



# Local Number Port (LNP) Order Guide

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## Introduction

This guide is provided to assist you with completing and submitting a Local Number Port (LNP) Order. By following the steps listed below and the instructions contained herein, you will be able to submit an error-free LNP order. This will enable Clearfly to quickly and seamlessly transition your telephone numbers from your current service provider.

The steps involved in completing a Local Number Port (LNP) Order are:

1. Current Account Verification
2. Completing the Letter of Authorization
3. Completing the LNP Order form
4. LNP Order Submission
5. LNP Order Tracking and Completion

## Current Account Verification

The recommended procedure for gathering information to submit an LNP order is to collect a recent copy of every bill for telephone service (less than 45 days old). Next, call the customer service number listed on each bill and for each Billing Telephone Number (BTN), also called an account number, and verify:

- a. All the telephone numbers associated with each BTN/account number, as well as, any other services on the account (PRI/ISDN, Internet service, web hosting, etc).
- b. Specific individuals authorized to make changes to the account and verify the spelling of name(s).
- c. Your company name and address if it isn't clearly listed on the bill.
- d. The customer service agent's name you are speaking to.

## Recommendations

- Ask if there is a contract commitment, and if so, when is the expiration date. You may also want to request a copy of the contract and/or dispute its validity. If a contract requires a 30 day notice to cancel/discontinue service, you should ask where to send the 30 day notice letter and insist on a method that can track receipt, either email, fax, or certified letter.
- DO NOT place any type of order (add, disconnect, change, etc) with the carrier. It is better to make the LNP order match the donor carrier's information versus fixing a minor error. An example would be if the business name on the bill is missing Inc or Corp or mis-spelled. If a telephone number that is missing from the donating carrier's records, a trouble ticket request should be made to have the number added. If the only person authorized on the account is no longer with the company, inquire from the donating carrier on the procedure to have a current employee or owner added.
- Telephone numbers for porting may not have a Distinctive Ring feature. Distinctive Ring must be removed prior to porting the number.
- A telephone number cannot be ported if associated with a PIC freeze or carrier change restriction. The customer must remove the freeze and restriction in order to port the number.
- If you are asked about the reason for this inquiry, explain it is to perform a billing audit and to verify your company's telephone service records.

## Web Portal Customer Service / Credit Card Billing

If copy of the bill or the account information listed above is only available thru a web portal - use the snipping tool or print screen functions to save a picture of the information when viewed in the web portal and send the picture with the order.



## Issues

If there is any trouble obtaining this information from the donating/current carrier a complaint should be filed with the FCC here: <http://www.fcc.gov/complaints> and with the appropriate state's public service/utilities commission (a Google search will yield either a phone number or online form). The essence of the complaint is that the current carrier is withholding information needed for you to switch service providers which is adversely affecting your business.

## Carriers requiring special considerations

- Broadview typically requires the alpha-numeric account number from the COB for voice ports on the LSR.
- Cavalier requires the account number from the COB for voice ports on the LSR.
- Cincinnati Bell requires a 3-digit CUS code from the COB for voice ports on the LSR.
- PacWest requires the account number from the COB for voice ports on the LSR.
- Windstream requires the account number from the COB, plus end-user pass code as of June 1, 2009 for voice ports on the LSR. If the end-user doesn't know their pass code, they must call Windstream to get it.

Please keep in mind none of the above is actually required for you to submit an LNP order. However, it is strongly recommended to ensure an order is not delayed from incorrect information. If you followed the instructions above you now have the information needed to submit an LNP order. The next step is to fill out the LNP order form and Letter of Authorization (LOA).

## Completing the Letter of Authorization

Complete the LOA with the company name the donor carrier has listed for you and the service (physical) address where the telephone numbers who wish to port currently reside. Have the authorized person sign the LOA.

If you have multiple locations, one LOA is required for each. If you have multiple BTN/accounts and the bills have different business names listed for your company, an LOA will be required for each BTN/account with the particular business name.

If you are moving from one location to a new one in conjunction with the LNP order completing, fill out the LOA with the address the telephone numbers are currently at, i.e. not at the address you are moving to.

## Completing the LNP order

### General:

- All Telephone Numbers (TNs) listed on one Billing Telephone Number (BTN) a.k.a. account with the donor carrier must be submitted on a completely separate individual order.

