

 **CARRIER REFERENCE GUIDE**

How to Submit Local Service Requests Using Bandwidth

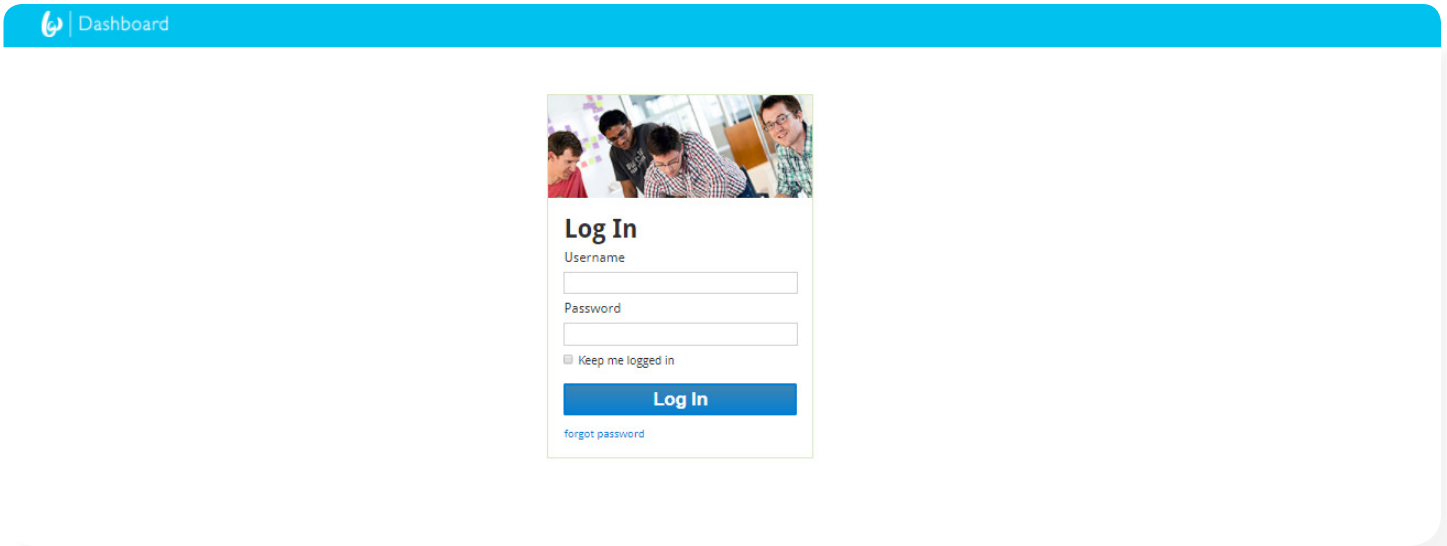


Supported browsers - Firefox, Chrome, MS Edge

1

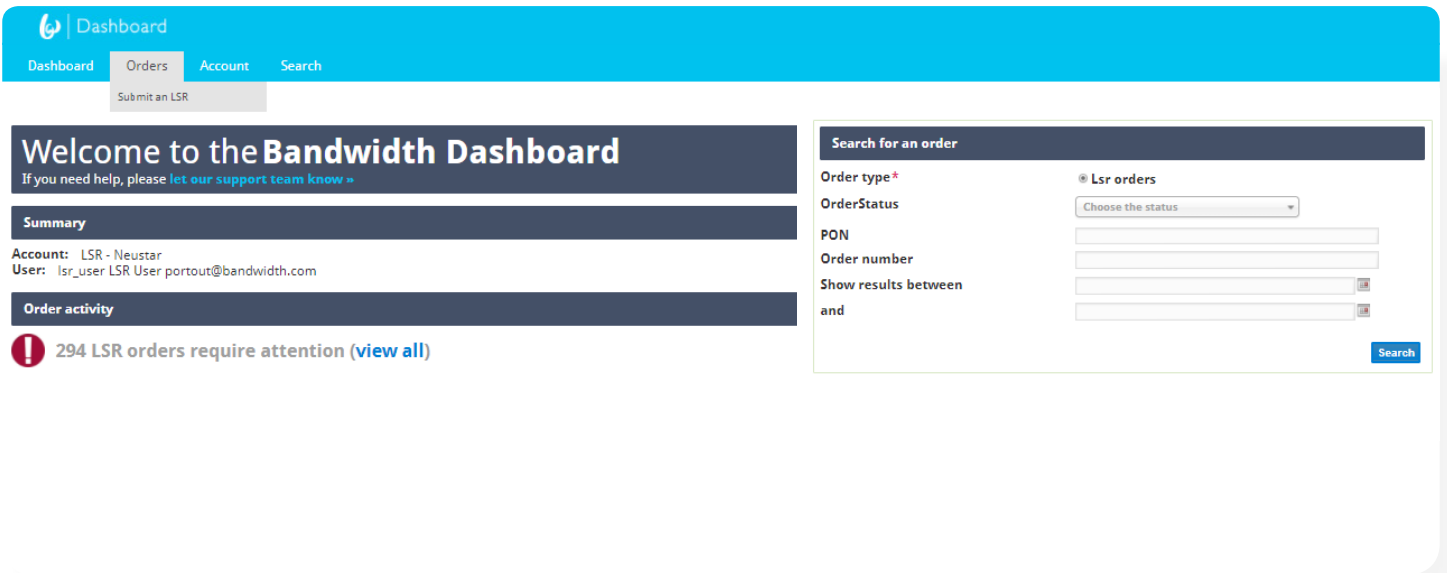
The first thing to do is log in to the **Bandwidth Phone Numbers Dashboard**. If you don't have a login or need some help, just submit a ticket by emailing portouts@bandwidth.com and we'll get you set up.

Bandwidth Phone Numbers Dashboard dashboard.bandwidth.com



2

Once you log in, just hover over "Orders" and click "Submit an LSR." This will start your port-out request.



- 3 • • Fill out all the fields you can, but if you aren't able to do all of them, just focus on the ones that are required and marked with *. Those fields are:

Telephone numbers to port out: List all the phone numbers you'd like to port. Each number should be on a separate row with no dashes or spaces, and only the 10 digits of the number are needed, without the country code. (i.e. 5558675309).

PON – The Port Order Number or Purchase Order Number is the PON you will use to track the order- typically something generated in your (gaining carrier) system. This is NOT a telephone number.

SPID – The Service Profile Identifier is the alphanumeric, 4 digit ID of your company (gaining carrier SPID)

Port type – Are you porting all the phone numbers from the Bandwidth customer's account or just some of them? Select "full" if all numbers on the account are porting or "partial" if you're only moving some.

Desired Activation Date - Specify when you'd like to have the numbers activated. We will try to honor requested due dates as often as possible but the FOC dates are determined by our automated port out system.

Dashboard

Dashboard Orders Account Search

Submit LSR

Create LSR order

Telephone numbers to port out *

Please separate numbers with commas or spaces (e.g. 3032244444, 3034449999).

Subscriber type Business Residential

Customer order ID

PON *

SPID *

Port type Partial port Full port

Desired Activation Date

Customer information

Billing telephone number (BTN)

