

Guidelines for LNP Ordering Carrier Relations

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1 Introduction

The purpose of this document is to assist Trading Partners of Vonage in gaining access to the Vonage GUI and placing Local Service Requests (LSRs) for porting numbers.

1.1 Purpose and Audience

This user guide is directed to those personnel responsible for submitting industry requests to Vonage, including order entry and management of number portability. This document provides guidelines for accessing the Vonage graphical user interface (GUI), placing port orders and requirements for one day simple ports, and placing standard or complex port orders. The information contained herein may not be copied, compiled, distributed or stored in whole or in part without the prior written approval of vonage.

2 Getting Started

To access the Vonage GUI and place a Local Service Request (LSR) for porting out numbers, a carrier must have a user ID and password. Each Trading Partner must complete and submit a Trading Partner Profile to:

Vonagelp@vonage.com

Vonage will respond to submitted Trading Partner Profiles within three business days. Once the user ID and password are assigned, the carrier may access the Vonage GUI at <https://vonage-port.neustar.com/gateway/>

3 Ordering Guidelines

The following are guidelines for completing and submitting LSRs to Vonage for the purpose of porting a TN away from Vonage.

- The operating company number (OCN)/state should be selected based off of the Numbering plan area (NPA) of the telephone number being requested. Vonage will only port telephone numbers that are used for two-way communication.
- Desired due dates over 30 calendar days from the submitted date will not be accepted.

- Vonage does not reject if the desired due date is less than the stated interval but instead returns a FOC with the first available DDD.
- LSR processing instructions located in any remarks field on the LSR will not be reviewed by Vonage.
- Rejected LSRs will be cancelled after ten business days.
- If you feel your LSR has been improperly rejected, send an e-mail to Vonagelp@vonage.com
- LSRs containing more than 10 telephone numbers, unless otherwise stated in your industry agreement, will be handled as a project. Both parties will negotiate implementation details, including due date/time.
 - Project requests should be emailed to Vonagelp@vonage.com
 - The subject line should state: Project Request. The body of the email should include the number of telephone numbers porting, the authorized name on the account, the desired due date (DDD), and the purchase order number (PON) to be submitted.
 - Once approved, Vonage will respond with a project code to be placed in the project field on the LSR. LSRs submitted with more than 10 telephone numbers that do not include the approved project code will be rejected. LSRs submitted as a project are subject to normal LSR validation.
- Vonage supports one-day porting of valid, simple ports.

4 Simple Ports

This section addresses wireline-to-wireline and intermodal ports. Intermodal refers to ports between wireline and wireless providers. Simple Ports:

- Involve a single line account only

4.1 Simple Port Validation Fields

The fields that can be required for validation are:

- Zip code
- Telephone number to be ported

4.2 Simple Port Required Fields

The following information fields should be completed to facilitate processing of the LSR.

Simple Port

GUI: The following fields in the Vonage GUI are required to submit a simple port with Vonage:

CCNA, PON, DDD, REQTYP, ACT, ZIP, PORTEDNBR

Standard LSR (Long)

GUI: The following fields in the Vonage GUI are required to submit a standard LSR (long):

CCNA, PON, DDD, REQTYP, ACT

4.3 LSR Simple Port Rules

4.3.1 Business Days for Simple Ports

Business days are Monday through Friday, 8am – 5pm local time, excluding weekends and holidays.

The cutoff time for receipt of a valid simple port LSR in order for the simple port to be eligible for activation at 12:00am on the following business day is 1:00pm.

The NPAC has seven regions that cover the United States. The times referenced above are based on local time in the predominant time zone of the NPAC Region that contains the number to be ported.

- Northeast NPAC Region: Eastern time
- Mid-Atlantic NPAC Region: Eastern time
- Southeast NPAC Region: Eastern time
- Midwest NPAC Region: Central time
- Southwest NPAC Region: Central time
- West Coast NPAC Region: Pacific time
- Western NPAC Region: Mountain time

4.3.2 Non-Qualifying Simple Ports

After determining that a simple port request is non-simple, Vonage may issue a firm order commitment (FOC) within four hours with a different due date if the LSR contains sufficient data for a non-simple port. If the LSR contains insufficient data, it may be rejected.

The final determination as to whether a port out request is a simple port is made by Vonage consistent with the applicable regulations.

4.4 FOC Intervals

All simple port LSRs received by the 1:00pm cutoff time will be responded to (FOC or reject) within four clock hours. Simple port LSRs received after the 1:00pm cutoff will be considered to have been received on the following business day.

5 Standard Ports

5.1 Standard Number Port Form Required Fields

The following fields are included on the Vonage GUI.

- SAPR (Street Address Number Prefix)
- SANO (Service Address Number)
- SASF (Service Address Number Suffix)
- SASD (Service Address Street Directional Prefix)
- SASN (Service Address Street Name)
- SASS (Service Address Street Directional Suffix)
- SATH (Service Address Street Directional Suffix)
- CITY (Service Address City)
- STATE (Service Address State)
- ZIP (Service Address Zip)

5.2 Ordering Information

Following are guidelines intended to assist in placing LSRs for porting numbers out from Vonage

- In instances where the LSR indicates the port request is non-simple based on the current FCC definition and rule for a simple port, and for LSR's with greater than 1 telephone number and or for all LSR's with a TOS indicator of business, Vonage will return a FOC or appropriate response within 24 clock hours.
- The NNSP creates the SV in NPAC for number portability requests.
- Vonage will be responsible for concurring with the SV in order to proceed with the porting process.
- If activation has not occurred in NPAC, the FOC will remain good based on standard industry guidelines

5.3 Supplement Requests

If the order is in FOC "Accept" Vonage will accept a supplement up to 1pm EST the day before the due date or FOC expiration date. The NNSP must issue a supplemental order to Vonage to identify any modifications to the original request. All modifications to the original request will impact the original confirmed due date. Supplement requests received on the desired due date can experience technical difficulties; therefore, it is recommended that supplements be sent 24 hours prior to the desired due date.

5.4 Service Restrictions

The following service restrictions apply when porting out from Vonage

- Ported TNs port within the constraints placed on them by the FCC and specific state regulations.
- The numbers listed below are examples of numbers, which are not portable, as well as their underlying provisioned TN:
 - 555, 960 and 976 NXXs
 - 500, 700, 900, 911 services
 - Other N11 codes (e.g. 411, 511)

- Porting service request restricted on unassigned, previously owned, disconnected, disconnected following suspension for non-payment, or numbers associated with paging services cannot be ported.

5.5 Expedited LSRs

Vonage does not accept expedited port requests (advancing the standard DD interval) unless there is a service-impacting situation. Vonage will only consider support of an expedited port on an individual case basis with particular focus on preventing the customer from being out of service. NNSP must notify and receive approval from the Vonage contact before advancing the due date. If approval is received to advance the DDD less than the standard LSR interval (three days), the expedite field must be populated with a Y. To request and expedited port request, please contact lnpservicerequest@vonage.com

5.6 Cancellations

For service assurance, it is best to submit cancel requests (SUP1) by 1pm EST the day before the due date or FOC expiration date. For anything after 1pm the day before, contact Vonage Carrier Relations Organization at: lnpservicerequest@vonage.com.