### Order Classification – Standard, Enterprise, or Project

The order classification will determine which order form you use. An LNP order must be classified as one of the following:

**Standard:** 49 or fewer TNs on a single LNP order

**Enterprise:** 50+ TNs on a single LNP order

**Project:** 2 or more LNP orders (standard or enterprise) that must complete on the same day. It includes 2 LNP orders from the same donating carrier or 1 LNP order from 2 different donating carriers. Please put 'Project' in the Special Requests or Instructions section of the order forms involved.



## Order Type – New, Change, Cancel

There are 3 types of LNP orders that can be submitted.

**New:** The default type for a submitted order. Almost all orders will be type ‘new’.

**Change:** Select ‘change’ to correct or modify a previously submitted order.

**Cancel:** Select ‘cancel’ to stop an order in process.

## Service Address and Port to Site

Each Clearfly quote has a unique service address listed for products. If the service address the numbers are porting *from* is different than the service address the numbers are porting *to*, set the Service Address field with the address the numbers are currently provided at. Then fill in the Port to Site field with the service address the numbers will be delivered to after the port. Contact your account manager or [sales@clearfly.net](mailto:sales@clearfly.net) if the service address on the quote is incorrect.

If the numbers aren’t changing locations with the LNP order completion, you can list either the Service Address information or the Port to Site field since they designate the same location. One or the other must be filled in for the order to process.

## Quote ID

If there was a sales discount provided on a quote, the quote ID must be listed on the order to receive the discount.

## Migration Indicator – Partial or Complete

To complete the LNP order form, it must be determined whether the telephone number migration from the donating carrier will be considered ‘partial’ or ‘complete’. The concept of partial or complete is evaluated at the Billing Telephone Number (BTN) a.k.a. account number a.k.a. separate bill. Please keep in mind it is not un-common for a customer to have multiple bills from a carrier.

A port is considered ‘partial’ when there will be services remaining on the account after the TNs port. An example would be when the LNP order has all TNs on the account listed except one, which might be left for the fax machine. Another example would be when the BTN/account has telephone and Internet service and the Internet service will remain active after the port.

A port is ‘complete’ when all services on the BTN/account are going to be disconnected with the port. An example would be PRI service where the LNP order is porting all the TNs and the T1 circuit carrying the PRI should be disconnected.

In either case, after an LNP order completes, you should contact the donor carrier to verify that their billing has been adjusted to reflect the changes made by the LNP order.

If you have toll free (8XX) service on the same BTN/account as local telephone service, most donor carriers will not allow you to keep the 8XX service if the local TNs port away. Clearfly can provide toll free service. Toll free porting uses a slightly different process. The port order for any toll free service should be submitted prior to, or in conjunction with, an LNP order on the same BTN/account.

## Requested Due Date

The recommended requested due date interval from the day the LNP order(s) is submitted are:

<b>Standard</b>	15 business days
<b>Enterprise</b>	20 business days
<b>Project</b>	20 business days

\*Business days are Monday thru Friday except for the following observed holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving and day after, Christmas and day after, and New Year’s Day.



Change order fees apply when the order contact changes the requested due date after the order has a status of Firm Order Commit. No fees apply to due date changes prior to Clearfly issuing FOC. Clearfly cannot guarantee the requested due date will be successfully changed within 72 hours of the port date, and never recommends attempting to change the due date the same day as the port date if it can be avoided.

### **Expedite – Yes or No**

If the expedite field is set to 'no' then if the LNP order not have a status of Firm Order Commit within 72 hours of the requested due date, the order will be auto-changed (supplemented) 7 calendar days forward.

If the expedite field is set to 'yes' then the order will continued to be processed and escalated until Firm Order Commit (FOC) is received regardless of requested due date. FOC notice may be received and the port triggered on the same day. If there is same day confirmation, Clearfly will confirm with the order contact before triggering the port. The expedite field should be set to 'yes' if the requested due date is less than the standard interval.

### **Platform – Onvoy or L3-ELS**

The platform options available are determined by checking the service address at [http://www.clearfly.net/service\\_availability.html](http://www.clearfly.net/service_availability.html). A minimum of one of the 2 platforms must be available for Clearfly to provide at that address and port local numbers. The platform option specifies the options available for customer selected port triggering times and whether a complex/premium directory listing is available.

*Onvoy*: This platform requires one of the following port times be selected - 7am, 11am, 3pm Mountain Time. Complex whitepage directory listings are available for additional charges. If any of the numbers listed on the order requires more than a straight line local main listing consisting of listed number, listed business name, and/or listed address, you must select this platform.

*L3-ELS*: This platform allows any time between 7am-4pm Mountain Time (in 30 minute increments) to be selected for the port triggering time. A straight line local main listing consisting of listed number, listed business name, and/or listed address is the only listing option available for telephone numbers ported to this platform.

