

**LENNON TELEPHONE COMPANY**

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**LOCAL NUMBER PORTABILITY (LNP) BUSINESS RULES**

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## **INTRODUCTION**

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This document has been developed in an effort to provide operational guidance between Lennon (Lennon) and the New Service Provider (NSP). The business rules will provide operational references for both parties to use to manage the business relationship. As changes are made in staffing, process improvement, and updates to each network, the business rules will serve as the medium to effectively communicate between Lennon and the NSP.

Lennon reserves the right to make changes to the business rules. In the event that Lennon makes changes, the modified version of the business rules will be forwarded to the NSP's Primary Contact specified in the NSP's Profile/TPP. The modified version will supersede and replace all previous versions.

If an Interconnection Agreement exists between Lennon and the NSP, the interconnection agreement terms supersede this document and the NSP's LNP Inter Carrier Procedures and/or Trading Partner Profile.

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## **SECTION I - IMPLEMENTATION**

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### **Planning**

The business rules include Lennon's contact information, guidelines, standards and additional terms and conditions necessary to support Local Number Portability (LNP). Lennon requests each party designate a single point of contact to discuss implementation of Local Number Portability (LNP).

### **Implementation Meeting**

The Implementation Meeting/conference call shall address the following items and any other matters agreed upon by the Planning Team:

- Pre-Order & Ordering Procedures
- Points of contact for ordering, provisioning, billing, and maintenance
- Billing Processes and Procedures (if applicable)
- Database Updates (i.e. 911, LIDB,CNAM, CLASS, Directory Services)

### **Service Provider Contact Information Form**

Lennon's Contact Information is provided for general information, billing and contact information and Ordering. Lennon requests the NSP provide the ordering and provisioning contact information before implementation of Interconnection/LNP. Lennon's contact information is located within this document.

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## SECTION II - LOCAL NUMBER PORTABILITY

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### Wireless Carriers

**\*\*\*applicable when NSP is wireless\*\*\***

Wireless Carriers (CMRS) porting with Lennon must adhere to the following **in addition to** the remaining Lennon LNP Processes and Procedures outlined in the document:

A.) Absent an agreement between CMRS and Lennon to address the exchange of traffic to or from ported numbers, Lennon requests the CMRS discuss how traffic will be routed to and from ported numbers in the context of a Planning and Implementation Team.

B.) CMRS shall only request to port numbers where the CMRS has numbering resources assigned or where its coverage area overlaps the geographic location of the numbers it requests to port.

C.) Reserved numbers, as defined in 47 C.F.R. Section 52.15(f)(1)(vi) or a successor provision, may be ported only if there is at least one working telephone number in the group, as required by the FCC's rules and orders.

D.) If a Type 1 arrangement exists between CMRS and Lennon, Lennon requests CMRS and Lennon work together to migrate CMRS' Type 1 telephone numbers to CMRS' switch prior to the start of porting between CMRS and Lennon.

### *Types of Ports*

#### **Simple Port**

As defined by the FCC, simple ports: (1) do not involve unbundled network elements (2) involve an account only for a single line (3) do not include complex switch translations (*e.g.*, Centrex, ISDN, AIN services, remote call forwarding, or multiple services on the loop/line) (4) do not include a reseller.

#### **Complex Port**

A complex port is any port that does not qualify as a simple port.

**Local Service Requests: (LSR) to port multi-line accounts qualify as complex ports and may require project management. Contact Lennon's Primary Contact for details before submitting the LSR\*\***

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## SECTION II - LOCAL NUMBER PORTABILITY cont.

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### Customer Service Record Request

*\*CSR records are only provided to Service Providers in which Lennon has an effective interconnection agreement\**

The NSP must submit all Customer Service Record Requests on the Lennon's preferred Customer Service Record Request Form (CSR). Lennon's preferred CSR will be provided (by Lennon) upon request by the NSP.

- The CSR must be complete, legible and accurate.
- Lennon **does not** support handwritten Customer Service Record Requests.
- All Customer Service Record Requests must be emailed to Lennon's dedicated LNP email address: **lentel@power-net.net**
- Lennon **does not** support Faxed Customer Service Record Requests.

### Ordering

#### Local Service Request

The NSP must submit all port requests on Lennon's preferred Local Service Request Form (LSR). Lennon's preferred LSR will be provided (by Lennon) upon request by the NSP.

- The LSR must be complete, legible and accurate.
- Lennon **does not** support handwritten Local Service Requests.
- All Local Service Requests must be emailed to Lennon's dedicated LNP email address: **lentel@power-net.net**
- Lennon **does not** support Faxed Local Service Requests.

