

Last Update – 06/06/07

## CAVALIER TELEPHONE MID ATLANTIC REGION

<b>Contacts and Escalation Contacts</b>	
<b>CSR Contacts</b>	
What are the Escalation Contacts and telephone numbers that the winning provider will utilize when escalating non-timely CSRs?	Business 804-422-4100 <a href="mailto:CSR_Request@cavtel.com">CSR_Request@cavtel.com</a>  Residential <a href="mailto:residentialinfo@cavtel.com">residentialinfo@cavtel.com</a> 804-422-4100  Escalation Only: Bob Wehrmeister 804-422-4103 <a href="mailto:Rwehrmeister@cavtel.com">Rwehrmeister@cavtel.com</a>
What are the Contacts and telephone numbers that the winning provider will utilize when Circuit Ids for UNE-L Loops for facilitate migration are not provided on the CSR? <ul style="list-style-type: none"><li>• Contacts</li><li>• Escalation Contacts</li></ul>	Residential & Business: EMAIL PREFERRED <a href="mailto:lsr@cavtel.com">lsr@cavtel.com</a> Fax: 804-422-4499  CONTACTS: David Walsh 804-422-4237 <a href="mailto:dwalsh@cavtel.com">dwalsh@cavtel.com</a> George Seitz 804-422-4607 <a href="mailto:gseitz@cavtel.com">gseitz@cavtel.com</a>  Supervisor: Ginger Pangelinan 804-422-4615 <a href="mailto:gpangelinan@cavtel.com">gpangelinan@cavtel.com</a>
<b>E911 Contacts</b>	
Can CLEC provide an Escalation Contact List?	Geraldine Henderson 804-422-4245 <a href="mailto:ghenderson@cavtel.com">ghenderson@cavtel.com</a>  Supervisor: Pat McCann 804-422-4242 <a href="mailto:pmccann@cavtel.com">pmccann@cavtel.com</a> (Pat McCann's Hrs 7AM-4PM)

<b>LSR Contacts</b>	
<b>Expedite Order Contacts</b>	
Can CLEC provide an Escalation Contact List	Residential and Business: EMAIL PREFERRED <a href="mailto:lsr@cavtel.com">lsr@cavtel.com</a> Fax: 804-422-4499  CONTACTS: David Walsh 804-422-4237 <a href="mailto:dwalsh@cavtel.com">dwalsh@cavtel.com</a> George Seitz 804-422-4607 <a href="mailto:gseitz@cavtel.com">gseitz@cavtel.com</a>  Supervisor: Ginger Pangelinan 804-422-4615 <a href="mailto:gpangelinan@cavtel.com">gpangelinan@cavtel.com</a>
<b>Cut Over Contacts</b>	
Can CLEC provide an Escalation Contact List	Residential and Business: EMAIL PREFERRED <a href="mailto:lsr@cavtel.com">lsr@cavtel.com</a> Fax: 804-422-4499  CONTACTS: David Walsh 804-422-4237 <a href="mailto:dwalsh@cavtel.com">dwalsh@cavtel.com</a> George Seitz 804-422-4607 <a href="mailto:gseitz@cavtel.com">gseitz@cavtel.com</a>  Supervisor: Ginger Pangelinan 804-422-4615 <a href="mailto:gpangelinan@cavtel.com">gpangelinan@cavtel.com</a>
<b>Cut Back Contacts</b>	
Can CLEC provide an Escalation Contact List	NO Cut Backs...
<b>Jeopardy Contacts</b>	
Can CLEC provide an Escalation Contact List	Only Jeopardy is 24+ hours. Anything under that time frame will be rejected.  Residential and Business: EMAIL PREFERRED <a href="mailto:lsr@cavtel.com">lsr@cavtel.com</a> Fax: 804-422-4499  CONTACTS:

	David Walsh 804-422-4237 <a href="mailto:dwalsh@cavtel.com">dwalsh@cavtel.com</a> George Seitz 804-422-4607 <a href="mailto:gseitz@cavtel.com">gseitz@cavtel.com</a>  Supervisor: Ginger Pangelinan 804-422-4615 <a href="mailto:gpangelinan@cavtel.com">gpangelinan@cavtel.com</a>
<b>Maintenance</b>	
Can CLEC provide an Escalation List with: <ul style="list-style-type: none"> <li>Contact names</li> <li>Contact Telephone numbers</li> </ul> As well as a number we can call to obtain status of the referral.	Residential and Business: EMAIL PREFERRED <a href="mailto:lsl@cavtel.com">lsl@cavtel.com</a> Fax: 804-422-4499  CONTACTS: David Walsh 804-422-4237 <a href="mailto:dwalsh@cavtel.com">dwalsh@cavtel.com</a> George Seitz 804-422-4607 <a href="mailto:gseitz@cavtel.com">gseitz@cavtel.com</a> Supervisor: Ginger Pangelinan 804-422-4615 <a href="mailto:gpangelinan@cavtel.com">gpangelinan@cavtel.com</a>

