LNP Playbook

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Introduction to Local Number Portability — LNP

LNP, or local number porting, is a system that enables end users to keep their telephone numbers when switching from one communications service provider to another. When deregulation came to the telephone industry, many new service providers emerged, offering consumers a choice of services and prices. Yet, switching to a new provider meant getting a new telephone number.

Number portability changed that, making it easy for consumers to freely select the communications service provider of their choice and retain the same telephone number.

As mandated by various FCC and CRTC rules and orders, the Number Portability Administration Center (NPAC) is the telecom industry's common, authoritative database used for routing, rating and billing calls for telephone numbers that are no longer assigned to the original NPA-NXX code holder.

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Confirming Portability

The first step in the LNP process is to confirm that etherFAX has a carrier that supports the Rate Center the number is located in.

A Rate Center is defined as a geographical area used by a Local Exchange Carrier (LEC) to determine the boundaries for local calling, billing, and assigning phone numbers.

To confirm coverage portability:

• Please log into your Client or Partner portal and select PORTABILITY on the menu on the left

• Enter the fax number in 10-digit format

• Results will be either PORTABLE-YES or INQUIRE.

• For inquiries resulting in INQUIRE, please email lnp@etherfax.net that you received an INQUIRE result and provide the list of fax numbers. A LNP Representative will further advise on portability.

NOTE: This process is only to confirm that etherFAX has coverage to port the number in. It is the responsibility of the customer to confirm with their existing provider if there are any restrictions to allow the port out.

etherFAX providers have the right to drop Rate Centers from their footprint without immediate notice to etherFAX. This is not common but is possible for remote areas.

Occasionally there will be situations whereby etherFAX will have a covering provider to the Rate Center your number(s) is in, however once the order is submitted, they may have not an Inter-Connection Porting Agreement with the losing provider or they may not support the SPID (Service Provider Identification) that the number is held under. If this should happen, etherFAX will immediately look into other etherFAX providers and if available have the order re-submitted.

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Terms and Acronyms

TN – Toll/Telephone Number

TFN – Toll Free Number

NPA – Number Plan Area – An NPA is simply referred to as the Area Code of a number.

NXX – Exchange - Three-digit code that forms the second part of a 10-digit North American phone number of digits 1-6. This is also known as the prefix or center office code.

XL – Last 4 digits in the phone number. Example: 732(NPA) -813(NXX) -0134(XXXX)

LATA – Local Access Transport Area – Represents a geographical area of the United States.

Rate Center – geographical area used by a Local Exchange Carrier (LEC) to determine the boundaries for local calling, billing and assigning phone numbers.

LEC – Local Exchange Carrier – Regulatory term in the telecommunications for the local telephone company.

LOA – Letter of Authorization. -Legal document that the authorized contact for the end user must read, complete and sign, giving their authorization to the port their number to a new carrier.

BTN or ATN – Billing Telephone Number/Account Telephone Number. This is the telephone number to which all telephone numbers of a customer are charged in a consolidated telephone bill. This is required for all port requests.

CSR – Customer Service Record – Copy of how telephone records appear in the telephone company's database. It contains information about each separate line charge.

LSR – Local Service Request-The service request to port a number sent from one Service Provider to another.

Partial Port – When porting out only a selected amount of TNs from the assigned carrier/account and leaving remaining numbers and services active on the existing account.

Full Port – When porting ALL numbers on the assigned carrier/account and leaving no other numbers or services active and the account will be closed after the porting.

Simple Port – A port request whereby the TNs to be ported are all with the same end user, same service provider, same account number, same BTN/ATN and same service address.

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Terms and Acronyms (Continued)

Complex Port – A port request whereby the TNs to be ported are for the same end user, but could have multiple different service providers, different account numbers, different BTN/ATNs, different service address.

Resp Org – Responsible Organization Company as it pertains to Toll-Free Numbers only.

FOC – Firm Order Confirmation – Date of transfer from the losing carrier to the winning carrier.

Gaining/Winning Carrier – The new etherFAX carrier which can also be a ULC carrier.

ULC – Underlying Carrier – A common carrier providing facilities to another common carrier which then provides the service the end user.

CIC – Carrier Identification Code (Toll Free Number Porting)

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TN Portability Requirements for Submission

The success of porting your fax number is based upon the submission of accurate information as it pertains to the existing carrier who holds the number.