Customer name *

Authorizing Person *

Service Account Number

Service Pin

Service address *

Street address

Address Line 2

City

Select a State/Province

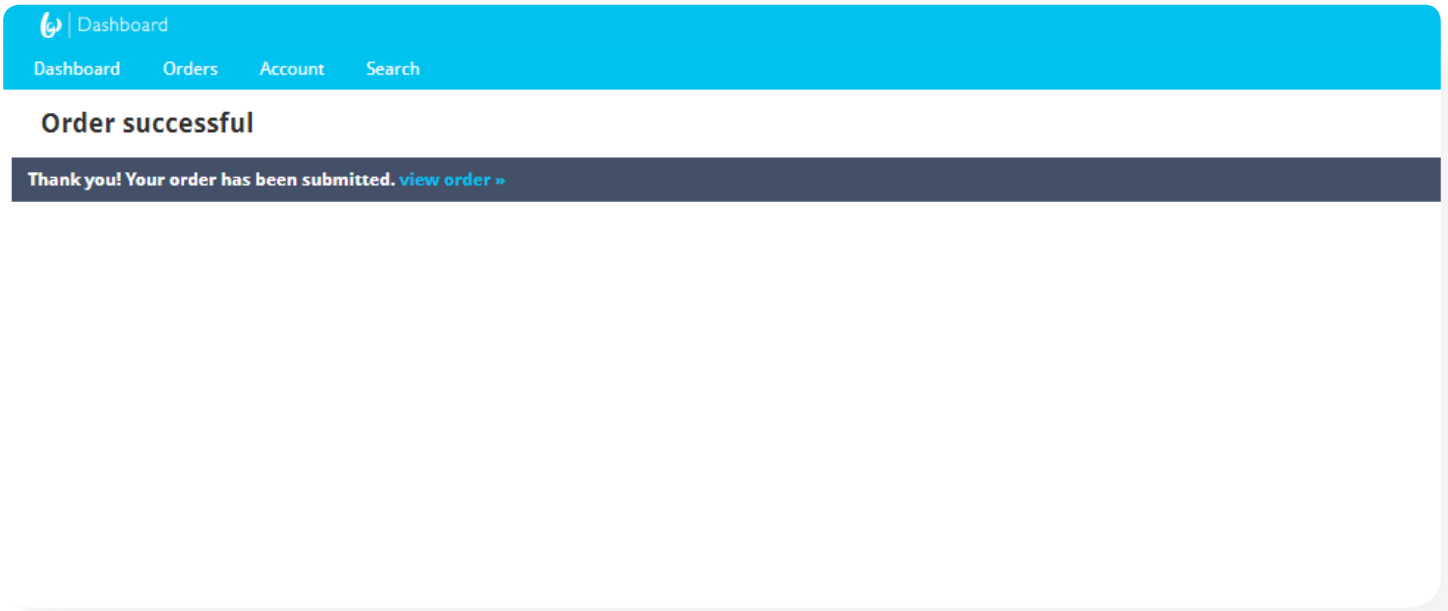
State

Service ZIP Code

Submit

- 4 • • Just click **Submit** when you're ready.

- 5 • • You should see “Order Successful.” And you can view your order details by clicking the “view order” link.



..... You're done!

but read on to learn how to search for and view your other orders.

- 1 • • To search for another order, or return to this order later to view status, hover over “Search” in the top menu and select “Orders.”


Dashboard | Dashboard

Dashboard Orders Account Search


Orders


Submit LSR


Create LSR order


Telephone numbers to port out * 


Please separate numbers with commas or spaces (e.g. 3032224444, 3034449999).


Subscriber type  Business Residential

Customer order ID 


PON * 


SPID * 


Port type  Partial port Full port


Desired Activation Date 


Customer information


Billing telephone number (BTN) 

Customer name * 

Authorizing Person * 

Service Account Number 

Service Pin 

Service address * 

Street address

Address Line 2

City

Select a State/Province

State

Service ZIP Code

- 2 • Select "LSR" as the order type, fill out any other criteria you desire (like PON, TN, etc.) and then click "Search."

Dashboard | Dashboard Orders Account Search

Orders

Search orders

Order type

Order Status

PON

Order number

Customer order ID

Telephone number associated with order

Show results between and

Search

Dashboard | Dashboard Orders Account Search

Orders

Search orders

Order type

Order Status

PON

Order number

Customer order ID

Telephone number associated with order


Show results between and

Search

- Pending
- Foc
- Complete
- Exception
- Failed
- Cancelled
- Partial



3 • • Clicking on a search result will show you the LSR information and its current status.

 Dashboard

Dashboard Orders Account Search

LSR order detail

LSR order detail [edit »](#)

Order type	LSR
Order ID	c556e26b-3bff-4f7f-b435-16547db2ce55
Requesting Carrier Name	LSR - Neustar
Order status	Foc
Customer order ID	
Order date	01/30/2018 11:41AM EST
Ordered by	neustarLNP
Full or partial port	Full Port
Last updated	01/30/2018 11:41AM EST
PON	CLT0000100781568
PON Version	0
Customer requested date	02/06/2018
FOC Date	02/06/2018
SPID	853C