<b>Misc. Information</b>	
What are the States the CLEC is in?	VA, DC, MD, PA, DE, & NJ
What is the DID group size for MAIN and ADDITIONAL?	No specifics
What is the WTN limit per CLEC?	No specifics

## Customer Service Record

<p>Does CLEC supply a Customer Service Record (CSR)?</p> <ul style="list-style-type: none"> <li>How does the winning provider Request a CSR from CLEC?</li> </ul>	<p>Business 804-422-4100 <a href="mailto:CSR_Request@cavtel.com">CSR_Request@cavtel.com</a></p> <p>Residential <a href="mailto:residentialinfo@cavtel.com">residentialinfo@cavtel.com</a> 804-422-4100</p> <p>Escalation Only: Bob Wehrmeister 804-422-4103 <a href="mailto:Rwehrmeister@cavtel.com">Rwehrmeister@cavtel.com</a></p>
<p>Is CSR Electronic or Manual? (E-mail address, and /or fax number)</p> <ul style="list-style-type: none"> <li>Is there a specific form the CLEC Requires?</li> </ul>	<p>Faxed/Email</p> <p>LOA must be sent</p>
<p>What is CLEC's reject process?</p>	<p>Fax/Email</p>
<p>What is the interval to notify the winning provider of a <b>Rejected</b> or <b>Accepted</b> CSR?</p>	<p>As soon as known or within 48 hrs.</p>
<p>What contact information will be provided to request status on CSR requests for CLEC?</p> <ul style="list-style-type: none"> <li>Please provide voice, e-mail, and fax #s.</li> </ul>	<p>Business 804-422-4100 <a href="mailto:CSR_Request@cavtel.com">CSR_Request@cavtel.com</a></p> <p>Residential <a href="mailto:residentialinfo@cavtel.com">residentialinfo@cavtel.com</a> 804-422-4100</p> <p>Escalation Only: Bob Wehrmeister 804-422-4103 <a href="mailto:Rwehrmeister@cavtel.com">Rwehrmeister@cavtel.com</a></p>
<p>What are CLEC's Hours of Operation for CSRs (Days of week, hours of day)</p>	<p>8am-5pm EST Monday-Friday</p>
<p>What are CLEC's Holidays?</p>	<p>New Years Day Memorial Day</p>

	Independence Day Labor Day Thanksgiving Day Day after Thanksgiving Christmas Day
<b>Directory</b>	
Does the CLEC have their own Directory Publisher ?  *This initial question is critical and will impact the additional data that may be required. If the answer is yes, must fill out Directory Listing Requirements Checklist.	No. Cavalier supplies information through Verizon LSI. Todd Hilder 804-422-4233 <a href="mailto:thilder@cavtel.com">thilder@cavtel.com</a>
Does the CLEC handle the Directory request for their customers with the Regional LEC ?  <ul style="list-style-type: none"> <li>• <b>If YES</b>, will the CLEC provide Customer Service Record that is related to Directory Listings or do we need to get from the Regional LEC?</li> <li>• <b>If NO</b> and the Directory Listing information is not part of Customer Service Record please provide the source where this information is obtainable.</li> </ul>	Yes Call Todd for information: Todd Hilder 804-422-4233 <a href="mailto:thilder@cavtel.com">thilder@cavtel.com</a>
<b>E911</b>	
Does the CLEC send a delete or an unlock message to the ALI database when porting to the winning provider?  <ul style="list-style-type: none"> <li>• If an unlock is sent, does the CLEC follow it up with a delete message or relock the ALI record?</li> <li>• If a delete record is issued, what is the timeframe?</li> </ul>	Unlock  Yes, the unlock is followed w/ a delete approx 1 business day later.  Approx 1 business day.
Who is the contact for unlocks?  <ul style="list-style-type: none"> <li>• What the process for requesting unlocks is (email, fax)?</li> <li>• How long is the ALI record unlocked before it is locked</li> </ul>	Geraldine Henderson 804-422-4245 <a href="mailto:ghenderson@cavtel.com">ghenderson@cavtel.com</a>  Supervisor: Pat McCann 804-422-4242 <a href="mailto:pmccann@cavtel.com">pmccann@cavtel.com</a> (Pat McCann's Hrs 7AM-4PM)