1.   Customer/end-user name as it appears on invoice/CSR

2.   Current Service Provider

3.   Provider account number

4.   Service address on file

5.   Authorized Billing Contact

6.   BTN/ATN (This is not always available on the invoice; it is best practice to call your provider to confirm this 10-digit number on the account for the porting TN(s).)

7.   Partial or Full Port

8.   Signed LOA

9.   Recent provider bill copy. First page is acceptable.

10. List of porting TNs. If more than 5 TNs, you will need to list them in csv format as example: 7328130134

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Porting Submission Instructions

NOTE: This process is only for simple port Toll-Numbers. Complex Orders will be discussed further in this handbook.

***Do not submit port requests until your etherFAX enabled application/device or fax server is ready to accept faxes for the ported numbers. ***

Once all the required information has been obtained and you are ready to submit your port request to etherFAX, please proceed to the following:

- Begin by logging into the customer portal https://clients.connect.etherfax.net and selecting 'Portability' from the menu on the left. Then choose 'New Port Request'

- Resellers – please select your customer for the port first

- Then select 'New Port Request'

- Then choose the number type, 'DID/Toll-Number'

- Then select 'Port Type', Full or Partial

- Provide all required information. For more details on the required information see the LNP Handbook (Available under the Resources section here: https://www.etherfax.net/lnp-port/)

- Upload PDF versions of the bill copy and signed etherFAX LOA

- Add desired numbers to port either manually or using a CSV file, with one number per line. Numbers should be in a 10-digit format (ex: 7321234567)

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Port Request Processing Steps

Once you have completed the port request web form as instructed and you have officially submitted the request, you will receive an auto response to acknowledge that your request has been submitted to the etherFAX LNP Department with a ticket number assigned. Your order will be reviewed within 24 business hours from submission by an LNP Rep Coordinator. Your LNP Rep will review the details of your order to ensure it is as accurate as possible. If any obvious errors are noticed the LNP Rep will respond back to the email contact provided on the port form to review and help clarify.

The LNP Rep will determine the etherFAX carrier and will submit the request per their carrier guidelines. You will receive a response notice to your port order ticket directly from the LNP Rep who is handling the request to advise that the order has been submitted. Your LNP Rep will keep you updated on the status and will be your main point of contact on your order request. Once the etherFAX carrier sends the LSR (service request) to the existing provider, the request will be in a pending status until the existing/losing provider responds (this can take days or several weeks depending on that provider). Your etherFAX Rep will monitor the request and will handle any necessary follow up to the etherFAX carrier within the acceptable time frame if no response has been provided. Expedite requests will move your order to the top of the processing carrier queue and there is an additional $50.00 fee.

Depending on the losing carrier and gaining carrier SLA (Service Level Agreement) rules port order for over 99TNs will require a pre-authorization/project ID. This will extend the time of the porting process.

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etherFAX Local Number Porting Process Outline

