

## 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. 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 PROCEDURES FOR ALL SPIDS

**Port-Out Orders:** [portout@twtelecom.com](mailto:portout@twtelecom.com)

### CSR REQUEST PROCEDURES FOR SPID 7178

**CSR Request:** [csr-request@twtelecom.com](mailto:csr-request@twtelecom.com)

### CSR REQUEST PROCEDURES FOR SPID 7280 AND 8994

**CSR Request:** Fax 303.803.9635

- Attention: Customer Care
- Fax cover sheet requires requestor's name, contact number, fax number and e-mail address

### Required Fields (All fields below are required unless otherwise indicated.)

For all SPIDs, **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

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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

**ORDERING INTERVALS**

- A Firm Order Commitment (FOC) or Error Status will be returned back to the new service provider (NSP) within 48 hours of receipt of the LSR.
- Upon receipt of a clean LSR, **tw telecom** requires a minimum of 5 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.

**POLICES AND PROCESS FOR 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 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.

**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.