Purpose & Guidelines:

* The purpose of the **Trading Partner Profile** is to obtain contact and connectivity information required to do business with our trading partners. If you are doing business with Vonage in more than one state, please complete one profile for each state in which you are doing business. The parties agree that information contained in the Trading Partner Profile is operational in nature and subject to change. Please make every effort to give 30 days’ notice of any changes to information

1. General Trading Partner Information

|  |  |  |
| --- | --- | --- |
| DATE:  | **2020-09-15** |  |
| **Item** | **Vonage** | **Trading Partner** |
| Company Name | Vonage |  |
| Wireless or Wireline | Class 1 Interconnected VoIP |  |
| ACNA/CCNA (3 Character Alpha Code | VDV |  |
| OCN | 197D |  |
| Service Provider ID (SPID) | 197D |  |
| LSR Version ID |  |  |
| FOC Version ID |  |  |
| Frequency of Change and method of notification | Annually at <http://vonagecarrierservices.com> |  |
| WICIS Version ID |  |  |

2. Contact Information

1. **Carrier Invoice Contact Information**

|  |  |  |
| --- | --- | --- |
| **Billing Point of Contact** | **Vonage** | **Trading Partner** |
| **Primary Contact** | **Accounts Payable** |  |
| Address | 23 Main St. |  |
| City, State, Zip | Holmdel, NJ 07733 |  |
| Phone  | 732-365-2336 |  |
| FAX  | 732-365-2474 |  |
| E-mail  | accounts.payable@vonage.com |  |

1. **Project IDs/Coordinated Cutover Orders for Multi-line Projects**

|  |  |  |
| --- | --- | --- |
| **Point of Contact** | **Vonage** | **Trading Partner** |
| Contact | **Vonage LNP** |  |
| Email | Vonage.LNP@vonage.com |  |
| Phone |  |  |

1. **Network Operations Center (NOC) Contacts**

|  |  |  |
| --- | --- | --- |
| **NOC Point of Contact** | **Vonage** | **Trading Partner** |
| **Level 1**  | **NOC Team** |  |
| Contact | NOC Team |  |
| Phone  | 877-662-2001 |  |
| FAX  | 732-444-6599 |  |
| E-mail  | noc-team@vonage.com |  |
| **Level 2** | **NOC Supervisors** |  |
| Contact | NOC Supervisors |  |
| Phone  | 877-662-2001 |  |
| Mobile |  |  |
| FAX |  |  |
| E-mail  | noc-supervisors@vonage.com |  |
| **Level 3** |  |  |
| Contact |  |  |
| Phone  |  |  |
| Mobile |  |  |
| FAX  |  |  |
| E-mail  |  |  |
| **Level 4** |  |  |
| Contact |  |  |
| Phone  |  |  |
| Mobile |  |  |
| FAX  |  |  |
| E-mail  |  |  |

1. **Port Resolution Center (LSR Port Status & Reject Resolution) Contacts**

|  |  |  |
| --- | --- | --- |
| **Item** | **Vonage** | **Trading Partner** |
| **Level 1** | **LNP Team** |  |
| Phone  |  |  |
| E-mail  | Vonage.LNP@vonage.com |  |
| Hours of operation | 9 AM – 5 PM, M - F |  |
| **Escalation/ After Hours Contacts:** | Only escalate at least 8 business hours after an email was sentNo after hours contact |  |
| **Level 2** | **Robert Gordon** |  |
| Phone  |  |  |
| Mobile  |  |  |
| E-mail  | robert.gordon@vonage.com |  |
| **Level 3** |  |  |
| Phone  |  |  |
| Mobile  |  |  |
| E-mail  |  |  |
| **Level 4** |  |  |
| Phone  |  |  |
| Mobile  |  |  |
| E-mail  |  |  |
|  |  |  |

1. **Residential Directory Listing Contacts**

|  |  |  |
| --- | --- | --- |
| **Item** | **Vonage** | **Trading Partner** |
| **Residential Contact Name** |  |  |
| Address |  |  |
| City, State, Zip |  |  |
| Phone |  |  |
| Fax |  |  |
| E-mail  |  |  |