again?	<p>LSR group at Cavalier will inform the above w/ the unlock dates.</p> <p>Approx 1 business day.</p>
Can the CLEC provide an error code list describing each error code, what it is, and info on how the error should be resolved by the winning provider.	<b>Yes</b>
<p>How will CLEC provide the winning provider with the customer's Service Configuration?</p> <p><b>Examples of possible Service Configurations – Per OBF:</b></p> <p><b>A – Loop</b></p> <ul style="list-style-type: none"> <li>• UNE-L (Loop) only, LSP is NSP for switch</li> </ul> <p><b>B - Loop with NP using INP</b></p> <ul style="list-style-type: none"> <li>• UNE-L (loop) and Interim Number Portability</li> </ul> <p><b>C - Number portability using INP</b></p> <ul style="list-style-type: none"> <li>• Interim Number Portability (e.g. Remote Call Forward) is being used.</li> </ul> <p><b>D - Retail/bundled</b></p> <ul style="list-style-type: none"> <li>• LSP provides end-to-end service (LSP is the NSP for switch and loop*) - *Loop includes loop arrangements where the loop is not migrate-able (e.g. T1, line share exists).</li> </ul> <p><b>E – Resale</b></p> <ul style="list-style-type: none"> <li>• Total Service Resale – LSP uses another NSP for both switch and loop.</li> </ul> <p><b>F - Unbundled local switching (port)</b></p> <ul style="list-style-type: none"> <li>• Switch only (for features)</li> </ul> <p><b>M - Combined loop and unbundled local switching (port)</b></p> <ul style="list-style-type: none"> <li>• UNE-P (Platform) – LSP use another NSP for both switch and loop.</li> </ul>	<p>Residential and Business: EMAIL PREFERRED  <a href="mailto:lsr@cavtel.com">lsr@cavtel.com</a>  Fax: 804-422-4499</p> <p>CONTACTS:  David Walsh 804-422-4237 <a href="mailto:dwaish@cavtel.com">dwaish@cavtel.com</a>  George Seitz 804-422-4607 <a href="mailto:gseitz@cavtel.com">gseitz@cavtel.com</a></p> <p>Supervisor: Ginger Pangelinan 804-422-4615 <a href="mailto:gpangelinan@cavtel.com">gpangelinan@cavtel.com</a></p>
<p>How will CLEC provide Circuit Ids for UNE-L Loops to facilitate migration?</p> <ul style="list-style-type: none"> <li>• Where to send requests?</li> <li>• Contacts</li> </ul>	<p>Residential and Business: EMAIL PREFERRED  <a href="mailto:lsr@cavtel.com">lsr@cavtel.com</a>  Fax: 804-422-4499</p>

<ul style="list-style-type: none"><li>• Form to use?</li><li>• Intervals?</li></ul>	<p><b>CONTACTS:</b> David Walsh 804-422-4237 <a href="mailto:dwalsh@cavtel.com">dwalsh@cavtel.com</a> George Seitz 804-422-4607 <a href="mailto:gseitz@cavtel.com">gseitz@cavtel.com</a>  Supervisor: Ginger Pangelinan 804-422-4615 <a href="mailto:gpangelinan@cavtel.com">gpangelinan@cavtel.com</a></p>
---	---

<b>Local Service Request</b>	
<b>Local Service Request Form</b>	
When porting from the CLEC, what version of LSOG should the winning provider utilize?	Version 9
<p>What are the required fields?</p> <ul style="list-style-type: none"> <li>Please provide a copy of the CLEC eye chart showing which fields are required, optional and conditional on the LSOG Form.</li> </ul>	
<p>Where should the winning provider send the LSOG forms?</p> <ul style="list-style-type: none"> <li>(i.e. Fax Number or Email Address?)</li> </ul> <p>Does CLEC have a GUI interface?</p>	<p>Residential and Business: EMAIL PREFERRED  <a href="mailto:lsr@cavtel.com">lsr@cavtel.com</a>            Fax: 804-422-4499</p> <p>CONTACTS:            David Walsh 804-422-4237 <a href="mailto:dwalsh@cavtel.com">dwalsh@cavtel.com</a>            George Seitz 804-422-4607 <a href="mailto:gseitz@cavtel.com">gseitz@cavtel.com</a></p> <p>Supervisor: Ginger Pangelinan 804-422-4615 <a href="mailto:gpangelinan@cavtel.com">gpangelinan@cavtel.com</a></p>
Does winning provider need to send the Directory pages with the LSR / LSOG?	NO
<b>Intervals</b>	
<p>What are the CLEC's documented Standard Intervals?</p> <p>Are the CLEC's documented Standard Intervals based on the number of Working Telephone Numbers (WTNs) being ported?</p> <ul style="list-style-type: none"> <li>If the range of days provided is for an interval (ex. 5-7), can the CLEC explain what range is based on.           <ul style="list-style-type: none"> <li>If it based on the quantity of numbers being ported, can the CLEC list how many days for each quantity of numbers.</li> </ul> </li> </ul>	6 business days
What is the CLEC Contact Number for Due Date Assignment?	Residential and Business: EMAIL PREFERRED

