PORTING ORDER EMAIL REQUIREMENTS & FLOW

On every order that is sent in to Veracity for any port, the following is required in your order email with correct paper work attached. All orders need to be submitted to CustomerServiceGroup@veracitynetworks.com. The body of each email needs to have every field filled out as well as both Veracity LOAs, bill copy/invoice, CSR (if you have one from the losing carrier- this is the only one that can be submitted with the LSR) and an Excel spreadsheet of lines being ported:

End User Name/Company Name:

Number(s) to Port:

Porting Type (Full or Partial):

Location Type (Business or Residential):

Current Service Provider:

Account Number & BTN(s):

Authorized Contact:

Contact Title:

Service Address & Billing address (if different):

Requested date to port or first available date:

ROUTE LABEL or IP: (which trunk to route numbers to): (NOTE: does not apply for Teams customers) **Outbound CNAM (if requested):**

E911 Name and Address per number (if requested):

NOTES:

PLEASE CONTINUE TO THE NEXT PAGE FOR FIELD DESCRIPTIONS

WHAT EACH FIELD MEANS:

End User Name/Company Name:

- This field needs to have the same name as what the donor carrier has on record. The name on their COB (Copy of Bill=Invoice) and CSR (Customer Service Record) should be the same. If there is a discrepancy then a new LOA for every name will need to be filled out.

Numbers to Port:

- You will need to list out the TNs that are porting and/or attach an excel spreadsheet with the lines and note it in this field.

Porting Type:

- Full- All TNs on account under BTN/Service Address.
- Partial- Not all TNs associated to account are porting- please see requirement for simple ports if the BTN is part of this port.

Location Type:

- Business- Lines are associated to a business account.
- Residential- Lines belong to a residential account.

Current Service Provider:

- This is the carrier that they receive their COB/Invoice from

Account Number & BTN(s):

- Account Number- Account number(s) associated to their account. If there are multiple account numbers, you will need to associate which line is with which account number. If this is not specified, the order will be rejected back.
- BTN(s)- All BTNs associated with the TNs that are being ported and which lines are associated to which BTN. If not specified, the order will be rejected.

WHAT EACH FIELD MEANS CONTINUED:

Authorized Contact:

- Who is signing the LOA- This has to match the losing carriers information for someone authorized to make changes to their account.

Contact Title:

- The title of the authorized contact.

Service Address & Billing Address:

- Service Address- Needs to match what the donor carrier has on record as where these TNs are located at. This can be different than a billing address. You generally will get this off of a CSR or can confirm with the donor carrier on what they have on record.
    - There can be issues with a service address when the lines are resold to a reseller. This can still be confirmed with the donor carrier.
- Billing Address- This is the address that is on the COB/Invoice.

Requested date:

- State what date the end user wishes to have the lines port if it needs to be coordinated for a specific date within time frames and/or specific time of port.
- If no specific date is requested we will go with the first available from the donor carrier.

ROUTE LABEL or IP: (NOTE: does not apply for Teams customers)

- The route label is what each individual trunk is labeled so we can identify them when routing traffic. If you do not have the route label, you can provide the IP of the trunk and we can locate the corresponding route label for you. We MUST have the route label or IP of the trunk you wish us to point any numbers to. If you do not know the name of the route label, you can also send a request for your trunk information to: CustomerServiceGroup@veracitynetworks.com

WHAT EACH FIELD MEANS CONTINUED:

Outbound CNAM:

- If you wish to have a name associated with any TN to show on your called parties end, please provide the name information. Please note, there is a 15 character limit, including spaces.

E911 Name and Address:

- If you request emergency services on a TN, please provide the name listed and address that should be associated with each TN so EMS can locate a user if 911 is dialed.

NOTES:

- This is probably the most important field for us as we need to have as much information on the port and the customer so we can get the lines accepted and avoid any complications. If there have been any recent updates to an order/account (i.e. new authorized contact, BTN change, etc), place that in this field so we are aware and can note it in the LSR to the donor carrier.