



Bandwidth LNP Business Rules

Port-Out Requests

All Customer Service Record (CSR) requests should be submitted to csrrequests@bandwidthclec.com
All Local Service Requests (LSR) should be made submitted to lsl@bandwidthclec.com
Escalation processes are outlined below.

Hours of Operation

Monday through Friday 7:30am to 4:30pm ET
Bandwidth.com CLEC observes the following Holidays

Holiday	Observed
New Years Day	1/1/10
Memorial Day	5/31/10
Independence Day	7/5/10
Labor Day	9/6/10
Thanksgiving Day	11/25/10
Day After Thanksgiving	11/26/10
Christmas Eve	12/23/10
Christmas Day	12/24/10
New Years Day 2011	12/31/10

Notification of any other closing dates or non order processing dates will be sent 5 business days prior to date except for emergency situations where no prior notification is possible.

CSR Process

All CSR requests should be made submitted to CSRRequest@bandwidthclec.com

- You must list ALL TNs you for which you are requesting CSR validation.
- 'Bandwidth.com CSR Request' must be in the subject field of the email

The following customer information is required on the CSR request:

- Name
- Address
- Telephone Number
- Name of individual who authorized the change to the new provider

For simple ports, Bandwidth.com does not require a recent, (less than a month old), Letter of Authorization signed by the authorized person in Bandwidth.com billing records, **but reserves the right to request one at any time. It is the Requesting Providers responsibility to have this on file.**

Bandwidth.com will make every effort to send the CSR within 1 business day of receiving the request. (Please note the date the CSR is received is considered day zero.)

Non Project Porting

LSRs with 10 or more TNs must have the TNs listed on a separate excel spreadsheet with no spaces or dashes in the numbers. You must put "see attached" on the number portability page and must list all the TNs you are porting on the spreadsheet individually.

No ranges are accepted.

The standard interval is 5 business days for port outs with **less than 50 TNs.**

All FOCs are valid for 5 business days after the FOC date provided on the response.

Supps will not be necessary unless they are outside of this window.

You must receive a FOC response from Bandwidth.com before you build a subscription to take a number in SOA/NPAC.

If you build a subscription before receiving an FOC we will put the TN "in conflict", which must be removed by Bandwidth.com's Port Out teams before you are able to activate.

Additional Business Rules

- Bandwidth.com will only port telephone numbers that are active on our network and have no orders pending against them.
- Bandwidth.com does not allow coordinated hot cuts.
- Bandwidth.com does not support after hours porting.

To prevent the possibility of customer out-of-service issues, Bandwidth.com must have 48-hour notice excluding holidays and weekends) of ANY changes or cancellations.

Bandwidth.com does not provide concurrence. You will need to build your subscriptions when you receive FOC to allow for Auto-concurrence to take place.

LSR Response Intervals

All Local Service Requests (LSR) should be made submitted to lsl@bandwidthclec.com

The End User name and the PON must be listed in the subject field on the email

Bandwidth.com will make every effort to respond to an LSR with a FOC or Reject notice within 1 business day (Please note the date the LSR is received is considered day zero).

Project Porting

A port is considered a Project when 50 or more TNs port migration (bulk request)

- End User information can be the same or different
- Validation on all fields will be performed
- Call must be placed 2 days prior to submittal to negotiate CRD
- Blank Project form will be provided
- Port Interval is 30 days
- Port intervals may be adjusted depending on quality of data submitted
- All attempts will be made to provide FOC 3 business days prior to CRD
- Porting intervals are approximate and include mandatory CSR scrub

All escalations/status requests/questions should go through appropriate channels (see escalation section)

Status Requests

Order status request must be outside of the 3 day SLA response time for a response to be given. o All emailed requests that meet the guidelines should contain "Status Request" in the email subject line.

Escalations

Escalations must follow correct path. DO NOT skip a level of escalation; you will be turned back to the appropriate level.

LSR Escalation Path

2level@bandwidthclec.com for 2nd level escalations

3level@bandwidthclec.com for 3rd level escalations

CSR Escalation Path

csrlevel1@bandwidthclec.com 2nd level escalations

csrlevel2@bandwidthclec.com 3rd level escalations