



Revised 20080925

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 Administrative Section**

1. Old Service Provider CCNA
2. Pon
3. Version starting with 1
4. ATN must match the BTN on the CSR record any difference and order will be rejected
5. SC enter the State where the port is being requested
6. Date/Time order was sent to LightBound
7. DD (Desired Due Date) must be between 6 and 15 working days from the day the request is accepted by LightBound
8. REQTYP must be CB
9. ACT= V
10. SUP
 - 1= Cancel
 - 2= Request FOC Due Date Change
 - 3= Any other change add notes to remarks section



Revised 20080925

11. CC (Company Code) must contain New Service Provider SPID for NPAC orders
12. NNSP must also contain the New Service Provider SPID
13. AGAUTH required to be populated with a Y (Yes) if no LOA is attached to the order
14. DATED requires the date of the LOA if LOA is not attached to the order
15. AUTHNM required name of the customer representative authorizing the port
16. TOS usually 1---

▪ **Required fields Contact Section**

1. INIT= New Service Provider Contact name of person submitting the request
2. TEL NO= contact telephone number of person submitting the request
3. Email= email address of person submitting the request
4. NO FAX information will be accepted

▪ **Required fields End User Information**

1. Customer Name must match the CSR information provided by LightBound
2. Customer Address must match CSR information provided by LightBound
3. DQTY= number of Directory numbers being disconnected if left blank, customer will continue to be billed for non disconnected numbers.

• **Required fields Portability pages**

1. NPQTY total number of Directory numbers to be ported
2. LNUM (numeric representation of the ported number in the list of numbers)
3. PORTED NBR= actual 10 digit number to be ported in format NPA-NXX-XXXX. If numbers are in sequential order then NPA-NXX-XXXX-XXXX is acceptable with the last 4 digits of the range. Be sure the range is completely visible in the field.
4. NPT=D

• **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 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.



Revised 20080925

- **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 48 hours of the FOC.

- **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 usually within 24 hours of the scheduled port date.