#### Simple Port Validation

The following fields will be used for validation of simple port Local Service Requests. Account Number, Telephone Number and Zip Code.

**Completion of the FCC-mandated 14 simple port fields is required on ALL port requests.**

#### Non -Simple Port Validation

Non – Simple Local Service Requests **require** the Account Holder's Name and the Account Holder's Physical Address. **The entire LSR must be completed for non-simple ports.**

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## SECTION II - LOCAL NUMBER PORTABILITY cont.

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### **Coordinated Requests**

If the customer requests the telephone number to port at a specific time on the day of the port, it is considered a Coordinated Request (Coordinated Hot Cut). A Coordinated Hot Cut (CHC) is NOT a Simple Port. The NSP must request a CHC in the Remarks section of the Local Service Request Form.

### **Rejected Orders**

Lennon will reject any Local Service Request that cannot be processed due to inaccurate data on the Local Service Request.

Simple Ports: Lennon will provide the 'reject' Local Response within 4 business hours.

Non-Simple Ports: Lennon will provide the 'reject' Local Response within 24 hours.

### **Local Response (LR)**

Lennon will provide the Local Response within twenty-four hours (24), not including weekends and holidays. The port date posted on the Local Response is "FIRM". The NSP should not port the end user's telephone number before the (LR) date unless Lennon agrees to the early port date. The Local Response will be emailed to the NSP contact as specified on the Local Service Request.

### **Supplemental Orders (Cancellations, Reschedules, Changes)**

It is the NSP's responsibility to notify Lennon of port cancellations, reschedules, and/or changes to the port request. If the NSP does not notify Lennon of the port cancellation, reschedule and/or change, Lennon will proceed with the port out per the Firm Order Confirmation date.

#### **Cancellations**

Lennon requests receipt of cancellation requests by **4pm local time** the day before the scheduled port date. To ensure port cancellation, the NSP must call Lennon's Customer Service Department to verbally cancel the port **AND** the NSP must submit a supplemental (SUP) Local Service Request to Lennon's Customer Service Center.

If a port request is canceled **on the due date**, the NSP must adhere to the above notification protocol.

#### **Reschedules**

Lennon requests receipt of rescheduled requests by **4pm local time** the day before the scheduled port date. To ensure the port is rescheduled, the NSP must call Lennon's Customer Service Department to verbally reschedule the port **AND** submit a port supplemental (SUP) request (Service Order) to the Customer Service Center.

If a port request is rescheduled **on the due date**, the new Service Provider must adhere to the above notification protocol.

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## SECTION II - LOCAL NUMBER PORTABILITY cont.

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### Changes

Lennon requests Change Orders be submitted by **4pm local time** the day before the scheduled port date. If an order is changed **on the due date**, the NSP should call Lennon's CSC first to notify Lennon of the change AND submit a supplemental Local Service Request for the change.

\*\*All Local Service Request order cancellations, reschedules and changes must be submitted via a supplemental (SUP) Local Service Request. To ensure the change is processed with expediency, the change to the order should be clearly stated in the 'Remarks' section of the Local Service Request. \*\*

### *Local Service Order Due Dates*

Lennon will port via FCC rules.

Simple Ports - Port out within one business day.

Non-Simple Ports - Port out within 3 business days.

**NOTE:** Multi line port requests may require project management and a longer port out interval. Contact Lennon's CSC for additional details.

### *Ported Number Treatment*

#### **Ten-Digit Trigger (TDT)**

Unless otherwise requested by the NSP, and if applicable, Lennon will apply the Ten-Digit Trigger (TDT) to all LNP orders.

#### **Translation Removal**

Translations removal will be scheduled for 11:59pm on the due date, but can be changed by an LSR supplement received no later than 9pm local time on the due date.

#### **Interoperability Testing**

Testing is requested prior to porting 'live' customers. Testing shall be conducted from a test script agreed upon by Lennon and the NSP. Each company will assign a project coordinator to schedule two-way testing. Typically, two weeks is required for testing.

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## SECTION III - MAINTENANCE

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### **Facility Notification by Lennon Customer Service Center**

Lennon's Customer Service Center will make every attempt to notify the NSP as soon as a facility problem or incapability is known. In situations where a decision is required from the NSP before proceeding (i.e. change of port due date), Lennon will contact the NSP's Primary Contact to discuss the problem and resolution timeframe.

