

Local Number Portability

Business Rules for Porting with Bandwidth (Port-Outs)

LNP/Port-Outs Team - Hours of Operation

Contacts:

- 855-577-2929 (please see below for information on status requests and escalations before calling)

Hours of Operation: 9:00 am to 6:00 pm ET

Bandwidth observes the following Holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

To ensure prompt response, please have your ticket number, SPID and PON ready before calling the port-out team.

Instructions for submitting a standard LSR for a port-out:

Web-based:

url link is <https://dashboard.bandwidth.com>

Login credentials (username / password) are required.

Login credentials may be requested by emailing a request to portouts@bandwidth.com . Requests for new credentials must include the following information:

- User's First/Last Name **or** Distribution List Name
- email address
- phone number
- SPID(s) to be associated with user

Project Ports

- Projects port-outs are identified as 100 or more numbers.
- No ranges are accepted; all numbers must be listed individually.
- The standard interval is 14 business days, but may be longer depending on current projects or processing time needed.
- FOC is valid for the approved FOC date, only.
- If a cancel or due date change is needed it **MUST** be received no later than 3pm ET on day of port. Project **MUST** be noted in the subject line along with the SUPP and PON (i.e., PROJECT – SUP1 – PON XXXXX). Anything received after this time and without the proper subject line may run the risk of having translations pulled.

Additional Business Rules

- Bandwidth will only port telephone numbers that are active on our network and have no orders pending against them.
- Bandwidth does not allow coordinated hot cuts.
- Bandwidth does not support after-hours or weekend porting.
- FOC is valid for **3 business days ONLY**, except in cases of project porting. If you are given a same day FOC, a SUPP request is not needed if the new DDD is within 3 business days. If the 3 business days has expired after FOC date, the number(s) in question will go back in service on Bandwidth's network and a new request is required for porting.
- Bandwidth does not build winning carrier subscriptions. See below for building subscriptions and concurrence information.

Concurrence

- NPAC Subscriptions should be built by the gaining carrier as soon as FOC is received to allow for auto-concurrence via the applicable NPAC timers. If subscriptions were not built in time to allow the timers to expire, concurrence may not be provided by the desired FOC date. NPAC supported timers are as follows:
 - 2 business hours for wireless carriers (short timer)
 - 6 business hours for simple ports (medium timer)
 - 18 business hours for wireline non-simple ports (long timer)

For example: Standard Port (long timer): Submitted to Bandwidth on January 4th at 9am. Bandwidth responds on January 7th at 11am ET granting an FOC of January 10th. If the subscription is built at the time of Bandwidth's response, the timer would expire On January 9th at approximately 1pm ET. This allows the carrier to activate the subscription at their convenience the next day on January 10th.

- If a subscription is built before FOC is given, the TN will go into 'conflict' status, which must be removed by Bandwidth's Port Out team before you are able to activate. Any port that falls into this scenario will **not** be worked with urgency as it is the responsibility of the winning carrier to follow these procedures and build subscriptions after acceptance of the order.

- Concurrence may be requested via 855-577-2929. **You must provide your ticket number, PON and SPID.**

New Service Providers

Service providers who have not previously ported from Bandwidth (979E) may request Trading Partner Agreement via the following address: TPArequests@bandwidth.com

Status Requests & Escalations

To escalate and issue with an LSR rejection or to obtain status on an existing request, please either:

- Reply to the original ticket, requesting a status update or
- For web-based LSR submissions, email portouts@bandwidth.com

If no response is received within 1 business day (or 4-business hours for a simple port), please proceed with requesting status through our escalation channels listed below. Please **DO NOT** send in additional emails for the same requests as this generates duplicate tickets. Any duplicate tickets or status requests submitted on separate emails may be deleted and could delay processing of your order.

Escalations must follow the correct path. **DO NOT skip a level of escalation**; you may be turned back to the appropriate level if an escalation was not received in the appropriate order.

Instructions for LSR Escalation & Status Requests		
1 st Level	If your standard port has been processing with Bandwidth for longer than 3 business days, you may send an escalation through your ticketed request by replying to your original email sent to Bandwidth. This will post in your ticketed order request.	If no response to this step in 4 business hours, please escalate to 2 nd Level
2 nd Level	Email 2level@bandwidthclec.com . You MUST provide your ticket # and PON.	If no response in 4 business hours, after the send time of this escalation, please escalate to 3 rd Level
3 rd Level	Email 3level@bandwidthclec.com . You MUST provide your ticket # and PON. Additionally, if there is no escalation through the 2 nd level, you will be turned back to the 2 nd level to escalate there first.	If no response in 4 business hours, after the send time of this escalation, please escalate to 4 th Level
4 th Level	Manager – Anna Kafka akafka@bandwidth.com 303-872-5042	

Instructions for CSR Escalation	

1 st Level	If no response after one full business day, email csrlevel1@bandwidthclec.com . You MUST provide your ticket #. If this information is not provided, your escalation may not be responded to.	If no response in 2 business days, after sending the original CSR request, please escalate to 2nd Level
2 nd Level	Email csrlevel2@bandwidthclec.com . You MUST provide your ticket #. If this information is not provided, your escalation will not be responded to.	If no response in 1 business day, after the send time of this escalation, please escalate to 3 rd level.
3 rd Level	Manager – Anna Kafka akafka@bandwidth.com 303-872-5042	