

Local Number Portability

LNP Guidelines

The FCC and the individual state commissions have developed rules that dictate proper authorization methods for transitioning customers between telecommunications carriers. The federal rules are located at 47 CFR Sections 64.1100-64.1195. State rules can generally be found on the state public service/utility commission websites.

Local Service Request

Please submit a completed LSR form via email.

Before submitting an LSR, the requesting Carrier will need to verify the Service Provider Identification (SPID) in the Number Portability Administration Center (NPAC). The SPID for NetFortris is 8886. The requesting Carrier is responsible for ensuring it has proper authorization before submitting an LSR.

LSR Request Contact Numbers and Hours of Operation

CONTACT LEVEL	CONTACT INFO		NOTES
General Status	NetFortris (SPID 8886) LNP Group	Phone: 855-767-8343 Email: lnp@netfortris.com	
Level 2	NetFortris (SPID 8886) LNP Group	Phone: 855-767-8343 Email: lnp@netfortris.com	Email: subject line must indicate ESCALATION. Phone: If vm is reached please leave PON#, company name, and your contact information.
Level 3	Eric Herman Manager, Operations	Phone: 206-494-6381 Email: eric.herman@netfortris.com	
For customer out of service issues please start at 2nd level			

Fax Number for LSR Requests: 415-683-2513

Electronic LSR Requests: lnp@netfortris.com

Hours of Operation: Normal LSR Request business hours are 8am - 5pm PST.

LSR Standard Date Interval Guidelines

Upon receipt of a complete and accurate LSR request, NetFortris will generate a firm order confirmation notice via email within 3 business days. If the LSR is not complete or accurate, a reject notice will be sent back to the LEC within 3 business days.

- Standard Interval for simple port requests is 1 business day.
- Standard Interval for non-simple port requests is 4 business days

LSRs received after 3 p.m. Pacific Standard Time will be considered received the following business day. LSR's cannot be submitted if DDD (field) is over 30 consecutive days from date submitted.

Concurrence

NetFortris requirements are that the incumbent Provider build the subscription in NPAC 1 business day in advance of the FOC due date.

Supplemental Orders

If a requesting carrier supplements an LSR, and the supplement is received at least 48 hours before the due date established, NetFortris will make every attempt to meet the original requested due date. In the event NetFortris is unable to meet the original requested due date, the new due date will be reflected on the new FOC. If submitting the supplement less than 48 hours before the due date established, use the standard interval from the date of the supplement. If a due date must be rescheduled more than 30 days out from the original due date, the order must be cancelled and re-submitted.

NetFortris will only port out active telephone numbers.

Customer Service Records

Before submitting a Customer Service Request, the requesting Carrier will need to verify the Service Provider Identification (SPID) in the Number Portability Administration Center (NPAC). The SPID for NetFortris is 8886. The requesting Carrier is responsible for ensuring it has proper authorization before requesting a CSR.

CSR Response Time:

NetFortris's goal is to respond to CSR requests within three business days.

CSRs received after 3 p.m. Pacific Standard Time will be considered received the following business day.

CSR Request Contact Numbers and Hours of Operation:

CONTACT LEVEL	CONTACT INFO		NOTES
General Status	NetFortris (SPID 8886) LNP Group	Phone: 855-767-8343 Email: lnp@netfortris.com	
Level 2	NetFortris (SPID 8886) LNP Group	Phone: 855-767-8343 Email: lnp@netfortris.com	Email: subject line must indicate ESCALATION. Phone: If vm is reached please leave PON#, company name, and your contact information.
Level 3	Eric Herman Manager, Operations	Phone: 206-494-6381 Email: eherman@netfortris.com	
For customer out of service issues please start at 2nd level			

- Fax Number for CSR Requests: (415) 683-2513
- Electronic CSR Requests: lnp@netfortris.com

Hours of Operation: Normal CSR Request business hours are 8am - 5pm PST.

LSR/CSR Hours of Operation

LSR/CSR support is available Monday through Friday 8am - 5pm PST, excluding the following holidays:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Eve
- Christmas Day