### **Caller ID Name a.k.a. CNAM\*\*\***

The Caller ID Name field will allow up to 15 characters and spaces count. By default the same caller ID name will be applied to all TNs. If you require a different name for specific numbers, put 'custom CNAM' in the notes field of the order form and attach a 2 column list matching a name with each number. Additional information on CNAM can be found at <http://www.clearfly.net/kb/kb101.html>

### **White-pages Directory Listing (DL)\*\*\***

A white pages directory listing consists of 3 fields -

Listed Telephone Number (LTN): Enter full 10 digit telephone number to be listed <required>

Listed Name (LN): Enter the business name exactly as it should appear in the directory <required>

Listed Address (LA): Enter a physical street address <optional>

- One directory listing per service address location is provided free of charge.
- The service address must be physically located within the local calling area of the listed telephone number, i.e. a San Francisco number cannot be listed with a New York address.
- Additional and/or complex/caption listings are not available in all areas. In all cases, customers should inquire with the directory publisher approximately 30 days after the LNP order completes to verify the listing will print correctly. Clearfly will make the listing information available to directory publishers and will take action to fix any issues. Clearfly doesn't have direct control over what is published. An error can be fixed in 4-5 business days, but once the directory prints the damage is done. If a printed directory listing is important to your business, always assume it's going to print incorrectly until the actual publisher confirms for you otherwise.
- A yellow-pages directory listing is handled directly with the publisher.
- Directory Assistance (411) uses this same information.

\*\*\*It is recommended that you specify the Caller ID Name and any white pages directory listing information for the TNs on the LNP order. A change order fee will be assessed to change/add/remove CNAM or DL information after the LNP order has been submitted or completed.



## Porting Numbers Total

Enter the total quantity of telephone numbers on the LNP order.

## LNP Order Submission

To submit an LNP order, send the following documents to [orders@clearfly.net](mailto:orders@clearfly.net):

Local Number Port (LNP) order form  
Letter of Authorization (LOA)  
Copy of the Bill (COB)

Each document should be attached as its own individual file. Please do not scan all the documents together and submit as one file. The COB doesn't need to include the entire bill, but it should show the business name and billing address, as well as, the TNs to be ported if possible. Please note that all 3 documents are required for an order to begin processing.

It's important to remember that 90% of all LNP order errors and rejections are caused by:

- The TNs are on a different BTN/account
- The business name or address on the order or LOA doesn't match the bill
- The person who signed the LOA isn't authorized on the account
- Only currently active TNs can be ported

## LNP Order Status and Completion

After Clearfly has received your LNP order, the order will go thru several stages. At each stage, Clearfly will send a confirmation email to the Order Contact and/or Implementation Group. Clearfly should be notified immediately with any changes or questions about an order.

An LNP order always goes thru the following status changes:

1. **Review:** Clearfly has created the order and is requesting confirmation before submission. A review email is sent out by customer request or if Clearfly has any questions about the order form or LOA received from the customer.
2. **Submitted:** Clearfly has received the LNP order and has begun validation and processing. This is normally the first status of an LNP order unless the customer requests an order review before submission.
3. **Issued:** Clearfly has validated the order and has confirmed submission to the donating carrier.
4. **Firm Order Commit (FOC):** The order has been accepted by the donating carrier for a port date and time (may not be the requested due date and time).
5. **Completion:** The order has been triggered and the telephone numbers have ported to Clearfly. The status confirms the completion of the LNP order and the start of Clearfly providing service for the ported numbers.

Additionally, an LNP order may go thru the following correctional status changes.

- **Supplement:** A change order by either the customer or Clearfly which may or may not affect the requested due date. A re-start of the order process is not required.



- **Error:** There is a problem with the order that requires a correction before a Firm Order Commit will be issued by the donating carrier. Clearfly will provide details on the error.
- **Reject:** There is a critical issue with the order that requires a correction and re-start of the calculation of the port date timeline interval. Clearfly will provide details on the cause of the error.
- **Jeopardy:** An issue with the order which typically affects the requested due date. Clearfly will provide additional information with the Jeopardy notice.

Please contact Clearfly's provisioning department at [orders@clearfly.net](mailto:orders@clearfly.net) or 866-652-7520 opt 3 with any questions about the information contained in this guide or about an order in progress. Porting telephone numbers can be a complicated process and we are here to help make it as easy as possible.

Thank you for choosing to make Clearfly Communications your telephone service provider!