

LSR REQUESTS

How to submit LSR requests using the Bandwidth UI



The intention of this guide is to provide assistance with using Bandwidth's web portal to submit and track LSRs for port-out. Please find questions addressed on specifics with [Bandwidth's business rules](#).

Please also note that we offer an API if you'd like to automate your port-out flows. If your company is interested, please contact the LNP team through the suggested contact mediums in the business rules for more information.

Supported Browsers: Firefox, Chrome, Internet Explorer

Sign In.

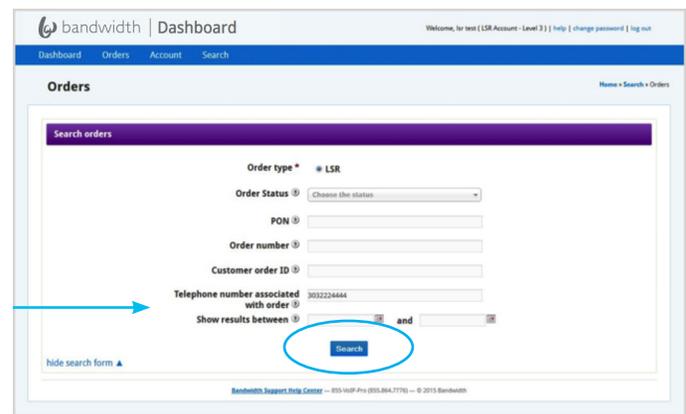
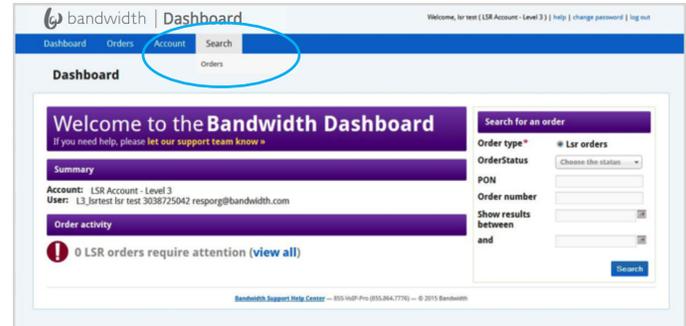
Sign in with your credential at <https://dashboard.bandwidth.com>. If you require credentials or assistance with logging in, please contact portouts@bandwidth.com.

1. The welcome/landing page will load upon signing in. To submit a port-out request, click 'orders' and then 'Submit an LSR'.
2. Fill in minimum or required fields (required fields are denoted with an *).
 - ✓ Telephone numbers to port out: List TNs to port (on separate rows, no dashes or spaces, and just the 10 digits – i.e., no leading '1').
 - ✓ Customer order ID – Optional, if gaining carrier wishes to enter an internal tracking ID beyond PON
 - ✓ PON – Enter PON (chosen by gaining carrier)
 - ✓ SPID – Enter SPID of gaining provider
 - ✓ Port type – Select partial if not all TNs on the account are porting, full if all TNs on the account are porting.
 - ✓ Desired Activation Date – Please select desired date (consult LNP business rules for questions surrounding date guidelines).
3. Click submit when all fields are filled in →

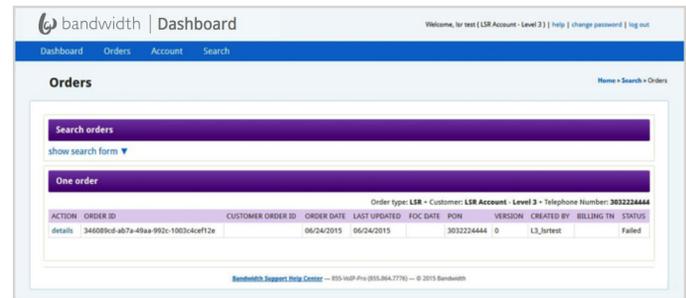
- You should see an indication of ‘Order Successful.’ You are able to view your order at this point by clicking the ‘view order’ option in yellow.
- To search for another order, or return to this order later to view status, hover over ‘search’ in the top menu, and then select orders.’ As in the below two figures, you will find multiple fields available from which to query.



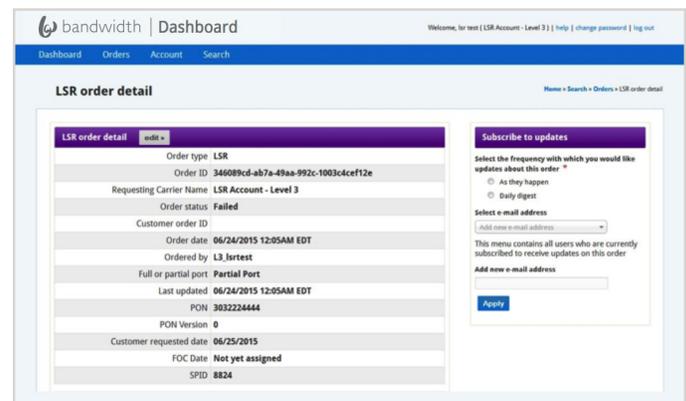
Next you will need to input a desired search value into the fields, then click Search



All orders with the requested TN, PON, dates, etc will be displayed:



- Clicking on a search result will view the LSR information as well as status under ‘order status.’



Frequently Asked Questions:

Where can I find information on minimum due dates, porting holidays, and escalation process, for LSRs?

Please consult our [LNP business rules](#).

I'm seeing a result in the web portal that I'm not expecting, and/or believe an error occurred:

After verifying you're using a supported browser (see top of this guide) and have cleared your cache (control + F5 on a PC), please send a screenshot of the error to <insert email>. Please also feel free to use the escalation process (starting at level 1) if it impacts your ability to submit an LSR.

What is the maximum number of TNs I can port?

The portal can support up to 1000 TNs. For a quantity in excess, please email portouts@bandwidth.com with subject line: Project Port Out

How can I dispute a rejection?

Please consult our [LNP business rules](#).

How are LSR versions tracked, and what does 'PON Version' mean?

The PON Version is a signifier of how many orders have been placed with the same PON; ie; you could submit PON "abc123" with 50 numbers, than on a separate LSR order use this same PON "abc123" with a different 50 numbers and the two separate orders would be version 1 and version 2, respectively. This would allow both orders to appear when you search for the PON in the 'Search LSR Order' page.

What is the difference in Failed and Exception?

Failed means that the order is terminal and the order is considered dead. This means that the order cannot be manipulated in anyway and a new order must be placed if the jeopardy is resolved.

Exception is a non-terminal state which means the order can be supp'd.

How do you remove a TN from the LSR request?

To change the number(s) on the LSR you will have to cancel and resubmit the order with the correct TN(s)

Where do we send feedback and feature requests?

Please direct all feature requests, as well as additional questions, concerns and feedback to Anna Kafka, akafka@bandwidth.com.