	isr@cavtel.com Fax: 804-422-4499  CONTACTS: David Walsh 804-422-4237 <a href="mailto:dwalsh@cavtel.com">dwalsh@cavtel.com</a> George Seitz 804-422-4607 <a href="mailto:gseitz@cavtel.com">gseitz@cavtel.com</a>  Supervisor: Ginger Pangelinan 804-422-4615 <a href="mailto:gpangelinan@cavtel.com">gpangelinan@cavtel.com</a>
<b>Projects</b>	
Does the CLEC support projects?	NO
<b>Quantity of Lines per Order</b>	
Will the CLEC support the porting of unlimited number of lines on a single order per customer premise?	Yes
Can the winning provider port numbers as ranges and ranges that are contiguous? <ul style="list-style-type: none"> <li>On the LSR can the winning provider list the numbers as ranges?</li> </ul>	Yes
Does the winning provider need to specify whether this is a "partial migration" or "full migration"?	Yes.  On LSR Partial or Full Migration MUST be noted.
<b>Porting the CLEC BTN</b>	
Does the winning provider need to provide the CLEC with a New BTN if the customer is porting the existing CLEC BTN as part of a partial migration?	Yes.
Can the winning provider issue one LSR indicating the specific WTN's to be ported per customer premise (unless otherwise specified by the customer) regardless of the number of BTN's	Yes

the CLEC has associated with the WTN's for that customer at that premise?	
Does the winning provider need to provide the CLEC with a BTN for numbers ported to the winning provider?	Yes
<b>Supplement Order</b>	
Can CLEC accept "SUPPLEMENTS" on orders that have NOT been completed? <ul style="list-style-type: none"> <li>• Cancel?</li> <li>• Due Date?</li> <li>• Other?</li> </ul>	Yes.  Supp's are accepted no later than 24 hrs on a change. Anything less than 24 hrs will result in a reject.
<b>Expedite Orders</b>	
Can CLEC accept "EXPEDITE" request for less then the standard due date?	NO
<b>Number Portability Type (NPT)</b>	
What does CLEC support as valid Number Portability options?  For Example: <ul style="list-style-type: none"> <li>• RI-PH</li> <li>• DN-RI</li> <li>• LRN</li> </ul>	LRN
<b>Does CLEC support Ten Digit Trigger (TDT)?</b>	No
What is CLEC's process to activate Ten Digit Trigger (TDT)?	N/A
<b>Desired Frame Due Time (DFDT)</b>	
Can all requests to Port DID numbers have Desired Frame Due Time (DFDT) and can they require work be done at the specified time?	Yes over 6 business days, No under 6 business days
Can the CLEC commit to a Desired Frame Due Time not to exceed a post 2-hour window?	No

Also, can the CLEC commit to no pre-DFDT windows?	
Can CLEC support out of hours DFDT, as the majority of port requests will require DFDT out of hours?	No
Can CLEC accept a verbal Jeopardy up to DFDT in the event of a technical problem or the customer is not ready?	No a supp is necessary before the last 24 hrs.
Can CLEC accept a Supplement to change the Due Date in the event the DFDT is postponed unexpectedly prior to cut?	Yes, only if before the last 24 hrs.
<b>Coordinated Hot Cut (CHC)</b>	
Can CLEC support Coordinated Hot Cuts and the winning provider is the lead?	Yes
Can CLEC contact the winning provider for authorization prior to cut	No
Can the winning provider contact CLEC prior to cut?	No
Can CLEC notify the winning provider when the cut is complete?	No
<b>Order Transaction Response Types</b>	
<b>Rejects</b>	
Can Rejects be at an order level and can all errors on the order to be identified?	Yes
Can the CLEC provide the following minimum set of data elements on their REJECT response for both manual and mechanized interface?	Yes
<ul style="list-style-type: none"> <li>• CLEC Order Number?</li> <li>• CLEC Contact Number?</li> <li>• Winning provider PON Number?</li> <li>• Winning provider Version Number?</li> <li>• Working Telephone Numbers?</li> <li>• Billing Telephone Number?</li> </ul>	

<ul style="list-style-type: none"> <li>• Time and Date Sent?</li> <li>• Confirmed Original Due Date?</li> <li>• Project Number?</li> </ul>	
<p>Can the CLEC provide a reject response as soon as known or within 4 to 24 hours?</p> <ul style="list-style-type: none"> <li>• If not, what are intervals for order rejects?</li> </ul>	Up to 48 hrs.

