

DELTACOM/BTI
Local Number Portability Procedures

Business Hours

Order input will only take place during normal business hours:

8:00am - 5:00pm CST Mon-Fri

All Local Service Requests (LSRs) received after 3:00pm CST will be considered next business day.

Deltacom/BTI Holidays

New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day.

Customer Service Record (CSR)

Fax Letter of Agency (LOA) and CSR requests to 256.264.2718.

CSR will be provided within 48 hours.

Local Service Request (LSR)

Deltacom/BTI uses the OBF Local Service Ordering Guideline LSOG 6 Version.

Email LSRs to LNPCoordinators@itcdeltacom.com.

**REQUIREMENT – Subject line must appear in the following order:
Customer Name, Billing Telephone Number (BTN) & Version**

If unable to email, the CLEC may fax the LSR to 256.264.9959.

Note: No hand written information will be accepted.

Standard Intervals

The order interval does not begin until Deltacom/BTI receives a complete and accurate LSR from the new Service Provider. If the order coordinator does not have the required time to process the order to meet the requested end-user due date, an expedite may be requested.

Standard interval - 5 business days

Reschedule interval - 3 business days

Expedites

Expedites may be available depending on workload and charges may apply.

Expedite field must be marked on the LSR.

Firm Order Confirmations (FOCs)

Deltacom/BTI has 24 hours from receipt of a complete and accurate LSR to issue a FOC.

Request for Status – 866.805.1019

Please do not call or email to check status of an order until the 24-hour review interval has expired.

Pulling Translations

A 10-digit trigger is not available with Deltacom/BTI. On an LSR that has a FOC, translations will not be pulled until the number portability database is checked to verify the telephone numbers have ported. To insure proper disconnect of lines, please email LNPCOORDINATORS@itcdeltacom.com once the port has completed.

Number Portability Database Subscriptions

The new Service Provider must create a subscription and pull telephone numbers, 18 business hours (as determined by NPAC) prior to the due date provided on the FOC. This action will insure that on the day of the port, the new Service Provider can activate the lines without concurrence in NPAC from Deltacom/BTI.

In escalation cases ONLY, involving expedites, where the new Service Provider did not meet the 18 NPAC hour expiration window, Deltacom/BTI will provide concurrence within NPAC.

Directory Listing

Directory Listings will be removed after order completion. The new Service Provider is responsible for listing the customer with the appropriate Publishing Companies and Directory Assistance Providers.

Clarifications

LSRs will be clarified for incomplete, incorrect or conflicting information. The new Service provider has 10 business days to respond to request for clarification by submitting a supplemental LSR. The original LSR will be cancelled after 10 business days if no response is submitted.

Missed Appointment

If the lines are not ported on the FOC date, it will be considered a missed appointment. There is no grace period. The new Service Provider must issue a supplemental LSR with a new desired due date. The LSR will be cancelled after 30 calendar days if a new desired new date is not provided.

Conflict

If a customer is ported without Deltacom/BTI's knowledge, via an LSR (before or after the FOC date), the porting Provider is responsible for removing and normalizing those translations before the numbers will be released.

Supplemental Orders

A supplemental order can only be sent after the original order has been confirmed. The new Service Provider must issue a supplemental order to identify any changes in due dates, as well as changes or corrections to information provided on the original order. Supplemental orders must reflect a new due date meeting standard intervals.

Partial Migrations

Telephone numbers remaining with Deltacom/BTI must be specified on the LSR and remarks must be noted. If the customer's BTN is being ported out, the new BTN (for the remaining telephone numbers) must be specified on the LSR.

Limitations

Deltacom/BTI only supports porting "working numbers."

Escalation Handling

If it is necessary to escalate, the new Service Provider will contact the coordinator and provide the following:

- Contact name & telephone number
- Customer name
- BTN
- Date LSR was submitted & version
- Description / Reason for escalation

Once contacted, the coordinator will investigate to determine the status of the LSR. Deltacom/BTI will provide status within 2 business hours of receiving the initial escalation.

Escalation Contacts – status line: 866.805.1019

1 st Level Coordinators	866.805.1019
2 nd Level Manager	256.264.1319 – Jeannie Weeks
3 rd Level Director	256.382.3946 – Tim Cathcart

***Porting Guidelines subject to change without notice

***To establish reciprocal authorization for receipt of customer service record information, executed blanket Letter of Agency forms must be completed.

******The above Porting Guidelines changes are effective immediately******