

**DEKALB TELEPHONE COOPERATIVE, INC.**  
**d/b/a DTC COMMUNICATIONS**

**GENERAL BUSINESS RULES**

Information provided is to carriers who port telephone numbers from DeKalb Telephone Cooperative, Inc. d/b/a DTC Communications. Updates will be provided when changes are made by DTC Communications or as industry mandates occur. Trading Partners will be notified when updates occur.

**Information does apply to all types of port out requests.**

**A. Pre-order not required.**

**B. Residential voice service (simple port) Form will be provided.**

1. Port Interval 24 hours
  - a. FOC response time – 8 hours
2. Reschedule 24 hours
3. \*Submissions received after 2:00 p.m. will not be processed until the following day.

**C. Business voice service (simple port) Forms will be provided.**

1. Original request – Port interval – 24 hours (1 to 4 numbers)  
5 days – (5 + numbers)  
FOC response time – 8 hours
2. Reschedule – 24 hours

LSR's for ports over 1 may be submitted on the same Purchase order Number (PON) by adding telephone numbers with a 1,2,3, etc. to the PON number indicating multiple numbers are being requested. In order to qualify for the single form LSR, numbers must be on the same account. Separate accounts require separate LSR's. If necessary for LSR requests to be resubmitted for additional information, port time will begin on the LSR

being considered complete. \*Submissions received after 2:00 p.m. CST will not be processed until the following work day.

- D. Complex Ports will have to be negotiated by contacting the Business Contact person listed below.
- E. **DTC Communications** will monitor NPAC for confirmation of numbers being activated. We will confirm receipt within 8 hours of receipt of LSR. Cancellation could occur if LSR is not activated in NPAC within 7 business days, (excluding holidays) of the confirmed due date on the last LSR.

**F. Holidays observed by DTC Communications**

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, Christmas Day (observance of these holidays will follow the rule of celebrating on Friday or Monday if holiday falls on a Saturday or Sunday).

- G. DTC Communications technology for Local Number Portability is Location Routing Number (LRN). All DTC Communications switches are LRN capable.

**H. Hours of operation**

Monday through Friday from 8:00 a.m. to 5:00 p.m. CST.

**I. Directory listings:**

DTC Communications has no obligations or responsibilities for Trading Partners request for directory listing in the DTC Communications Alexandria, TN directory. It is the responsibility of the Trading Partner or their agent to contact DTC Communications' current DTC Directory Publisher. Directory Publishing Solutions is currently our directory provider and may be contacted by phone (866.221.4300) for current terms and rates.

- J. **E911** – DTC Communications supports E911 service. Once DTC Communications has verified that the number (s) port was successful, DTC Communications will unlock the E911 record. DTC Communications will not be responsible for any E911 issues after the port has been confirmed successful by the porting in company. Any agreements with E911 services are solely the responsible of the porting in company.

**K. Contact Information :**

**Residential & Business:** E-mail address, [lnp1@dtccom.net](mailto:lnp1@dtccom.net)

**Technical Contact:** E-mail address, [centraloffice@dtccom.net](mailto:centraloffice@dtccom.net)

**Escalation Issues:** E-mail address, [lnplevel3group@dtccom.net](mailto:lnplevel3group@dtccom.net)

**After Hours Support:** 615-683-4033

### Definition of terms

- PON**            **\*Purchase Order number** – This field identifies the customer’s unique purchase order number or requisition number that authorizes issuance of the request or supplement. This field is required for carriers to track the ongoing progress of the port request and enables a carrier to provide order status to the end user or to make changes to the original request.
- AN**             **\*Account Number** – This field identifies the account number assigned by the current service provider.
- DDD**           **\*Desired Due Date** and Time– This field identifies the customer’s desired due date for the port and is required to differentiate between simple and non-simple ports.
- CC**             **\*Company Code** – This field identifies the exchange carrier initiating the transaction.
- NNSP**          **\*New Network Service Provider** – this field identifies the Number Portability Administration Center Service Provider Identifier or the new network service provider.
- ZIP**            **\*Zip Code** – This field identifies the zip code of the end user’s service address and is used to validate that the correct end user’s telephone number has been sent on the port request.
- PORTED NBR** **\*Ported Telephone Number** – This field identifies the telephone number or consecutive range of telephone numbers residing in the same switch to be ported.
- VER**            **\*Version** – This field identifies the submitting service provider’s order version number and enables service providers to track orders internally