<b>Firm Order Confirmation (FOC)</b>	
Can the CLEC supply a FOC at an order level? If so, will the FOC confirm that our order and the requested due date can be met?	Yes
<p>Can the CLEC provide the following minimum set of data elements on their FOC for both the manual and mechanized interface?</p> <ul style="list-style-type: none"> <li>• CLEC Order Number?</li> <li>• CLEC Contact Number?</li> <li>• Winning provider PON Number?</li> <li>• Winning provider Version Number?</li> <li>• Working Telephone Numbers?</li> <li>• Billing Telephone Number?</li> <li>• Time and Date Sent?</li> <li>• Confirmed Original Due Date?</li> <li>• Project Number (if applicable)?</li> <li>• Route Index (if applicable)?</li> <li>• Interim Number Portability Type (INPTG)?</li> </ul>	Yes
<p>Can a FOC response be sent as soon as known or within 4 to 24 hours?</p> <ul style="list-style-type: none"> <li>• If not, what are the FOC intervals?</li> </ul>	Up to 48 hrs.
<b>Jeopardy</b>	

<p>Can a JEOPARDY notification be sent at least one business day prior to the desired due date?</p>		<p>Yes, but it would be considered a Supp.</p>
<p>If less than 1 business day, can the CLEC place a phone call, to the previously identified winning provider representative, and follow-up with a jeopardy notification?</p>		<p>NO.</p>
<p>Can the CLEC provide the following minimum set of data elements on their jeopardy for both the manual and mechanized interface?</p> <ul style="list-style-type: none"> <li>• Customer Carrier Name Abbreviation?</li> <li>• Winning provider PON Number?</li> <li>• Winning provider Version Number?</li> <li>• Local Service Request Number?</li> <li>• Confirmation Date?</li> <li>• Confirmation Time Sent?</li> <li>• Provider Contact Representative?</li> <li>• Telephone Number?</li> <li>• Confirmation Type?</li> <li>• Ported # (or Ported Number Range)?</li> <li>• Reason Code and jeopardy reason in plain text?</li> <li>• Estimated Due Date (conditional)?</li> <li>• Exchange Carrier Version (conditional)?</li> <li>• Due Date?</li> </ul>		<p>Yes</p>

## Maintenance

Can CLEC support maintenance troubles on ported numbers?

- Can CLEC provide Maintenance trouble reporting number?
  - Can this number be used to obtain status of the trouble report, or is there a different number to call?
- Can CLEC provide Maintenance hours of operation?

No

Once the TN's are ported from Cavalier they do not perform maintenance on those TN's.

Only status can be given on the TN's that have been ported.

Residential and Business: EMAIL PREFERRED

[lsr@cavtel.com](mailto:lsr@cavtel.com)

Fax: 804-422-4499

### CONTACTS:

David Walsh 804-422-4237 [dwalsh@cavtel.com](mailto:dwalsh@cavtel.com)

George Seitz 804-422-4607 [gseitz@cavtel.com](mailto:gseitz@cavtel.com)

Supervisor: Ginger Pangelinan 804-422-4615 [gpangelinan@cavtel.com](mailto:gpangelinan@cavtel.com)

# ATTACHMENT D

**REDACTED FOR PUBLIC INSPECTION**



**ePort Handbook**  
*Web-Based Ordering System*  
*Business Rules & Policies*



## Table of Contents

Local Number Portability .....	page 3
LNP Overview .....	3
User Profile .....	3
CSR Overview .....	4
CSR response .....	4
CSR Rejects .....	4
CSR Escalations .....	4
LSR Overview .....	5
LSR Process .....	5
CSR Submission .....	6
LSR Rejections and responses .....	6
LSR Confirmation & Response .....	6
Port Order Interval .....	7
Supplemental Order .....	7
Cancellation Request .....	7
Partial Port Outs .....	7
Expedite Requests .....	8
Directory Assistance .....	8
E911 .....	8
Toll Free .....	8
Escalation Process and Contacts .....	8, 9
Business Center Hours .....	9
Appendix A (User Profile Form) .....	10
Appendix B (CSR Field Requirements) .....	11
Appendix c (LSR Field Requirements) .....	12-15



