



## NUMBER PORTABILITY PROCEDURES

This document provides number portability operational guidance between DTC Communications (“DTC” or “Company”) and the port partner. DTC reserves the right to make changes to the business rules. The modified version of the business rules will be forwarded to the port partner’s primary contact specified in the port partner’s profile/TPP and supersede and replace all previous versions.

### IMPLEMENTATION

The Number Portability Procedures include DTC’s contact information, guidelines, standards and additional terms and conditions necessary to support Number Portability.

DTC requires the port partner to complete and submit a port trading partner profile before implementation of number portability.

## NUMBER PORTABILITY PROCEDURES

### Porting

- **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.

- **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**

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

- **Multi-line Accounts**

Local Service Requests (LSR) to port multi-line accounts qualify as non-simple ports and may require project management. Contact DTC's Primary Contact for details before submitting the LSR.

- **Non-Simple Port Validation**

Non-simple Local Service Requests **require** the Account Holder's Name and the Account Holder's Physical Address in addition to the FCC-mandated 14 simple port fields. **The entire LSR must be completed for non-simple ports.**

## **ORDERING**

### **Customer Service Record Request**

Port partner must submit all Customer Service Record Requests on DTC's preferred Customer Service Record Request Form (CSR). DTC's preferred CSR will be provided (by DTC) upon request by the port partner.

- The CSR must be complete, legible and accurate.
- DTC does not support handwritten Customer Service Record Requests.
- **All Customer Service Record Requests must be emailed to DTC's dedicated port request email address: [lnp1@staff-dtc.com](mailto:lnp1@staff-dtc.com)**
- DTC **does not** support faxed Customer Service Record Requests.

### **Local Service Request**

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

- The LSR must be complete, legible and accurate.
- DTC does not support handwritten Local Service Requests.
- **All Local Service Requests must be emailed to DTC's dedicated port request email address: [lnp1@staff-dtc.com](mailto:lnp1@staff-dtc.com).**
- DTC **does not** support faxed Local Service Requests.
- A separate LSR is required per telephone number.
- One LSR is acceptable for a range telephone numbers.

### **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. Port partner must request a CHC in the Remarks section of the Local Service Request Form.

### **Rejected Orders**

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

- Simple Ports: DTC will provide the 'reject' notice within 4 business hours.
- Non-Simple Ports: DTC will provide the 'reject' notice within 24 hours.

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

The port date posted on the Local Response is "FIRM". Port partner should not port the end user's telephone number before the LR date unless DTC agrees to the early port date. The Local Response will be emailed to the port partner contact as specified on the Local Service Request.

- Simple Ports: DTC will provide the LR within 4 business hours.
- Non-Simple Ports: DTC will provide the LR within 24 hours.

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

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

### **Port Cancellation Process**

When a customer decides to cancel a pending port request to a new service provider (port partner) and remain with DTC (current service provider), DTC and the port partner must honor the cancellation request.

If the customer contacts DTC to cancel the pending port to the port partner, DTC will advise the customer to call the port partner to cancel the port request. If the customer contacts the port partner, the port partner must cancel the port AND notify DTC of the port cancellation. Port partner must adhere to DTC's port cancellation process as defined in the Port Cancellation Notification section of the number portability procedures.

### **Port Cancellation Notification**

DTC requests receipt of cancellation requests by **4pm local time** the day before the scheduled port date. To ensure port cancellation, the port partner must call DTC's Customer Service

Department to verbally cancel the port **AND** the port partner must submit a supplemental (SUP) Local Service Request to DTC's Customer Service Department.

- **Cancel** must be posted in the Remarks section of the LSR.
- If a port request is canceled **on the due date**, the port partner must adhere to the above notification protocol.

### **Reschedules**

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

- **Reschedule** must be posted in the Remarks section of the LSR and the new due date must be posted in the **Due Date** field.
- If a port request is rescheduled **on the due date**, the new Service Provider must adhere to the above notification protocol.

### **Changes**

DTC requests submission of Change Orders by **4pm local time** the day before the scheduled port date. If an order is changed **on the due date**, the port partner should call DTC's Customer Service Department first to notify DTC of the change **AND** submit a supplemental Local Service Request for the change. A **detailed description of the Change** must be present in the Remarks section of the LSR.

\*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 reason for the supplemental order should be clearly stated in the 'Remarks' section of the Local Service Request. \*

### **Local Service Order Due Dates**

DTC will port via FCC rules.

- Simple Ports: Port out within one business day.
- Non-Simple Ports: Port out within 3 or more business days.

**NOTE:** Multi-line accounts may require project management and a longer port out interval. Contact DTC's Customer Service Department for additional details.

### **End User Permanent Disconnection of Service**

DTC will not port out telephone numbers once the customer's service has been permanently disconnected.

### **Reserved Numbers**

Contact DTC's Customer Service Department.

### **Inactive Numbers**

DTC will not port telephone numbers that are not currently assigned to a DTC customer.

### **Translations Removal**

Translation Removal will be scheduled for the next business day after the port due date.

## **FRAUDULENT/UNAUTHORIZED PORT REPORTING**

### **Reporting**

Cases of Fraudulent/unauthorized port activity should be reported to the Customer Service/Number Portability Department for investigation and resolution. The reporting carrier must provide the following information:

- The TN that was ported
- Date the trouble was reported
- Intercept message received (if applicable)
- Reporting carrier name/contact/email address/phone number
- A copy of the police report (IF FILED BY THE CUSTOMER)

### **Resolution**

Resolution of the fraudulent/unauthorized port investigation will be emailed to initiator of the complaint.