1. **Commercial Directory Listing Contacts**

|  |  |  |
| --- | --- | --- |
| **Item** | **Vonage** | **Trading Partner** |
| **Commercial Contact Name** |  |  |
| Address |  |  |
| City, State, Zip |  |  |
| Phone  |  |  |
| Fax |  |  |
| E-mail |  |  |

1. **Industry Notifications**

|  |  |  |
| --- | --- | --- |
| **Item** | **Vonage** | **Trading Partner** |
| Contact | Michael Ortega |  |
| Phone  | 703-304-8288 |  |
| E-Mail  | michael.ortega@vonage.com |  |

1. **Account Manager Contact**

Carrier point-of-contact for establishing a porting relationship should NOT be shared with your Port Resolution Center.

|  |  |  |
| --- | --- | --- |
| **Item** | **Vonage** | **Trading Partner** |
| **Carrier Point of Contact** | **Carrier Operations Team** |  |
| Central e-mail address: | Vonage.LNP@vonage.com |  |
| **Contact** | **Robert Gordon** |  |
| Title | Senior Carrier Operations Consultant |  |
| Address | 23 Main St. |  |
| City/ State/ZIP | Holmdel, NJ 07733 |  |
| Phone  | D: 732-944-0001/ M: 848-333-9471 |  |
| Fax |  |  |
| E-mail  | robert.gordon@vonage.com |  |
| **Contact** | **Michael Ortega** |  |
| Title | Code Manager |  |
| Address | 23 Main St. |  |
| City/ State/ZIP | Holmdel, NJ 07733 |  |
| Phone  | 703-304-8288 |  |
| Fax |  |  |
| E-mail  | michael.ortega@vonage.com |  |
| **Contact** | **Adam Eperon** |  |
| Title | Global Numbers Snr Manager |  |
| Address | 23 Main St. |  |
| City/ State/ZIP | Holmdel, NJ 07733 |  |
| Phone  | +44 1256 536814 |  |
| Fax |  |  |
| E-mail  | adam.eperon@vonage.com |  |
| **Contact** |  |  |
| Title |  |  |
| Address |  |  |
| City/ State/ZIP |  |  |
| Phone  |  |  |
| Fax |  |  |
| E-mail  |  |  |

3. Porting Information

1. **SPIDs/OCN**

| **Vonage** |  |  |  |  | **Trading Partner** |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **State** | **CCNA** | **OCN** | **SPID** | **State** | **CCNA** | **OCN** | **SPID** |
| All states | VDV | 197D | 197D |  |  |  |  |
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1. **CSR/Pre-Order Processing**

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| **Item** | **Vonage** | **Trading Partner** |
| CSR acceptance window |  |  |
| Do you support CSR/ Pre-order requests? | No |  |
| **If yes,** where do we send Requests for CSRs? |  |  |
| Do you have a required CSR form? If yes, please provide. |  |  |
| Primary CSR method |  |  |
| Secondary CSR Method |  |  |
| Exception CSR e-mail  |  |  |
| CSR fax  |  |  |
| Any special subject line elements |  |  |
| Does your CSR provide DL information? |  |  |
| Standard Response Interval |  |  |
| Does the CSR identify holds or freezes? |  |  |