## **Local Number Portability**

Local Number Portability (LNP) is the ability of a telephone customer in the U.S. to retain their local phone number when switching to another local telephone service provider. Removing the inconvenience of having to get a new phone number when changing service providers increases competition among local service providers. The Telecommunications Act of 1996 mandates LNP. The Location Routing Number (LRN) makes LNP possible. In the future, phone number portability may be extended so that customers can retain their phone number when moving anywhere across the country. LNP and LRNs are supervised by the Number Portability Administration Center (NPAC), operated by NeuStar, Inc., under the appointment of the Federal Communications Commission (FCC). When a customer moves their local service to an alternative carrier, a new LRN is assigned to the telephone number being ported. Each local exchange, long distance or wireless carrier needs to know what that new LRN is, so when someone in another area dials the number being ported, the carrier knows how to route the call correctly. This is accomplished through Local Service Management System (LSMS) databases distributed among exchange carriers. The NPAC updates these databases with newly assigned LRNs. Thus, when a call is made from another area, that carrier refers to its LSMS database to obtain the current LRN for the number dialed.

## **LNP Overview**

The information contained in this web site are available for Local Exchange Carriers to use to submit Port Out requests to One Communications. The documents below will guide you through the One Communication's Port Out process. For questions about the forms or documents, please refer to the One Communications [Escalation Process and Contacts](#) list.

This document provides information specific to One Communication's Local Number Portability (LNP) processes for SPIDs 4106, 4957, 8366 and 7979 such as required forms, intervals, contact information and policies. It is intended to provide general guidelines to LECs and CLECs who wish to acquire a local customer and need to send a port out request to One Communications. It is not intended to address all issues related to the LNP Port Out process, and One Communications reserves the right to amend this document at its discretion.

This document is also not intended to supersede the terms and conditions of any agreement between One Communications and another service provider, including any agreements with respect to LNP Port Out processes.

## **User Profile**

Each Local Service Provider (LSP) must sign up for a valid Log-In before using [ePort](#), One Communication's on-line port out order processing tool. Please complete and submit to One Communications the "[ePort User Profile](#)" form (Page 10, Appendix A). Once the request is verified and approved by One Communications, a login will be assigned to each LSP. Each LSP will only be able to view their own requests, status and history.



## CSR Overview

One Communications will provide a Customer Service Record (CSR) for telephone numbers that are active on our network. When a LSP requests a CSR for a One Communication's local customer, the requesting LSP must complete the CSR form. Once a LSP receives a valid ePort login from One Communications, the request can be created on-line via ePort.

Alternately, if ePort is not available, the requesting LSP can submit a request via e-mail to One Communications ([csr@choiceonecom.com](mailto:csr@choiceonecom.com)). One Communications will accept CSR requests from another LSP acting as an authorized agent for the customer. The LSP must have a Letter of Authorization (LOA) and retain it on file. One Communications will provide the CSR to the originator of the request provided the mandatory fields on the CSR form are complete.

In ePort, a CSR is a prerequisite to a LSR submission and a LSR can not be launched from a viewed CSR that is greater than 5 business days past.

*Note: After obtaining the CSR from One Communications and the requested TN's are identified as being provided under UNE-P or Resale, the LSR request should be sent to the Incumbent LEC.*

- **CSR Response**

The CSR response to the requestor will contain the following information from One Communications:

- Billing Information
- Line and Features Information, as applicable. *Please note, if Hunting feature is on the account, it will be disconnected upon port unless a re-sequence is noted on the LSR.*
- Circuit Information, as applicable

The interval for returning CSR information will be within 24 business hours.

The interval clock begins at the start of the next business day for CSR requests received after **3:00 PM (EST)**.

*Note: Multiple or Complex CSRs may require negotiations between the requestor and the One Communications' CSR Center.*

- **CSR Rejects**

CSR requests that cannot be processed will be rejected to the requestor of the CSR within 24 business hours of One Communications receiving the CSR request. The Reject Reason(s) will be listed on the CSR response returned to the CSR requestor.

- **CSR Escalation**

For escalation process and contact information, please refer to the One Communications Escalation Process and Contacts.

Once contacted, the CSR Representative will investigate to determine the status of the original CSR request. One Communications will provide status within 2-3 business hours of receiving the initial escalation.



## LSR Overview

The following are the procedures associated with requesting an LNP Port Out from One Communications. These procedures will be used for requesting LNP Port Outs where TNs reside on One Communications' network. Requests for TN's residing on the Incumbent LEC (ILEC) network and being resold to One Communications as UNE-P or Resale configuration will be rejected and should be directed to the ILEC.

To determine whether a port out request should be directed to One Communications, the New LSP should check NPAC to verify the SPID of the current service provider for the telephone number(s) to be ported. The One Communications SPIDs are 4106, 4957, 8366 and 7979. If there is not an active record at NPAC, the gaining LEC should check the OCN in the LERG to determine whether One Communications is the current service provider.