If NPAC activity (release of the TN back to the previous service provider) is required, the port request process must be followed.

## **ROBOCALL & SPOOFING TRACEBACK REPORTING**

### **Robocall & Spoofing Traceback**

DTC will cooperate in good faith with traceback requests regarding suspected unlawful robocalls and/or suspicious traffic if DTC is the provider of the originating traffic or is passing traffic through their network as a Transit Provider. Upon receipt of a traceback request, DTC

will check the reported telephone number(s) internally before responding to the requesting carrier.

### **Traceback Request**

Requests for information (traceback request) must include the following information:

- a. Requesting carrier's company name, contact name, contact phone number and contact email address.
- b. The telephone number(s) in question
- c. A valid reason why the requesting carrier believes the telephone number(s) is spoofed or is an illegal robocall (analytics).

### **Traceback Response**

DTC's traceback response will indicate if DTC is in the call path as the originating provider of the calls or an intermediate provider as well as identify the source of the calls (i.e the provider from which DTC accepted the traffic or the end user that originated the call).

If the reported telephone numbers(s) are deemed to be spoofed or is an illegal robocall from an invalid, unallocated or unassigned telephone number, DTC will share this information without requiring a subpoena or other formal demand or request.

## **TROUBLE REORTING & REPAIR**

### **Trouble Reporting**

DTC's Trouble Reporting & Repair will receive trouble reports from the port partner, generate internal trouble tickets and investigate the reported trouble.

### **Repair Completion**

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

## **BILLING**

### **Billing Method**

DTC will deliver the port partner's monthly invoice via email. The invoices will be in pdf format and submitted to the billing contact identified on the port partner's trading partner profile/number portability procedures.

Service order charges will be identified on the invoice by the Telephone Number.

## DATABASE UPDATES

### Directory Listing & Assistance

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

### NPAC and SOA Databases

DTC and the port partner both shall be registered as regional Number Portability Administration Center (NPAC) users.

### SS7, 911 & E911

DTC and the port partner are individually responsible for its own independent connections to the SS7 and 911/E911 networks. DTC supports E911 service and will complete the necessary 911 functions required for a successful port.

## CONTACT INFORMATION

### General Company Information:

Company	DeKalb Telephone Cooperative, Inc. DTC Communications
OCN	0562
Address	111 High St.
City, State, Zip Code	Alexandria, TN 37012
Hours of Operation	
Observed Holidays	New Year's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day * A recognized Holiday that falls on a Saturday will be observed on Friday and if a recognized Holiday falls on Sunday, it will be observed on the following Monday.

### Primary Contact:

Name	Port Resolution Center
Phone Number	615-529-2151
Email Address	<a href="mailto:LNP1@staff-dtc.com">LNP1@staff-dtc.com</a>

### Escalation Contact:

Name	Port Resolution Center
Phone Number	615-529-2151
Email Address	<a href="mailto:Lnp1level3group@staff-dtc.com">Lnp1level3group@staff-dtc.com</a>

**911 Contact:**

Name	Network Engineering
Phone Number	615-529-2151
Email Address	<a href="mailto:NetworkEngineers@staff-dtc.com">NetworkEngineers@staff-dtc.com</a>

**Local Interconnection ASR and Trunking:**

Name	Business Development
Phone Number	615-683-1010
Email Address	<a href="mailto:businessteam@staff-dtc.com">businessteam@staff-dtc.com</a>
Contact Outside Hours of Operation	615-683-4033

**Misdirected Call Contact:**

Name	TCC
Phone Number	615-683-4033
Email Address	<a href="mailto:Lnp1@staff-dtc.com">Lnp1@staff-dtc.com</a>

**Fraudulent/Unauthorized Port Contact:**

Name	Port Resolution Center
Phone Number	615-529-2151
Email Address	<a href="mailto:Lnp1@staff-dtc.com">Lnp1@staff-dtc.com</a>

**Robocall & Spoofing Traceback Request Contact:**

Name	Central Office
Phone Number	615-529-2151
Email Address	<a href="mailto:CentralOffice@staff-dtc.com">CentralOffice@staff-dtc.com</a>

**Billing Contact:**

Name	Accounting
Phone Number	615-529-2151
Email Address	<a href="mailto:accounting@staff-dtc.com">accounting@staff-dtc.com</a>

**Customer Service Department Contact:**

Name	Customer Service Department
Phone Number	615-529-2151
Email Address	<a href="mailto:Lnp1@staff-dtc.com">Lnp1@staff-dtc.com</a>
Hours of Operation	8:00-5:00 CST
Order Cut-off Time	4pm local time



**TROUBLE REPORTING & REPAIR CONTACTS:**

**Port Failures**

Name	Port Center Resolution
Phone Number	615-529-2151
Email Address	<a href="mailto:Lnp1@staff-dtc.com">Lnp1@staff-dtc.com</a>

**Routing and Other Technical Issues:**

Name	Central Office
Phone Number	615-683-4033
Email Address	<a href="mailto:CentralOffice@staff-dtc.com">CentralOffice@staff-dtc.com</a>
Contact Outside Hours of Operation	615-683-4033