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Porting Out Rules

Customer Service Request

- Customer Service Request should be emailed to: csrrequest@lightbound.com No fax request accepted.
- Lightbound will respond within 48 hours
- Response will include the customer service address and all DID numbers on the account and any 8xx numbers
- If response is not received please call 317-777-7715 and talk to the Switch Manager

Local Service request

- Lightbound SPID is 472C
- LSR request should be emailed to: lsrrequest@lightbound.com No fax request accepted.
- Lightbound only accepts request on the standard LSOG form, no hand written request accepted.
- Changes or Cancellations. A supplemental order must be submitted via email 48 hours prior to the Due Date change or cancellation.
- LightBound does not authorize porting on the weekend or Holidays.
- If the customer has a bundled service (VOIP and Internet service) the bundled service activity must be address in the remarks section of the LSR. Example, “porting numbers only and leaving Internet service” “porting VOIP numbers and disconnecting Internet Service”.
- **Required fields Simple Port** (Affective August 2, 2010)
 1. Purchase Order number (PON): this field identifies the customer’s unique purchase order or requisition number that authorizes issuance of the request or supplement.
 2. Account Number (AN): this field identifies the account number assigned by the current service provider
 3. Desired Due Date (DDD): This field identifies the customer’s desired due date for the port and required to differentiate between simple and non-simple ports
 4. Company code (CDO: this field identifies the exchange carrier initiating the transaction
 5. New network Service Provider (NNSP): this field identifies the Number Portability Administration Center Service Provider Identifier or the new network service provider
 6. Zip code (Zip): this field identifies the zip code of the end user’s service address and is used to validate that the correct end user’s telephone number has been sent o the port request
 7. Ported Telephone Number (PORTED NBR): This field identifies the telephone number or consecutive range of telephone numbers residing in the same switch to be ported



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8. Version (VER): this field identifies the submitting service provider's order version number and enables service providers to track orders internally and make changes or modifications to the original port request. In combination with the PON field, this field is used by the service provider to track the ongoing progress of the port request and to ensure the correct version of the order is being processed.
 9. Number Portability direction Indicator (NPDI): This field is used to let the new service provider direct the correct administration of E-911 records
 10. Customer Carrier Name Abbreviation (CCNA): this three-letter code identifies the company that submitted the Local Service Request (LSR) and the company to whom the response messages must be returned.
 11. Requisition Type and Status (REQTYPE): this field specifies the type of order to be processed. Usually CB
 12. Activity (ACT): This field identifies the activity involved in the service request. Usually V
 13. Agency authority status (AGAUTH): This field indicates that the customer is acting as an end user's agent and has an authorization on file
 14. Telephone Number (initiator) [TEL NO (INIT)]: This field provides the telephone number for the initiator of the port request
 15. SUP
 - a. 1= Cancel
 - b. 2=Request FOC Due Date Change
 - c. 3=Any other change add notes to remarks section
- Porting interval for SIMPLE wire line port request is one business day. Any order received Monday through Friday between 8 a.m. and 1 p.m. will be processed for activation by midnight. All orders simple or complex received after 1pm will be considered as received on the following business day at 8 a.m. The one day interval only applies to simple ports while the four-day interval will continue to apply to complex ports.
 - Simple ports are those ports that:
 1. Do not involve unbundled network elements
 2. Involve an account only for a single line
 3. Do not include loop
 4. Does not include a reseller
 - **8xx numbers special attention**
 1. Lightbound 8xx number DID association is translated in the LightBound switch, so if your order contains an 8xx number please note, when porting DID numbers away from



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Lightbound, the 8xx number will not automatically follow the DID number and 8xx service will be disrupted.

2. Recommendation for 8xx porting is to leave the associated DID number active at lightbound and contact your 8xx provider and arrange for the 8xx number to be ported and routed to a new DID number on a separate order.
 3. Required notification. Please notify LightBound via an LSR of the date for the 8xx port you have arranged with your 8xx service provider.
- **PIC and LPIC**
 1. Lightbound PIC 5961 and LPIC 5961 is a private network long-distance service for LightBound customers only and cannot be used by another service provider. Please notify your customer they must choose a new long distance provider for all ported numbers.
 - **LSR rejection**
 1. LightBound reserves the right to reject port request for customers with outstanding debt.
 2. If the end user name or address does not match the CSR on record the order will be rejected.
 3. If a partial port is requested and the BTN is one of the numbers porting, then the new service provider must provide us with a new BTN or the order will be rejected.
 - **NPAC**
 1. LightBound updates NPAC with Old Service Provider information for each order, New Service provider information should be updated by the New Service Provide within 1 business day of the FOC for simple order request and 4 days for complex request.
 - **10 digit trigger**
 1. Forced LRN lookup can be placed on the line or DID number in the LightBound switch and will be activated when the LightBound sends the FOC.
 2. Disconnecting numbers will be disconnected after port confirmation has been verified with NPAC.