*Note: Prior to LSR submission, the new LSP must have viewed a valid CSR within past 5 business days.*

## LSR Process

Step	Responsibility	Rules
1	New LSP	Must Request a CSR prior to LSR submittal
2	New LSP	Completes & Successfully submit LSR to One Communications (CWON)
3	CWON	Receives, acknowledges & reviews the LSR for accuracy and completeness. If error, go to step 4. If correct go to step 6.
4	CWON	Rejects LSR & provides reason(s) for rejection within 48 business hours
5	New LSP	Corrects error(s) and re-submits LSR to CWON with new version. Go to step 3.
6	CWON	Will return a FOC with the due date & order number within 48 business hours
7	CWON	Will issue necessary internal order(s) to port away TN(s)
8	New LSP	Submits pending port request subscription in SOA
9	CWON	Will concur / release TN(s) in SOA, and initiate unconditional 10 digit trigger prior to port date
10	New LSP	Completes port request. Prior to confirmed due date, if port date will be missed, a supplement or a cancellation is expected.
11	CWON	On due date plus one, CWON will verify that TN(s) have been activated in SOA to the New LSP. If not, go to step 12. If active with New LSP, go to step 14.
12	CWON	If TN(s) are not active with the New LSP, a Post FOC Jeopardy notice will be sent for a supplement or a cancellation. <i>Note: If no response within 5 business days, the order will be cancelled and the New LSP is required to submit a new LSR.</i>
13	New LSP	Submits a supplement or a cancellation with new version
14	CWON	If TN(s) are active with the New LSP in SOA, CWON will remove translations, unlock E911, sends care records
15	New LSP	Locks E911, sends care records



- **LSR Submission**

To launch a LSR for a port out request, the new LSP must first view a CSR from One Communications. The request can be submitted on-line via [ePort](#). If [ePort](#) is not available, the requesting LSP can submit an LSR request via e-mail to [portout@choiceonecom.com](mailto:portout@choiceonecom.com).

- **LSR Rejections and Responses**

- Pending Install: Requested TN(s) that is/are pending install will not be eligible for migration
- Pending Disconnect:
  - Account - Requested account that is pending disconnect will not be eligible for migration. Client will be required to contact One Communications for further action on account.
  - TN - Requested TN(s) that is/are pending disconnect will not be eligible for migration. Client will be required to contact One Communications for further action on TN(s).
- Pending Move, Add, Change: Requested TN(s) that is/are pending move, add or change will not be eligible for migration. Depending on the status, the new LSP will be instructed to resubmit at a later date or client will be required to contact One Communications.
- Disconnected: Requested TN(s) is/are not be eligible for migration
- Local Service Freeze: Client will be required to contact service provider to remove local service freeze on account.
- Data Service on account: When Data Service is on the CSR, the new LSP must specify the status of Data on local client's account. Whether Data is to remain with One Communications, or to be disconnected.
- Hunting feature on the account: When hunting feature is on the CSR, the new LSP must specify the status of hunting. If Hunting is to remain with One Communications, the new LSP must note on the LSR the new sequence, otherwise it will be disconnected upon port out.
- Interval for Rejections will be within 48 business hours of One Communications receiving the LSR to port out.

*Note: The interval clock begins at the start of the next business day for LSR requests received after 3:00 PM (EST).*

- **LSR Confirmation & Response**

Upon receipt of a complete and accurate LSR, One Communications will issue a local service confirmation within 48 business hours. One Communications will return the following on the FOC: Response date & time, Order number, Due date, End user name, TN(s), and One Communications contact, should a SOA concurrence is required for escalation.

**Interval:**

The LSR Confirmation will be sent within 48 business hours of a receipt of the clean LSR. One Communications' response interval does not begin until a complete and correct LSR is received from the new LSP. LSRs received by One Communications after **3:00 PM EST** will be counted as having been received on the following business day. If no response in the specified time frame, a follow up call for status of the service request should be made.

*Note: This does not include intervals when 3rd party providers are involved.*



- **Port Order Interval**

As noted previously, the interval does not begin until One Communications has received a clean service request from the new LSP. If the service request is not received by **3:00 PM EST**, the due date is moved out by one business day. Once the FOC is returned, One Communications' interval for processing port outs are as follows:

- Request type 'BB' (Loop with Number Port) = 10 Business days
- Request type 'CB' (Number Port Only) = 5 Business days

- **Supplemental Order**

New LSP must issue a supplemental order to One Communications to identify any changes in due dates, as well as any changes or corrections to information provided on the original port out LSR. A supplemental order can only be sent after the original LSR has been rejected or confirmed.