and make changes or modifications to the original port request. In combination with the Purchase Order Number field, this field is used by service providers to track the ongoing progress of the port request and to ensure the correct version of the order is being processed.

- NPDI**      **Number Portability Direction Indicator** – This field is used to let the new service provider direct the correct administration of E-911 records.
- CCNA**      **\*Customer Carrier Name Abbreviation** – This three-letter code identifies the company that submitted the Local Service Request (LSR) and the company to whom the response messages must be returned.
- REQTYP**    **Requisition Type and Status** – This field specifies the type of order to be processed.
- ACT**        **Activity** – This field identifies the activity involved in the service request.
- AGAUTH**    **Agency Authority Status** – This field indicates that the customer is acting as an end user's agent and has an authorization on file.
- TEL NO (INIT)** **Telephone Number (initiator)** – This field provides the telephone number for the initiator of the port request.

**\*Required Field**

# TRADING PARTNER PROFILE (TPP)

## SECTION 1: INITIAL SET-UP

### A. GENERAL TRADING PARTNER INFORMATION

O P E R A T I O N S	Item	DTC Communications	<Trading Partner>	
	Company Name	DeKalb Telephone Coop., Inc		
	Wireless or Wireline	Wireline		
	Operating Company No. (OCN)	0562		
	Service Provider ID (SPID)	0562		
	<b>Port Order Acceptance/Process:</b>			
	Monday – Friday	DTC Communications will accept and process port orders from <b>8:00 AM to 4:00 PM CST.</b> No Requests/Responses will be accepted or processed beyond stated hours.		
	Saturday - Sunday	None		
	Holidays	None		

### B. PORT RESOLUTION CENTER

Item	DTC COMMUNICATIONS	<Trading Partner>
<b>Port Resolution Center:</b>		
Primary contact name	Stacey Martin or Cheryl Nixon	
Contact Description	Port Resolution Center	
<b>Wireline or Wireless</b>	Wireline	
Phone Number (Customer Support)	615-529-2151	
FAX Number	615-529-4098	
Email address	<a href="mailto:Lnp1@dtccom.net">Lnp1@dtccom.net</a>	
<b>Hours of Operations support:</b>		
Monday – Friday	8:00 a.m. to 4:00 p.m. CST	
Saturday	None	
Holidays	None	

<b>Primary Contact Name</b>	Stacey Martin or Cheryl Nixon	
Title	Engineering Clerks	
Address	111 High Street	
City	Alexandria	
State	TN	
Zip	37012	
Work Phone Number	615-529-2151	
Mobile Number		
Fax	615-529-4098	
E-Mail Address	Lnp1@dtccom.net	

<b>Technical Contact Name</b>	Brent Adcock	
Title	Engineering Supervisor	
Address	111 High Street	
City	Alexandria	
State	TN	
Zip	37012	
Work Phone Number	615-529-2151	
Mobile Number		
Fax		
E-Mail Address		

**C. PORT PROCESSING AND VALIDATION CRITERIA**

<b>Item</b>	<b>DTC COMMUNICATIONS</b>	<b>&lt;Trading Partner&gt;</b>
<b>Request Submission:</b>	lnp1@dtccom.net	
<b>Simple Port Validation Criteria:</b>		
Porting Telephone Number	Required	
Account Number	Required	
CPNI Password	Required – Not case sensitive	
Account Name	Required	
Account Address	Required	
Authorized User Name	Required	

**DTC Communications will test with you upon your request.  
Please contact technical contacts to begin testing process.**