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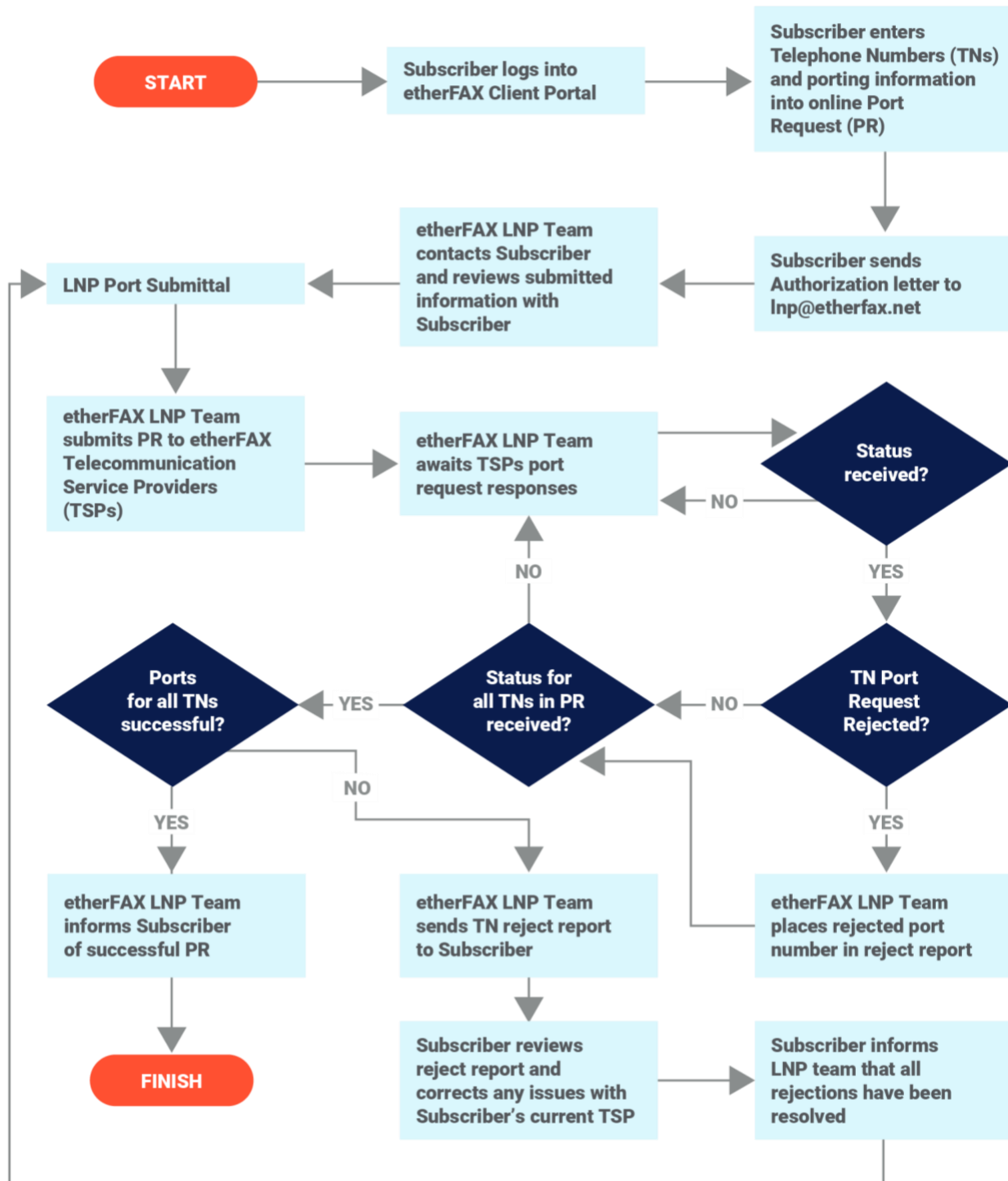
FOC and Rejection

FOC – Once your existing provider has approved the port request, a FOC (Firm Order Confirmation) will be sent to the etherFAX Carrier and then sent on to your etherFAX Rep. This is the date that your number(s) will be ported which has been agreed upon between both the losing and the winning provider. Your LNP Rep will advise you immediately of your port date and you will be requested to confirm the number(s) for accuracy. NOTE: This date is not easily subject to change and if you must request a different port date of your number(s), we will ATTEMPT to have this changed for you, however there is a per number fee (depending on the carrier) for each porting TN, IF the attempt is successful.

Rejection – Your existing provider has the right to reject the port of your number(s) for various reasons. Some of the most common are but not limited to:

End User/Customer Name Mismatch – The end user/customer name submitted does not match what the existing provider has on file.

Address Mismatch – The service address submitted does not match what the existing provider has on file.

Authorized Contact Mismatch – The person authorized to make changes to the account does not match what the existing provider has on file.

All Data Mismatch – Nothing submitted matches what the existing provider has on file.

BTN/ATN Mismatch – The Main Billing/Account Telephone Number is incorrect.

LPF – Local Provider Freeze – There is a freeze on the account which will not allow any changes. Account Mismatch – The account number provided does not match what the existing provider has on file.

Pending Order – There is a pending order on the account.

Ineligible for Porting/Conversion – This could mean that a partial port is not permitted on the account or that the existing provider retains ownership of the number as well as other contract factors.

TN Inactive – The TN to port is not active/in service.

