



## Porting Policy & Port-Out Procedures

### PORT-OUT POLICY

Broadvox CLEC ports telephone numbers in accordance with applicable Regulatory Rules and Industry Guidelines.

Broadvox CLEC will honor a Port-Out Request from any authorized carrier 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.

**\*\*The CSR/ Address Verification is currently not available\*\***

**LSR can be submitted to the email addresses below.**

Required Fields (All fields are highlighted on the appropriate forms)

For all SPIDs, Broadvox CLEC LLC requires a local service request (LSR).

#### **LSR Request:**

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

#### **Hours of Operation:**

Normal LSR business hours are 8:00 A.M. - 5 P.M. Central Standard Time (CST)

#### **LSR Interval Guidelines**

The targeted interval for completing LSR requests is 48 hours.

#### **Checking the Status of a LSR**

To check order status of a LSR, please send an email to [lsr@broadvox.com](mailto:lsr@broadvox.com)

We will respond within 2 business days

#### **LSR Ordering Requirements:**

#### **Local Service Request (LSR) & Local Number Portability (LNP) Requirements & Procedures:**

The gaining LEC/CLEC will need to check in NPAC to verify if the SPID is (Broadvox CLEC), 787F.

#### **LSR Interval Guidelines:**

#### **Number of Business Lines and expected Broadvox CLEC Interval**

0-20 Business Lines = 1-3 Business days 21-

40 Business Lines = 5 Business days 40+

Business Lines = ICB



Use the Interval Guidelines to determine the Desired Due Date (DDD) for your LSR. Broadvox CLEC targeted interval for returning a response (Rejection or FOC) to the LSR, is 24 hours. This processing period is included in the overall interval.

**LSR Submission:** LSRs should be submitted to the Broadvox CLEC e-mail. The due date on your LSR must be within the minimum requirements from the day it is submitted per our interval guidelines above. If the LSR is received after 1 P.M. Eastern Standard Time (EST), the order will be processed the next business day.

**LSR Responses:** As stated above, a response to the LSR will be issued within 24-72 business hours. If the LSR is received after 1 P.M. Eastern Standard Time (EST), the response interval will begin the next business day. Responses can be sent by email to the initiator indicated on the LSR (but not both).

**(FOC) -Firm Order Confirmation** will be issued if Broadvox CLEC determines, based on LSOR standards, that the LSR has no errors or discrepancies. A due date will be issued on the FOC based on the stated Broadvox CLEC interval guideline (see above).

**Rejections** are issued if Broadvox CLEC determines, based on LSOR standards, that the LSR has errors or discrepancies. Rejected LSRs must be revised and re-issued using correct information and the new desired due date, based on Broadvox CLEC's interval guideline (see above).

The LSR will be rejected 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 of record.

**Full Port Outs:** A full port out for the customer (i.e. the customer's account will no longer be active with Broadvox CLEC) must include the proper "**ACT CODE**" of "**V**". All TNs on the customer's account with Broadvox CLEC must be identified on the LSR. If you would like to disconnect numbers along with your customer's port out, please list the numbers in the disconnect section of your LSR. Unidentified TNs are Proprietary and Confidential – as per Broadvox CLEC, Inc. Rev. 2009-10 Broadvox CLEC, Inc.

**Partial Port-Outs:** A partial port-out for the customer (i.e. the customer's account will still be active with Broadvox CLEC) is permitted. However, the services remaining with Broadvox CLEC must be stated in the remarks area. (i.e. Data services or remaining TNs).

**LSR Field Requirements:**



**Please see documentation for LSR field requirements**

**Supplemental Orders:** All requested TNs must port on the FOC date, or supplemented by 3 PM (CST) on your scheduled FOC date. If TNs are not ported within 5 days of assigned FOC date and the supplemental order is not received, the order will be cancelled and a new request should be submitted following the porting intervals. TN's will be disconnected from the customer's inventory if not ported following FOC guidelines and LSR supplemental is not submitted.

**Disconnected Telephone Numbers:** Broadvox CLEC will only allow perform port-outs on active telephone numbers.

**NPAC Activation of TNs:** The gaining carrier must build an NPAC subscription for the porting of TNs. If the TNs are not ported within 5 days of the assigned FOC date, the order will be cancelled and a cause code will be placed on the TNs NPAC status.

**2015 Holiday Schedule**

<b>New Year's Day</b>	<b>Thursday, January 1, 2015</b>
<b>Memorial Day</b>	<b>Monday, May 25, 2015</b>
<b>Independence Day</b>	<b>Saturday, July 4, 2015</b>
<b>Labor Day</b>	<b>Monday, September 7, 2015</b>
<b>Thanksgiving Day</b>	<b>Thursday, November 26, 2015</b>
<b>Day after Thanksgiving</b>	<b>Friday, November 27, 2015</b>
<b>Christmas Eve Day</b>	<b>Thursday, December 24, 2015</b>
<b>Christmas Day</b>	<b>Friday, December 25, 2015</b>