TPx Local Number Portability Procedures

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Request for Local Number Portability

Requests for Local Number Portability (LNP or NP) can be submitted to TPx by using TPx'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 TPx's forms preparation guide to determine required fields. All forms emailed to TPx 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.

TPx's LNP forms and the forms preparation guide can be found on TPx's internet site at the following URL: www.tpx.com – see Contact Us.

Customer Service Records (CSR)

The LEC should obtain a CSR from TPx prior to submitting the LNP LSR. This will increase the probability of a successful LSR and avoid unnecessary rejects. To obtain TPx's CSI, the LEC must submit a TPx Request form via email to: csrrequest@tpx.com. To get a TPx CSR request form, click on the following link: www.tpx.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 TPx has on file for that customer.* If the customer is not certain of the name of the authorized employee, have the customer contact TPx'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 TPx'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 TPx 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

TPx does not offer Toll Free services on a "standalone" basis. If the customer is porting, transferring and/or disconnecting all other services from TPx, 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 TPx Rep may contact the initiator (INIT field) for clarification,

Internet Services

Some customers have Internet Services which TPx provides over a T1 high capacity facility. Disconnecting or changing service providers for these "Internet T1s" requires coordination with TPx. 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 TPx's Hot Line to coordinate this effort to avoid interruptions in service. Contact TPx's Hot Line on 213-213-7283 and advise the TPx 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 TPx to arrange the transfer or disconnection of the Internet Services, TPx 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 TPx Rep may contact the initiator (INIT field) for clarification.

Emailing your requests

The LSR forms should be emailed to TPx at the following email address:
   • Email LNP request to: tpacport@tpx.com Note: Email is the preferred method for submitting LNP requests.

LNP Intervals

The due date intervals for LNP are as follows:

Number of lines/telephone numbers:	Interval:
Simple Port	4 Hours
1 – 12 lines	3 business days
13 – 24 lines	5 business days
25 + lines	ICB*

*Send in LSR with Desired Due Date (DDD) and TPx 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 TPx based on the LNP intervals (above).

Responses for LNP Requests

There are two types of responses TPx 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 TPx 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, TPx 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 TPx must be in service with TPx 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, TPx will follow-up with NPAC on the day after the port to determine if the port is completed. TPx will not disconnect the customer's service until the port is completed. If the port is not completed, TPx 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 TPx, 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 TPx 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 TPx 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: TPx will unlock the E911 record within 24 hours after the completion of the number port. If the E911 record has not been unlocked by TPx, contact TPx to have the record unlocked by emailing TPx's E911 coordination group.

- **TPx's E911 coordination group Email: E911@tpx.com**

Contact Information/Escalations

For questions/issues regarding LNP LSR responses or Disconnects, contact the TPx Representative at the telephone number provided on the response (FOC or Reject Notice). For all other issues, including escalations, contact the
TPx Hotline: 800-354-1047.

Contact	Name	Telephone #	Email
Hotline	Call Center	800-354-1047	tpacport@tpx.com
Supervisor	Tynnetta Matlock	702-310-7650	tmattlock@tpx.com
Manager	Cathy Pope	702-310-7687	cpope@tpx.com
Director	Debbie Carter	702-310-4300	dcarter@tpx.com
V.P.	Michael James	213-213-3700	mjames@tpx.com

Appendix A – Firm Order Confirmation

Field #	Field	Entry
1	Status	Status of LSR: FOC of firm order or supplement: Issued FOC of cancelled LSR: Cancelled
2	TPx Representative Name	Name of TPx employee sending FOC.
3	TPx Representative Tel No	Telephone number of TPx 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	TPx Order #	TPx 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

TPX
COMMUNICATIONS

Reject Form

RejectID	LSR PON	SPID	Customer	Carrier Rep

RejectDate	Rejected By	TPAC Acct	Main TN	Version	ECM/CMS #

Reject Description

Additional Action Required

Porting TNs

Field #	Field	Entry
1	TPx Representative Name	Name of TPx employee sending reject notice.
2	TPx Representative Tel	Telephone number of TPx 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 TPx 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 TPx'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. ***Please contact the TPx Rep specified on this notice.***
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 TPx'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 TPx – 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 TPx'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 TPx's (TN(s) highlighted).	There is one or more telephone numbers that are not TPx's. The LEC should remove these numbers