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FOC and Rejection (Continued)

Your LNP Rep will advise you immediately that your request has been rejected and will provide the rejection given from your provider. Your LNP Rep will make suggestions on what the end user needs to do to resolve the issue and the order will stay open for 30 business days. Depending on the nature of the rejection, at times a new LOA or updated bill copies or CSR may be requested in order to resubmit.

It is the sole responsibility of the end user/customer to work with their provider to resolve the issue. If there is no further progress or activity to resubmit after 30 days, your LNP Rep will advise you that the rejected order request will be closed and a new web submission will have to be submitted once the issue is worked out.

Port Day

Your LNP Rep will monitor the port on the given date that has been scheduled. If you were provided a time frame, your LNP Rep will advise you when your number(s) have ported and are completely activated within that time. It is policy that etherFAX awaits confirmation from the etherFAX Carrier. Your LNP Rep will test the number immediately to ensure the transfer was completed successfully. Depending on the etherFAX Carrier, if they are using a ULC and are located in a different time zone, it is possible that your number(s) will port and be activated on the etherFAX Gateway several hours before the completed notice is sent to etherFAX and then passed on to you. Your LNP Rep will monitor this closely and will follow up accordingly for any lengthy delays and will advise you when we have confirmation.

Typically, there are no interruptions in your service and the port will complete as scheduled with no downtime. However – It must be noted that there are hundreds of independent carrier/phone companies in the U.S, each with their own databases containing call routes. Getting all of those carriers to update their call routes immediately is the goal but cannot be guaranteed. The consequence is that once your fax number has been ported to the etherFAX Gateway, most calls will be completed, but there may be certain geographical regions where a Local Exchange Carrier does not update their call routing database and calls originating from that LEC will not be routed correctly to the etherFAX Network. If you should experience this, the etherFAX Support Team will work with the carriers to resolve the problems in a timely manner but ultimately the route update must be performed for the originating LEC.

If you have ported an incorrect number, we must be advised ASAP. If advised within the same business day a snap back to the original carrier can be attempted. Please be advised that not all snapbacks are possible and is dependent of the original carrier accepting. There are high carrier fees for this process that can start at $300.00 per number and increase depending on carrier and time frame. If a snap back is not an option, you must start the port-in process with the original carrier, if you are a Healthcare Industry please advise your etherFAX rep and the original carrier and in most cases these requests can be expedited.

Complex Port

What is a complex port? A complex port consists of porting several TNs and/or mix of TFNs for the same end user customer who has any of the following criteria:

- Multiple existing carriers
- Multiple Account numbers
- Multiple CSRs (Customer Service Records) if held by the existing carrier
- Multiple BTNs/ATNs (Billing/Account Telephone Number)
- Multiple End User Names
- Multiple Service addresses
- Multiple Rate Centers (City in which the TN resides)

Just as with a simple port, each TN porting must match what each carrier has on file. In order to submit these requests, you will need to work directly with the etherFAX LNP team. If you are

unsure if the TNs/TFN to be ported are in fact with multiple carriers, please advise the LNP Team and we will make every effort to obtain that information for you so that you can be sure you are extracting the correct information for the numbers to be ported with the specific carrier/account.

Just as with a simple port, a copy of each carrier bill for the associated number(s) to port (first page within 30 days) may be required. If CSR's are available from the existing carrier, those can replace the bill copies.

The complexity of the order will vary on the amount of TNs to be ported as well as how many varying criteria factors there are.

To make this process as easy as possible for the requesting customer we will send a complex port order form spreadsheet. This LNP complex sheet will allow you to list the porting numbers and added fields to complete the data to match each porting TN. They are the following:

- Numbers to port
- Customer/End User name on file
- Existing carrier
- Account Number
- Main BTN/ATN
- Service address on file (must match carrier info/CSR data)

Complex Port (Continued)

Also required: Specific Signed Complex Port Letter of Authorization which will elaborate on the process, added fee's etc. COB or CSR attachments labeled/renamed by porting number that matches the COB or CSR which will help to identify the PDF files so they are submitted accordingly.

The Complex Spreadsheet will be submitted to the covering etherFAX carrier and will be updated when status changes apply for each porting TN. Note: If we are working with multiple carriers and or accounts, your order will most likely receive several updates including different FOCs (port dates). Those updates will be sent you directly from the etherFAX LNP Rep who is managing your port request.

