NUMBER PORTING GUIDELINES

Required Porting Documents are linked below. Please read this form before filling out required documents.

DOMESTIC 48+ AK LNP

Port-in Guidelines • Simple Port

- A single, simple port order may contain multiple losing carriers, and will be broken out into subgroupings for each carrier (and potentially for the same carrier if LRNs, rate centers, porting data, etc. are different)
- Port intervals are based on number of TNs porting and are estimates:

# OF TNs	DESCRIPTION	TIMELINE
1-200 TNs	All TNs on one carrier with same BTN/ATN and address or on multiple carriers:	7-10 BUSINESS DAYS*
201 - 1000 TNs	All TNs on one carrier with same BTN/ATN and address or on multiple carriers:	10-21 BUSINESS DAYS*
1000+ TNs	Timeline dependent on total number of TNs and carriers	21+ BUSINESS DAYS*

Port-in in Guidelines • Complex Port (project port applies only to Veracity Networks internally submitted orders)

- A complex, project port order may contain multiple ATNs, BTNs or addresses as well as multiple losing carriers, and will be broken out into subgroupings for each carrier (and potentially for the same carrier if LRNs, rate centers, porting data, etc. are different) and may also be broken out by ATN, BTN or address if necessary.
- Port intervals are based on number of TNs porting, number of BTNs/ATNs per carrier and number of addresses and are estimates:

# OF TNs	DESCRIPTION	TIMELINE
1-200 TNs	TNs on one or multiple carrier(s), with multiple ATNs/BTNs or addresses:	10-15 BUSINESS DAYS*
201 - 1000 TNs	ATNs on one or multiple carrier(s), with multiple ATNs/BTNs or addresses:	12-21 BUSINESS DAYS*
1000+ TNs	Timeline dependent on total number of TNs and carriers	25+ BUSINESS DAYS*

HAWAII LNP

Port-in Guidelines • All Ports

- A single, simple port order may contain multiple losing carriers, and will be broken out into subgroupings for each carrier (and potentially for the same carrier if LRNs, rate centers, porting data, etc. are different)
- Port intervals are based on number of TNs porting and are estimates:

# OF TNs	DESCRIPTION	TIMELINE
1-49 TNs	TNs in Hawaii all with same BTN/ATN and address:	10-15 BUSINESS DAYS* Porting time must be specified up front
1-49 TNs	TNs in Hawaii all with Multiple BTN/ATN or address:	15-25 BUSINESS DAYS*
50+ TNs	TNs in Hawaii all with same BTN/ATN and address:	15-20 BUSINESS DAYS*
50+ TNs	TNs in Hawaii all with Multiple BTN/ATN or address:	20-30 BUSINESS DAYS*

NOTE: These are turnaround times for clean orders. Times do not include rejection intervals. Any supplement to an order or removal of a TN will cancel and restart order intervals.

(!) *Time frames are not guaranteed. Actual date and time may vary based on losing carrier and offnet coverage

Required Information for all Ports:

- End user information and LOA information for all TNs on the order. Must include a spreadsheet for TN list of more than 100 numbers and when there are multiple ATN/BTN or addresses.
- Any associated account numbers, billing telephone numbers and PINs as well as information regarding resellers. An LOA is required and a copy of the bill if you have one and CSRs are always welcome. The more information you provide us, the faster we can process your request.
- Please provide a target due date and a requested activation time for your port.
- Canadian ports require Canadian addresses.
- Puerto Rican ports require a signed LOA by the end user and must have the Tn(s) to be ported listed on the LOA.

Port Cancels after FOC:

- Numbers canceled on port AFTER FOC has been received incur a cancel cost of $6.00 per number.

Offnet, Canada and Alaska Porting:

- Offnet porting currently only has one window of porting daily at 8am PST. All offnet ports will be activated within that hour.

IMPORTANT

We do not port after 2PM EST on Fridays and we prefer not to port before 7am or after 4pm PST.

We do not port on weekends or holidays.

Need at least 7 days lead time for any after hours time approval. $150.00 an hour with a 1 hour minimum

DOCUMENT LINKS

LOA Document Link:

In order to port your numbers over from another carrier, we will need a signed Letter of Authorization (LOA)

LETTER OF AUTHORIZATION (LOA)