Supplemental orders will be accepted by One Communications up until 4 business hours before the confirmed due date and time. In addition, the new LSP must follow up the supplement with a phone call to the 2<sup>nd</sup> level escalation to ensure that the supplement order is worked expeditiously. Please refer to One Communications Escalation Process and Contacts.

Changes to original request will restart the due date interval.

If the port is not completed on the confirmed due date, the new LSP will be notified with a Post-FOC Jeopardy Notification. If One Communications does not receive a supplemental order within 5 business days after the Post-FOC Jeopardy Notification, the original port out request will be cancelled.

- **Cancellation Request**

One Communications will process cancellation request from the new LSP if received within 4 business hours of confirmed due date and time. If a cancel request falls less than 4 business hours, please refer to One Communications Escalation Process and Contacts to speak with a representative.

- **Partial Port Outs**

One Communications supports partial port outs where the end user elects to convert only a subset of their TNs to another service provider and retains some portion of TNs with One Communications. One Communications require that Full or Partial port indicator is populated on the LSR to assist One Communications to identify the end result. In addition, One Communications will require the new LSP to address the intent of all services on the CSR (both voice and data), ie. Porting to new LSP, Disconnecting, or Remaining with One Communications.

**Note:**

- *Partial port out request for complex accounts or accounts with multiple CSRs may require negotiations between the new LSP and One Communications port out representative.*
- *Partial port out of TN(s) within a hunt group: The new LSP must specify the status of the hunting, otherwise it will be disconnected upon port out completion. If Hunting is to remain with One Communication, the new LSP must specify the new hunting sequence.*



- **Expedite Requests**

Expedite request will only be considered once a confirmation has been received by the new LSP. The new LSP is required to supplement the LSR for a new due date with a new version, and the expedite field populated. One Communications will respond to expedite requests within 8 business hours. If an escalation is needed, please refer to the One Communications [Escalation Process and Contacts](#).

- **Directory Assistance**

One Communications does not require a Directory Services Request (DSR) for port outs. The new LSP is responsible for contacting and coordinating with the responsible carrier, or directory assistance listing provider any directory changes that may be required in connection with the port out.

- **E911**

One Communications has adopted E911 NENA standards and will be able to process Unlocks (U) and Migrates (M) through SCC.

One Communications will send an unlock record to the ALI database to remove the ported number once the order is posted as complete. It is expected that the Unlock will be sent on the order due date. The gaining LEC will send a Migrate to the E911 ALI database to update the ALI record.

- **Toll Free**

Toll Free requests are not processed by the Port Out team. Please re-direct the response of Toll Free numbers to the appropriate team within One Communications.

- **Escalation Process & Contacts**

One Communications guidelines for escalations are as follows:

- Requesting LSP did not receive a response within the standard interval outlined in the process documentation.
- Allow 2-hour intervals for response at each level of escalation.

When it is necessary to escalate, the requesting LSP should contact One Communications and provide the following information:

- LSP Contact Name and Telephone Number
- CCNA / SPID
- BTN / WTN
- Customer Name
- ePort LSR ID / LSR Pon
- Originating date of request
- Description/Reason for escalation



## Contacts

Escalation Level	Contact	Title	Phone	Email
1	Listed on LSR Response	Portout Coordinator		
2	Escalation Line		585-530-2990	
3	Judith Watson	Sr Manager – Escalations/ Relationships and PortOuts	585-530-2775	jwatson@choiceonecom.com
4	Andrea Winchenbaugh	Director - Service Delivery	508-480-4555	awinchenbaugh@onecommunications.com

For CSR Agent: 585-697-7958

CSR Email: [csr@choiceonecom.com](mailto:csr@choiceonecom.com)

LSR Email: [portout@choiceonecom.com](mailto:portout@choiceonecom.com)

ePort Web Address: <https://portout.choiceonecom.com>

## Business Center Hours

Monday – Friday 8:00 AM EST to 5:00 PM EST

Holiday Closings: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.



**APPENDIX A  
User Profile Form  
ePort User Profile**

Carrier Name \_\_\_\_\_  
CCNA(s) (3 alpha/numeric identifier): \_\_\_\_\_  
SPID(s) (4 alpha/numeric identifier): \_\_\_\_\_

**Please check all that applies to Your Company:**

Local Service Provider       Clearinghouse *\*complete list of company names you support*

**Carrier Point of Contact (This is for ePort Communication, eg Updates & Availability)**

Primary Contact Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_  
Work Phone Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_

Alternate Contact Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_  
Work Phone Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_

**Clearinghouse – provide complete list of company names you support:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_