As we understand that each port order request can be unique, please work directly with the etherFAX LNP team to help coordinate your order request so that it can be submitted as accurately as possible. lnp@etherfax.net

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etherFAX Complex Local Number Porting Process Outline

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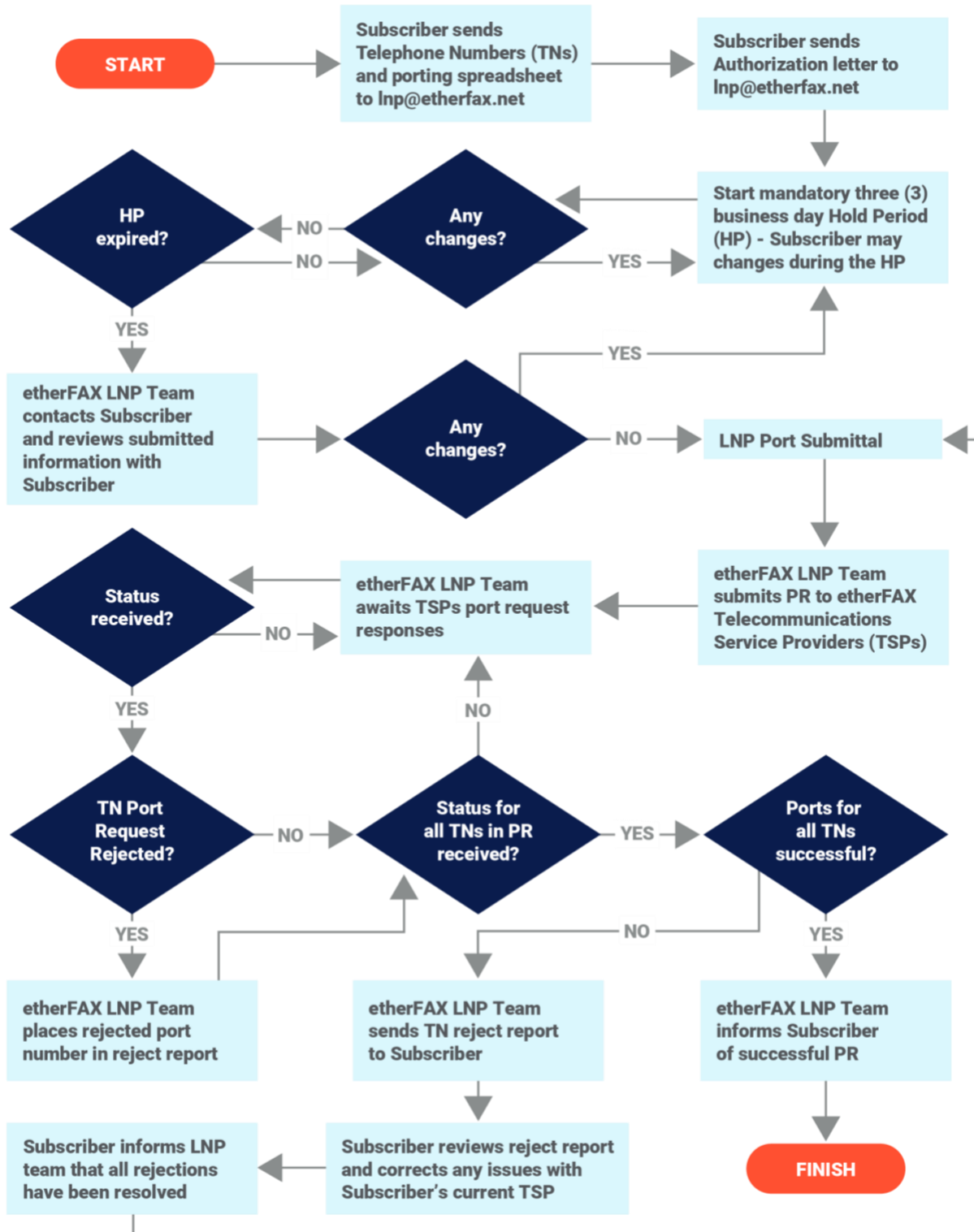
Toll-Free Porting

Toll Free Numbers can also be referred to as 8yy's. All toll-free numbers have a Responsible Organization (Resp Org). Toll Free numbers are all typically portable unless they are in a shared or bundled environment. A bundled or shared environment means that the customer of record is the Resp Org and not the end user, who is only leasing the number. This is unknown to etherFAX until after the port request has been submitted.

