

Local Number Portability

PORT-OUT POLICY

tw telecom ports telephone numbers in accordance with applicable Regulatory Rules and Industry Guidelines. **tw telecom** will honor a Port-Out Request from any authorized carrier (including cellular carriers) where the carrier indicates that they are in possession of a letter of authorization (LOA) from the end user customer. Instructions for port out requests can be found below along with where to email requests. As a land line carrier, **tw telecom** will only Port-In telephone numbers that are associated with rate centers in which **tw telecom** provides local exchange services.

Port-Out Orders: portout@twtelecom.com

CSR Request: csr-request@twtelecom.com

PROCEDURES FOR NON-SIMPLE PORTS

Non-Simple Ports, per the FCC, include: a port that involves porting multiple telephone numbers, a single telephone number from a multi-number account, and/or an account that has complex switch services or features.

For example: NORTH AMERICAN NUMBERING COUNCIL (GUIDE TO PORTING A TELEPHONE NUMBER) LNPA WG Report to NANC)

A local service request (LSR) consisting of 100 or more telephone numbers will be handled as a "Project". Both parties will negotiate implementation details, including due date. A LSR with 100 or more telephone numbers should be submitted with "PROJECT/Customer Name" in the subject line. The body of the email should include the number of telephone numbers porting, DDD, and the PON to be submitted. Once approved and free of rejects or clarifications, **tw telecom** will respond with a FOC and your due date for the project. LSRs submitted with 100 or more telephone numbers that do not include "PROJECT/Customer Name" in the subject line will be rejected. LSRs submitted as a project are subject to normal LSR validation.

PROCEDURES FOR SIMPLE PORTS

Simple ports, per the FCC, are defined as those ports that: 1) do not involve unbundled network elements; 2) involve an account only for a single line; 3) do not include complex switch translations (e.g., Centrex, ISDN, AIN services, remote call forwarding, or multiple services on the loop); and 4) do not include a reseller.

For example: Telephone Number Portability, CC Docket No. 95-116, Memorandum Opinion and Order and Further Notice of Proposed Rulemaking, 18 FCC Rcd 23697, 23715, para. 45, n.112 (2003)

tw telecom will begin accepting and processing simple port requests on February 2, 2011.

For simple ports, the words "SIMPLE PORT" must appear in the beginning of the email subject header line.

Required Fields for Non-Simple Ports (All fields below are required unless otherwise indicated.)

tw telecom requires a local service request (LSR) using the most recent LSOG version to process a request.

LSR Required Fields

CCNA
PON
VER – Conditional
D/T SENT
DDD
DFDT – Conditional
CHC – Conditional
REQTYP- "CB" fixed
ACT – "V"
SUP – Conditional

CC
NNSP
ONSP
AGAATH – Y
AUTHNM – Customer Authorization Name
INIT - New Service Provider Order Contact Name
TEL NO - New Service Provider's Service Rep's phone number
FAX NO - New Service Provider's Service Rep's fax number
Email address – New Service Provider Service Rep

End User Required Fields

PON
VER
NAME
SANO
SASD
SASN
SATH
CITY
STATE
ZIP CODE
NPDI - D
EUMI – Conditional

Conditional Field:

DQTY
LNUM
DISC #

NP Required Fields

PON
VER
NPQTY
TNS - can be submitted in ranges on NP page.
LNA
NPT

Required Fields for Simple Ports (All fields below are required unless otherwise indicated.)

CCNA
PON
AN
DDD
REQTYP
NPDI
VER
ACT
CC
NNSP
AGAATH
TEL NO (INIT) – New Service Provider's Service Rep's phone number
ZIP
PORTED NBR

ORDERING INTERVALS FOR NON-SIMPLE PORTS

- A Firm Order Commitment (FOC) or Error Status will be returned back to the new service provider (NSP) within 24 hours of receipt of the LSR.
- Upon receipt of a clean LSR, **tw telecom** requires a minimum of 4 business days to process an order.
- A due date supplement will be required if numbers are not ported on FOC date. If a supplement is not received 24 hours before FOC date, the order will be cancelled the following business day.

ORDERING INTERVALS FOR SIMPLE PORTS

tw telecom will begin accepting and processing simple port requests on February 2, 2011.

- A Firm Order Commitment (FOC) or Error Status will be returned back to the new service provider (NSP) within 4 hours of receipt of the LSR provided the LSR is received before 1 p.m. in the predominant time zone of the NPAC region for the end user's telephone number, Monday through Friday, excluding **tw telecom** defined holidays. Any simple port LSR received after 1 p.m. will be considered received on the following business day at 8 a.m., with a response due no later than noon. If the request is for a simple port, but **tw telecom** determines that it is actually a non-simple port, a response (a FOC with an extended due date or a reject) will be returned within 4 hours. If the requested due date is 3 or more business days, the FOC or reject will be returned within 24 clock hours.
- Accurate and complete LSR received Monday-Friday 8 a.m. to 1 p.m. local time (predominant time zone of the NPAC Region in which the TN is being ported, excluding **tw telecom** defined holidays) for a simple port request, will be eligible for activation by midnight on the same day. Any simple port LSR received after this time will be considered received on the following business day at 8 a.m.
- A due date supplement will be required if numbers are not ported on FOC date. If a supplement is not received 24 hours before FOC date, the order will be cancelled the following business day.

POLICES AND PROCESS FOR ALL PORT OUTS

1. LOA - The LOA is not a required attachment to an LSR before **tw telecom** will accept it. It is only necessary to have the "AGAUTH" box populated with the LOA name.
2. Changes or cancellations: The NSP must submit a new LSR to **tw telecom**, a minimum of twenty-four hours prior to the start of the scheduled cut over. Large changes or additions to the LSR may affect the original due date.
3. Rejects or clarifications to the LSR - **tw telecom** will reject the LSR when the LSR does not provide sufficient information to process our disconnect service order. **tw telecom** will reject the LSR back for the following reasons:
 - If the end user name does not match our customer of record.
 - If the service address on the LSR does not match the service address.
 - To coordinate a hot cut of a trunk side port, the fields CHC on the LSR and the LCON in the End User form are required.
 - If all 14 required fields are not complete for Simple Ports.

If the customer has a bundled product the NSP must address all services on the customer account. If all services are not addressed, **tw telecom** will send a clarification back to the NSP. The NSP will need to resubmit the LSR with a new version. A Firm Order Commitment (FOC) will be issued when all open clarifications or rejects have been resolved.

4. If the ported number is listed in the local directory:
 - **tw telecom** will send a DSR to remove listing.
 - The new carrier will submit DSR to the directory provider for the number to remain listed.

NPAC Activation of TNs: The gaining carrier must build an NPAC subscription for the TNs porting a minimum of 18 business hours prior to the due date. This will ensure that you have concurrence to activate the TNs on the FOC date.