecessary delays processing your request.***

### ***Toll Free Services***

TelePacific does not offer Toll Free services on a “standalone” basis. If the customer is porting, transferring and/or disconnecting all other services from TelePacific, the Toll Free services must be disconnected or assigned to another Responsible Organization (RESPORG). To insure the customer’s continued use of their toll free services and numbers, the LEC should specify in the Remarks of the LNP LSR the disposition of the customer’s Toll Free services. If the Toll Free services are to be:

- . • **Disconnected**; state in Remarks “Toll free services to be disconnected”.
- . • **Transferred and reassigned** to a new RESPORG; state in Remarks “Toll Free services to be reassigned to new RESPORG as of (date)”. If you specified on the LNP LSR, “Full Migration”, (see Preparing Number Portability Forms”; Migration Indicator

(MI) field), and you did not address the disposition of the customer's Toll Free services, the request will be rejected. If you specified on the LNP LSR, "Partial Migration", and you did not address the disposition of the customer's Toll Free services, a TelePacific Rep may contact the initiator (INIT field) for clarification.

### ***Internet Services***

Some customers have Internet Services which TelePacific provides over a T1 high capacity facility. Disconnecting or changing service providers for these "Internet T1s" requires coordination with TelePacific. If the LEC is either taking the Internet Services or wants to have these services disconnected (and the services are included in the authorization; see Authorization Requirements above), the LEC must contact TelePacific's Hot Line to coordinate this effort to avoid interruptions in service. Contact TelePacific's Hot Line on 213-213-7283 and advise the TelePacific Rep you are porting a customer and need to coordinate the transfer (or disconnection) of the customer's Internet Services and reference the PON for the LNP LSR (if applicable). Include in the Remarks of the LNP LSR: "Internet services to be transferred (or disconnected)" and the date the transfer is expected to take place. If you have not already contacted TelePacific to arrange the transfer or disconnection of the Internet Services, TelePacific will contact the initiator of the LNP LSR (INIT field).

If you specified on the LNP LSR, "Full Migration", (see Preparing Number Portability Forms"; Migration Indicator (MI) field), and you did not address the disposition of the customer's Internet services, the request will be rejected. If you specified on the LNP LSR, "Partial Migration", and you did not address the disposition of the customer's Internet services, a TelePacific Rep may contact the initiator (INIT field) for clarification.

### ***Emailing your requests***

The LSR forms should be emailed to TelePacific at the following email address:

- Email LNP request to: [tpacport@telepacific.com](mailto:tpacport@telepacific.com) Note: Email is the preferred method for submitting LNP requests; however, in the event email is not available, you may fax your LNP request to TelePacific at the following fax number: 213-225-3030.

## LNP Intervals

The due date intervals for LNP are as follows:

Number of lines/telephone numbers:	Interval:
1 – 12 lines	5 business days
13 – 24 lines	7 business days
25 + lines	ICB*

\*Send in LSR with Desired Due Date (DDD) and TelePacific will respond with a DD on the FOC.

LNP requests submitted with a DDD that is less than the interval specified above will be FOC'd with a Due Date (DD) assigned by TelePacific based on the LNP intervals (above).

## Responses for LNP Requests

There are two types of responses TelePacific may generate for a request for LNP:

- Firm Order Confirmation
- Reject Notice Each of these responses is described below and in the associated Appendices included in this document.

### ***Firm Order Confirmation***

Once TelePacific receives the request for LNP, the Firm Order Confirmation (FOC) will be sent back within 2 business days to the LEC initiator's email address or fax specified on the request, (INIT fields on the LSR). The status on the FOC will include one of the following status indicators:

- Issued: The LSR was successfully processed and issued.
- Cancelled: The supplement to cancel the LNP request sent by the LEC has been processed and the LSR has been cancelled. The FOC form and description of entries can be found in ***Appendix A*** of this document.

### ***Reject Notice***

In the event the LEC's LNP request is inaccurate or incomplete, TelePacific will return a Reject Notice within 2 business days to the LEC initiator's email address or fax specified on the request, (INIT fields on the LSR). The Reject Notice and description of entries can be found in ***Appendix B*** of this document.

## **Requirements & Limitations**

Telephone numbers to be ported from TelePacific must be in service with TelePacific before they can be ported, e.g., DID number ranges that are reserved but not in service cannot be ported.

## **Porting the number & disconnecting the ported number**

On the day of the port, TelePacific will follow-up with NPAC on the day after the port to determine if the port is completed. TelePacific will not disconnect the customer's service until the port is completed. If the port is not completed, TelePacific will check for a change DDD supplement to the LSR. If no supplement was received, the LEC will receive a "cancel pending" from NPAC and should:

- cancel their subscription in NPAC
- submit a new LNP LSR to TelePacific, and
- create a new subscription.