Toll Free Numbers will have a carrier/provider as well as a Responsible Organization. In the North America Numbering Plan, a Resp Org is a company which maintains the registration for individual toll-free telephone numbers in the distributed Services Management Systems/800 database. Their function in North America telephony is analogous to that of an individual register in the Internet's Domain Name System. Resp Orgs can be a long-distance company, reseller, end user or independent company that offers an outsourced service.

- Begin by logging into the customer portal (https://clients.connect.etherfax.net) and selecting 'Portability' from the menu on the left. Then choose 'New Port Request'
- Resellers – please select your customer for the port first
- Then select 'New Port Request'
- Then choose the number type, 'TFN'

Your request will be sent to the LNP Department, and a ticket will be created. An LNP Rep will respond back within 24 business hours with the required TFN LOA including the proper ID. You will need to complete the rest of the remaining information and send back the completed and signed LOA to your LNP Rep in that ticket for processing.

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Toll-Free Processing

Once your completed LOA/Resp Org form has been successfully sent to your LNP Rep, it will be reviewed first for any obvious errors. You will receive a response from your LNP Rep if anything appears to be incorrect before submitting.

The LNP Rep will submit the LOA/Resp Org form to the etherFAX carrier who will then send the order to SMS/800 to verify and request release from the existing Responsible Organization.This process can take several days depending on SMS/800 and the response to approve or reject.

Approved: The number is being released from the existing Responsible Organization. Nothing technical will change for you at this time, your TFN will continue to function through the existing provider. The etherFAX carrier will load the TFN to the new provider and Responsible Organization, once this is completed your LNP Rep will advise you. It is at this time that you have some control over when to have the port complete and to start receiving fax traffic through the etherFAX Gateway. This process is called a CIC (Carrier Identification Code) and is ultimately when the fax traffic is transferred to the etherFAX Gateway. Once you authorize the CIC (to complete the port) your etherFAX Rep will advise the carrier. This process can be very quick or could take a few hours depending on the carrier. Once confirmation has been received that the CIC has been completed, your Rep will test the number to ensure it has completed successfully and you will be advised that the TFN port is completed.

Rejected: If your request is rejected, your LNP Rep will advise you immediately and will advise on any suggestions to resolve the issue. The most common rejections are the following:

• End User/Customer Name mismatch
• Address mismatch
• Authorized Contact not valid
• Shared/Bundled environment (not portable)

Porting TN/TFN That Are in a Current Routing Environment

Toll-Number and Toll Free Numbers do not get submitted to the same gaining carrier and the process for porting is different as previously discussed. Many customers currently have numbers that are being forwarded to other numbers. To be sure service is not lost on any of the numbers in this scenario, please see the below instructions.

If the TFN/TN are connected in terms of any routing, **please advise WHICH number you want to port first.**

Do the sending users dial the toll free or the toll number, or both? Is the TFN forwarding to the TN or the TN forwarding to the TFN?

Do the External User dials (TFN OR TN?) Forward to the other? This will determine which order the ports need to be submitted in.

On etherFAX we do not need a dial down number for the TFN as it will terminate directly at us.

But if the TFN is forwarding to the TN we need to move/port the TN over first.

If these numbers are not being forwarded at all and are standalone from each other, then we can submit both at the same time with no concerns over which would complete first.

Number Transfer of Account Ownership (NTAO)

NTAO Policy – With following FCC guidelines, any current customer is permitted to request their etherFAX number(s) are transferred to a new etherFAX account as they are the owner of the number. Current resellers are not permitted to "reject" this request due to existing contracts or money owed.

Transferring your number(s) from one reseller account to a new reseller account requires a minimum of 24 hours' notice. Existing reseller is to be notified of their customers request to have the number removed. etherFAX is to provide the end user name, existing account number the contact who is authorizing the transfer and the date/time the transfer is requested. Once the transfer is completed with the new reseller a courtesy email to the losing reseller letting them know the number is removed and there will be no further billing to them on that TN.

