

## Porting: SPID 9555

### Contact

[TSLNP@intrado.com](mailto:TSLNP@intrado.com)

### Hours of operation

Our support staff is available to by email Monday–Friday, 7:00am–4:00pm CST excluding [Intrado Communications, LLC. - observed holidays](#) (when our offices are closed).

Intrado Communications, LLC. observes the following Holidays:

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

### Porting request types: simple and projects

A simple porting request is defined as a single phone number on a single account. Simple requests are processed within 8 business hours of the request and can be ported within two business day.

A project port request is defined as any request involving more than 50 phone numbers and multiple carriers. These migrations will be handled as a project with negotiated due date intervals.

A non-simple or complex porting request is defined as any request involving more than one TN. The target interval for processing non-simple requests is 3 business days of the request, with the port out to be completed within 5 business days.

### Customer service records (CSRs)

Intrado Communications, LLC does not support CSR requests.

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## Requesting a port out from Intrado Communications, LLC. SPID (local service request)

For simple ports, Intrado Communications, LLC. does not require a recent letter of authorization (LOA) signed by the customer of record; however, we reserve the right to request one at any time. It is the requesting provider's responsibility to have a valid authorization on file. The local service provider (LSP) should have a copy of the end user's LOA on file.

To process a request for TN port out, the TN must be a valid Intrado Communications, LLC phone number on the Intrado Communications, LLC network. The following service provider ID (SPIDs) is owned by Intrado Communications, LLC (HyperCube LLC) and you may submit your request for any TN associated with SPID: 9995. If you are trying to port out against other SPID please contact the appropriate service provider for those requests. Intrado Communications, LLC is only able to process port out requests against Intrado Communications, LLC inventory.

To process your request, we require that the customer information submitted on the local service request (LSR) match our records. FOC dates are valid for five calendar days including FOC date. Intrado Communications, LLC does not provide concurrence; the carrier provider is expected to build NPAC subscriptions in enough time for auto-concurrence. You cannot create an NPAC subscription prior to receiving your FOC.

Intrado Communications, LLC does not port out inactive numbers. Only existing customers may re-activate numbers

**Note:** The following four fields are required on the LSR: PON, NNSP, VER, RDD, AUTH NAME, and AUTH DATE.

## Project porting

- Project's port-outs are identified as 50 or more numbers.
- Numbers must be listed in excel spreadsheet. Ranges are accepted; all numbers must be listed individually (no dashes or parathesis)
- All attempts will be made to provide FOC 24 hours of LSR submission
- FOC is valid for 5 calendar days.
- If a cancel or due date change is needed it MUST be received no later than 3pm CST on day of port.

## Additional Business Rules

- Intrado Communications, LLC will only port telephone numbers that are active on our network and have no orders pending against them
- Intrado Communications, LLC does not allow coordinated hot cuts
- Intrado Communications, LLC does not support after-hours or weekend porting
- FOC is valid for 5 business days.
- Intrado Communications, LLC does not provide concurrence

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## Status updates

You can check the status of your LSR by emailing [TSLNP@intrado.com](mailto:TSLNP@intrado.com)

## Same-day requests to supp or cancel

If you are trying to supp or cancel an LSR on the day of FOC or after FOC, you must provide SUP LSR to [TSLNP@intrado.com](mailto:TSLNP@intrado.com)

## Concurrence requests

Intrado Communications, LLC does not provide concurrence except for out-of-service conditions. We have an 18-hour timer for all simple and project ports and expect gaining NNSP to build subscriptions in appropriate time for FOC date

## Snapbacks

- Intrado Communications, LLC does not accept a snapback requests due to real-time provisioning constraints. If customers wish to disallow a prior port request and return the TN to Intrado Communications, LLC, customers must accomplish this through Intrado Communications, LLC Sales team.
- Intrado Communications, LLC will use its best efforts to work around this rule for first responders who are out of service, where possible. However, system limitations may prevent acceptance of snapbacks, even in these situations

## Porting after hours

Intrado Communications doesn't support after-hours port outs for SPID 9555. If you have issues after hours and need to return phone numbers back to Intrado Communications, build out a subscription to push the phone numbers back to SPID 9555 and email [TSLNP@intrado.com](mailto:TSLNP@intrado.com). We will work the request first thing in the morning on the next business day.

## Contacts for SPIDs 9555

If you run into an issue, use the following list escalations. You must follow the escalation path in order—please don't skip a level. If you escalate out of process, you will be auto-routed to the appropriate level. We respond to all escalations within 4 business hours if the escalation is received between 7:00am–4:00pm CST. If you escalate after 4:00pm CST, we may not respond until the next business day.

Instructions for LSR Escalation & Status Requests

1<sup>st</sup> Level – LNP Team - [TSLNP@intrado.com](mailto:TSLNP@intrado.com)

2<sup>nd</sup> Level – Brandy Melton – [brandy@intrado.com](mailto:brandy@intrado.com)

3<sup>rd</sup> Level – John Brickey – [jbrickey@intrado.com](mailto:jbrickey@intrado.com)