## **Due Date Changes or Cancellations**

Same day Changes or Cancellations: Changes to Due Dates or Cancellations of a LNP request must be sent via a supplement to the original LSR and must be received by TelePacific no later than 10am on the day following the scheduled due date.

## **LNP Subscriptions**

To facilitate the number port, the LEC should put subscriptions in place a minimum of 18 business hours prior to the port (3 business days).

## **Disconnects (no Number Port)**

If the customer wants to disconnect some of their TelePacific services, the services to be disconnected should be specified on the Disconnect page of the LNP LSR and submitted at the same time as the number ports.

## **E911 Administration**

**Unlocking E911 records:** TelePacific will unlock the E911 record within 24 hours after the completion of the number port. If the E911 record has not been unlocked by TelePacific, contact TelePacific to have the record unlocked by emailing TelePacific's E911 coordination group.

- **TelePacific's E911 coordination group Email: [E911@telepacific.com](mailto:E911@telepacific.com)**

## **Contact Information/Escalations**

For questions/issues regarding LNP LSR responses, contact the TelePacific Representative at the telephone number provided on the response (FOC or Reject Notice). For all other issues, including escalations, contact the TelePacific Hotline: 213-213-7283.



*Appendix A – Firm Order Confirmation (continued)*

<b>Field #</b>	<b>Field</b>	<b>Entry</b>
1	Status	Status of LSR: FOC of firm order or supplement: Issued FOC of cancelled LSR: Cancelled
2	TelePacific Representative Name	Name of TelePacific employee sending FOC.
3	TelePacific Representative Tel No	Telephone number of TelePacific employee sending FOC.
4	End User Name	End User Customer's name
5	Date & Time Sent	Date and time FOC sent to LEC
6	LEC	Name of LEC who initiated LSR
7	PON	Purchase Order Number from the LSR
8	INIT	Name of LEC initiator of LSR
9	INIT Email or Fax Number	LEC initiator's email or fax number
10	TelePacific Order #	TelePacific order number
11	Due Date	Confirmed due date
12	Ported #s	Telephone numbers of ported numbers represented on this FOC
13	Remarks	Remarks

# Appendix B – Reject Notice



## REJECT NOTICE

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TelePacific Representative Name: \_\_\_\_\_

TelePacific Representative Tel: \_\_\_\_\_

*For questions regarding this notification, contact the TelePacific Representative at the number above.*

*For Escalations or to transfer the customer's Internet services, contact TelePacific's Hot Line: 213-213-7283.*

End User Name: \_\_\_\_\_

Date sent: \_\_\_\_\_

LEC: \_\_\_\_\_

PON: \_\_\_\_\_

INIT: \_\_\_\_\_

INIT Email or Fax: \_\_\_\_\_

**Reason for Reject:**

Appendix B – Reject Notice (continued)

Field #	Field	Entry
1	TelePacific Representative Name	Name of TelePacific employee sending reject notice.
2	TelePacific Representative Tel	Telephone number of TelePacific employee sending reject notice.
3	End User Name	End User Customer's name
4	Date & Time sent	Date and time reject notice is sent to LEC.
5	LEC	Name of LEC company that initiated LSR
6	PON	Purchase Order Number from the LSR
7	INIT Name	Name of LEC initiator of LSR
8	INIT Email or Fax	LEC initiator's email or fax number
9	Reject Reason	Reason for reject, (see Reject Reasons table, below)

#	Reject Reason	Additional Explanation & Actions
1	AUTHNM does not match customer authorization name on file.	The authorization name in the AUTHNM field does not match the name of the customer's employee TelePacific has on file. Get the correct authorization name from the customer and resubmit the LSR. If the customer is not sure of the name, have the customer contact TelePacific's Customer Care group on: 877-487-8349.
2	Full Migration – Not all services have been addressed.	The LSR is incomplete. The customer has additional services that have not been addressed. <b><i>Please contact the TelePacific Rep specified on this notice.</i></b>
3	Telephone numbers don't match or are incorrect (TN(s) highlighted).	There is one or more telephone numbers on the request that does not match the telephone number on TelePacific's records. Correct the telephone number and resubmit the LSR.
4	Telephone numbers do not match EUI.	There is one or more telephone numbers on the request that are at different customer location. Remove the specified telephone numbers from this request and resubmit the LSR. The telephone numbers removed should be included on a separate LSR with the correct EUI.
5	Telephone numbers are not eligible for porting by TelePacific – Resale Services (TN(s) highlighted).	There is one or more telephone numbers that are not eligible for porting because the number is a Resale Service and does not reside in TelePacific's switch. These are Resale services (in which case the LEC must submit a conversion LSR to the ILEC). The LEC should remove these numbers from the LSR and resubmit the LSR.
6	Telephone numbers are not TelePacific's (TN(s) highlighted).	There is one or more telephone numbers that are not TelePacific's. The LEC should remove these numbers