To facilitate dialogue and passage of necessary information regarding network reliability and integrity, it will be necessary to provide contact information for each company. Lennon's contact list is posted in the Contact Inf

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## SECTION IV – TROUBLE REPORTING & REPAIR

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### **Trouble Reporting**

Lennon's Trouble Reporting & Repair will receive trouble reports from the NSP, generate internal trouble tickets and forward for processing.

### **Trouble Reporting Process**

- The NSP must report troubles to Lennon's Trouble Reporting & Repair Contact listed in Lennon's Contact Information section of this document. Upon receipt of trouble reports for specific problems related to LNP, Lennon will generate internal trouble ticket(s) and forward for processing. A trouble ticket number for tracking purposes **may** be provided to the NSP.
- The ported telephone number must be reported along with a detailed description including date of port, type of port, (i.e. Coordinated Hot Cut or Ten Digit Trigger) and types of errors found.
- If Lennon receives a trouble report from an end user customer that has ported its telephone number to the NSP, Lennon will advise end user customer to contact the NSP directly. Lennon will only accept and act on trouble reports directly received from the NSP for ported telephone numbers.

### **Trouble Reporting Information**

The following information is required for trouble reports:

- Contact Information
  - Carrier Name, Initiator's name, phone number, fax number, and email address
- Service Provider ID and OCN
- Location Routing Number
- Time and Date of Port
- Description of Problem

### **Repair Completion**

Notification of repair completion will be emailed to the initiator of the trouble report. Lennon will not be held responsible for notifications not received by the NSP resulting from non-responsive or non-operational electronic mail.

*Information included in the notice:*

- Telephone Number
- Customer Name
- Resolution of the Trouble Ticket (if a problem is found)
- Date and Time the trouble was reported to Lennon
- Date and Time the trouble was cleared by Lennon (if applicable)

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## **SECTION V – DIRECTORY SERVICES**

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### **Directory Listing & Assistance**

Upon completion of the port out, the NSP is responsible for the customer's directory listing and directory assistance information.

If an interconnection agreement exists between Lennon and the NSP, the terms of the agreement will supersede the procedures outlined in this document.

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## **SECTION VI – DATABASE UPDATES**

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### **NPAC and SOA Databases**

Lennon and the NSP both shall be certified by the regional Number Portability Administration Center (NPAC). Lennon and the NSP are individually responsible for establishing appropriate arrangements and interfaces with third party entities and/or service bureaus to ensure that ported telephone number data is properly transmitted to NPAC and Service Order Administration (SOA) and any other party necessary to ensure accurate porting between the parties.

### **SS7, 9-1-1- E9-1-1 & Other Databases**

Lennon and the NSP are individually responsible for its own independent connections to the SS7 (i.e. Caller Name Delivery (CNAM) and Line Information Database ("LIDB")) and 9-1-1/E9-1-1 networks.

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## SECTION VII – LENNON CONTACT INFORMATION

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### GENERAL COMPANY INFORMATION:

Telephone Co. Name:	Lennon Telephone Company
Address:	P.O. Box 329
City, State, Zip Code:	Lennon, MI 48449
OCN:	0708
Hours of Operation:	M-F 8:00 am – 5:00 pm
Observed Holidays:	New Year's Day, Memorial Day, 4 <sup>th</sup> of July, Labor Day, Thanksgiving and day after, Christmas Eve, Christmas Day, New Year's Eve

### PRIMARY CONTACT INFORMATION:

Name:	Melanie Hitchings
Phone Number:	810-621-3301
Email Address:	mhitchings@power-net.net

### ESCALATION CONTACT INFORMATION:

Name:	Sharon Patsey
Phone Number:	810-621-3305
Email Address:	spatsey@power-net.net

### TESTING CONTACT INFORMATION:

Name:	Melanie Hitchings
Phone Number:	810-621-3301
Email Address:	mhitchings@power-net.net

### CUSTOMER SERVICE CENTER CONTACT INFORMATION:

Name:	Melanie, April or Sharon
Phone Number:	810-621-3301
Email Address:	<b>lental@power-net.net</b> (LSR Submission email address)
Hours of Operation:	M-F, 8:00 am – 5:00 pm
Order Cut-off Time:	1:00 pm

### TROUBLE REPORTING & REPAIR CONTACT INFORMATION:

Name:	Melanie, April or Sharon
Phone Number:	810-621-3302
Email Address:	lental@power-net.net
Hours of Operation:	M-F, 8:00 am – 5:00 pm
Contact Outside Hours of	810-621-3302, leave detailed message

Operation:	
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