If you currently have an etherFAX account with ported or new numbers that have been assigned, and you need to transfer any numbers to a new etherFAX account, please contact the LNP Dept at lnp@etherfax.net to obtain the NTAO Document which will need to be signed and dated by the customer giving etherFAX permission to transfer the number.

Please review pricing schedule section of your *Number Transfer of Account Ownership Authorization Form* to confirm pricing or inquire with your account manager or reseller.

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New TN and TFN Ordering

Customer Portal — Requesting New DIDs

- Begin by logging into the customer portal (https://clients.connect.etherfax.net) and selecting 'Assigned DIDs' from the menu on the left.

- Then select 'ADD DIDs' button on the top right of the main window

- Then choose the number type, 'DID/Toll-Number'

- Input the end-user company name, in some cases this may be different than your account name

- Add any comments or special-requests

- Choose the desired region for your new numbers: (US, Canada, International) Current resellers are not permitted to "reject" this request due to existing contracts or money owed.

New TN and TFN Ordering (Continued)

Once you select 'Add Item' you will be presented with a screen to choose the exact details and quantity of numbers you require. You can choose to add multiple items in different states and rate centers on the same request as long as they are in the same region (US, Canada, International).

After choosing a state and rate center you will select the desired area code (NPA) and then input the quantity of numbers for that particular NPA. Then select 'Add to Request'. To add additional numbers, select 'Add Item' again and continue the same process.

NOTE: If the particular rate center is not important, but an area code is, you can choose 'ANY' for the City/Rate Center option and you will be presented with all area codes/NPA's in that state. Choose one and then input the quantity you desire and select 'Add to Request'.

Once all of your items are added for this request you will need to agree to the terms and applicable billing agreements by selecting the checkbox and confirming with your 2-character initials.

Finally, select the 'Submit Request' button. Your request will be sent to the LNP & Number Provisioning Team for fulfillment. You will receive a confirmation email with a ticket number for this request.

Port-Out Process

Following FCC guidelines, if you ported in or have ordered new numbers from etherFAX, we do not retain ownership of them. If for any reason you need to port out your fax number(s) to another provider off the etherFAX Network, you may do so by starting the port-in process with whomever the new provider will be.

Carrier Port-Outs – From carriers we receive port out validations from: LSPs are not obligated to pass port out validations to etherFAX. The request to port out a number is sent directly the holding carrier, if that holding carrier validates the number to port out matches what that carrier has on file they are obligated to release without advising etherFAX carriers or etherFAX directly. Below is the etherFAX policy steps on a port out request that is sent to us for validation that follows the FCC regulations.

Email will be sent to the end-user/reseller to approve or reject. If number was a PORT IN to etherFAX, LNP will attempt to locate the existing order to see if information matches. IF the end user/reseller does not respond in the required time frame, LNP will go back to review the information used to port in, if the information matches and we do not have a response from the end user/reseller we are obligated to release.

If ANY of the information submitted in the original port order should be different, LNP will reject the order for the specific data mismatch and advise the end user/reseller we have rejected. If the request was legit we will advise of the correct information to submit and we will approve the second request. If the number was a NEW DID to etherFAX and if we do not have a response from the enduser/reseller by the required time, LNP will reject for data mismatch as we have no end user information on file for NEW DIDs. We will advise the enduser/reseller and if the request is legit they need to resubmit, and we will approve the second request.

List of valid rejections on port out requests accepted by carriers are updated as the following:

- End-User Name Mismatch
- Service Address Mismatch
- Account Mismatch
- Authorized Contact Mismatch
- Incorrect TN to Port

Any other rejection will not be accepted. Customers have the right to port out their numbers and the only validation required is that the requesting party is the owner of the number.

Returns and Disconnect Requests

We now accept disconnect requests through the etherFAX portal only.

To submit a disconnect request on any of your routes, please visit the etherFAX Partner Portal https://clients.connect.etherfax.net.

From there, select "Assigned DID's". You can request multiple numbers as long as they are for the same customer account.

Resellers: You must first select your customer.

Contacts and Quick Links

etherFAX Website https://www.etherfax.net/

etherFAX LNP Team lnp@etherfax.net

LNP Manager – Sharon Armao sarmao@etherfax.net

etherFAX Technical Support support@etherfax.net

etherFAX Sales Team – sales@etherfax.net

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