1. **LSR Processing**

|  |  |  |
| --- | --- | --- |
| **LSR Acceptance Window** | **Vonage** | **Trading Partner** |
| LSR system acceptance window | 24/7/365 |  |
| What is the minimum due date? | Next business day, after 1 PM then the business day after |  |
| Do you support Saturday due dates? | No |  |
| Holidays | New Year's DayMartin Luther King DayPresident’s DayMemorial DayIndependence DayLabor DayThanksgiving DayDay after Thanksgiving DayChristmas EveChristmas Day |  |
| LSR Version ID |  |  |
| Do you have a required LSR form? | Yes |  |
| Frequency of Change and method of notification | Go to <http://vonagecarrierservices.com> for information |  |
| Primary Porting Method(EDI, FAX, OTHER) | GUI/EDI – Please use Microsoft Internet Explorer to submit LSRs. |  |
| To obtain access | Go to <http://vonagecarrierservices.com> for information |  |
| URL | https://vonage-port.neustar.com/gateway/ |  |
| If by email any special Subject line data elements?  |  |  |
| If by fax what is primary and secondary fax numbers? |  |  |
| Do you charge a fee to process an LSR? | No, but Vonage reserves the right to charge up to $25 per LSR processed to recover processing fees. |  |
| Is your LSR processing centralized or regionalized? | Centralized, Eastern Time |  |
| If regionalized, how is it split (State, SPID, etc.)? If multiple regions, complete for each region. |  |  |
| Do you require a LOA for service bureaus? | **Yes** |  |
| Do you support Directory Listings? Req type JB | No |  |
| Standard Interval: Simple Port: LSR to FOC Response (FOC Accept or FOC Reject) | 1 business day |  |
| Standard Interval: Non-Simple Port (2 - 20 lines): LSR to FOC Response (FOC Accept or FOC Reject) | 3 business days |  |
| Standard Interval: Non-Simple Port (Project of 20+ lines): LSR to FOC Response (FOC Accept or FOC Reject) | 5 business days |  |
| Non-Simple Standard Interval: LSR to Port (less than 20 lines) | 3 business days |  |
| Non-Simple Standard Interval: LSR to Port (more than 20 lines) | 5 business days |  |
| Non-Simple or Complex Validation fields | * TN and ZIP Code for Residential
* TN, ZIP Code and Account Number for Business
 |  |
| What are the required address fields? | ZIP Code |  |
| Multiple Accounts Port | No |  |
| Cancel (SUP 1) Interval | 1 business day |  |
| Reschedule (SUP 2 ) Interval | 1 business day |  |
| Modify (SUP 3 ) Interval | 1 business day |  |
| How do we escalate if response is not received according to FOC interval? | Email Vonage.LNP@vonage.com |  |
| Do you reject if DDD on the request is less than the interval or you return FOC with first available DD? | **Return FOC with first available DD** |  |
| Can Trading Partner retain/change DL on CB (ELT A or ELT C)? | No |  |
| **NPAC Concurrence:** As the ONSP, do you send Concurrence to NPAC acknowledging the FOC DD? | Yes |  |
| If TN is not activated on due day, do you cancel SV in NPAC? | No |  |
| Are snapbacks allowed? | Yes, within 24 hours of activation |  |
| Do you have specific Porting rules/requirements or a Porting Guide? If yes, please provide a link, or attach a copy of documentation. | <http://vonagecarrierservices.com/resources/docs/LSR-Receive-Instruction-Guide.pdf> |  |
| Do you have a list of standard LSR Reject Responses? | * **Incorrect ZIP code** – ZIP code must be 5 digits and the end user’s billing zip code
* **Incorrect Account Number** – Account number is invalid or is missing
* **SOA SV cancel pending** – the LSR may be submitted once the timer expires – it takes 18 hours for the SV to go to cancel status
* **SOA update required** – There is a pending SV already – there must be a valid FOC before SVs are created
* **TN not found** – TN(s) are not on SPID 197D
* **TNs are found to be in different account** – TNs from different accounts must be on separate LSRs
 |  |
| Will you notify us if there are any systems or processing issues?  | No |  |
| Max DD Accepted | 30 days |  |

1. **LNP Process – Simple Ports**

|  |  |  |
| --- | --- | --- |
| **Item** | **Vonage** | **Trading Partner** |
| Validation Fields (Simple Ports): what are the minimum fields required to submit a Simple Port? | * TN and ZIP Code for Residential
* TN, ZIP Code and Account Number for Business
 |  |
| If you require Account Number or Passcode, do you provide via CSR? | **No** |  |
| Do you require an Authorization Name? | Yes |  |
| If the order is not eligible for Simple Porting, will you supply a DD or ask to resubmit as a complex port? | Resubmit as a complex port |  |
| Which of the four Simple Port validation fields do you require? | * TN and ZIP Code for Residential
* TN, ZIP Code and Account Number for Business
 |  |

1. **Expedites**

|  |  |  |
| --- | --- | --- |
| **Item** | **Vonage** | **Trading Partner** |
| Expedited LSR:Do you accept Expedited LSRs? | No |  |
| Where to send Expedited LSRs |  |  |
| Criteria/Policy:  |  |  |

1. **LNP Completion**

|  |  |  |
| --- | --- | --- |
| **Item** | **Vonage** | **Trading Partner** |
| When are translations completed (TN removed from the switch) as the ONSP? | One to two business days after the Old Service Provider has evidence that the port has occurred |  |

1. **Disconnect/Cancellation/Supplement Policy**

|  |  |  |
| --- | --- | --- |
| *If multiple regions, complete for each region* | **Vonage** | **Trading Partner** |
| How many days will you keep a port request pending after a FOC date before it is cancelled in your system? | 30 days |  |
| Do you allow Trading Partner to send Reschedule (SUP 2) on/after Due Date? | Yes |  |
| Do you allow Trading Partner to Modify (SUP 3) on/after Due Date? | Yes |  |
| Do you Cancel the PON if the PON is in rejected for a certain period of time with no supplement sent by Trading Partner? | No |  |
| As the ONSP, do you accept a Cancellation (SUP 1) on the due date? | Yes |  |
| Cancel FOC Policy | FOC may be cancelled at any time |  |

1. **Projects**

|  |  |  |
| --- | --- | --- |
| **Item** | **Vonage** | **Trading Partner** |
| Do you require a Project ID for large ports?  | No |  |
| What is the Project threshold? (Number of lines that will constitute a project.) | 100 |  |
| What is the Project interval? | Email Vonage.LNP@vonage.com |  |
| Do you have a Project process? | No |  |
| Do you require a different format for large ports  | Email Vonage.LNP@vonage.com  |  |

1. **Directory Process**

|  |  |  |
| --- | --- | --- |
|  *If multiple regions, complete for each region* | **Vonage** | **Trading Partner** |
| If you are not the Directory Listing Provider, who is your Publisher and their contact information? | N/A |  |

4. Directory Publishing

|  |
| --- |
| **Directories Questionnaire: Please complete if you are an ILEC** |
| **ORDERING (DSR/LSR)** | **Item** |  |
| **Who is your DIRECTORY LISTING PROVIDER (ILEC or Publisher/Vendor)?** | **N/A** |
| Do you publish your own directory listing? |  |
| Do you support standard LSOG forms for Directory Listings? |  |
| What is the method for sending your DL requests?  (e-mail, e-fax, EDI, traditional fax, one file per year) |  |
| Should CLEC send **Directory Listing** information to you (ILEC) or to the Publisher/Vender for new or ported TNs (LSR/EU or DSR)? |  |
| If ILEC facilitates DL, do you accept: (A) individual DSR or LSR/EU forms or (B) do you require a Batch File prior to directory close date? |  |
| If ILEC facilitates DL, which do you require when **porting**: (A) LSR with DL page, or (B) separate LSR and DSR?  |  |
| If you accept individual DSR or LSR/EU Forms to update DL, do you also update DA (Local & LD DA)?  |  |
| Any special Subject line data elements?  (TN, Name, etc) |  |
| Do you provide a list of directories and there close dates with your territory. |  |
| Do you provide a list of NPA-NXX’s for directory scoping purposes  |  |
| **Directory Listing Contact Information (ILEC or Vender):** | **N/A** |
| Company name: |  |
| Contact name: |  |
| Contact number: |  |
| Contact address: |  |
| Contact e-mail: |  |
| **Who is your PUBLISHER for residential (white page) listings?**  | **N/A** |
| **AUDIT/RECONCILIATIONS** | Company name: |  |
| Contact name: |  |
| Contact number: |  |
| Contact address: |  |
| Contact e-mail: |  |
| **Who is your PUBLISHER for Commercial (yellow page) Listings?** | N/A |
| Company name: |  |
| Contact name: |  |
| Contact number: |  |
| Contact address: |  |
| Contact e-mail: |  |
| **Who is your ALI owner (DB that supports 911)?** | N/A |
| Company name: |  |
| Contact name: |  |
| Contact number: |  |
| Contact address: |  |
| Contact e-mail: |  |