



## Local Number Portability Trading Partner Profile

### Purpose & Guidelines:

The purpose of the Trading Partner Profile is to obtain contact and connectivity information required to do business with our trading partners. If you are doing business with RCLEC in more than one state, please complete one profile for each state in which you are doing business. The parties agree that information contained in the Trading Partner Profile is operational in nature and subject to change. Please make every effort to give 30 days' notice of any changes to information.

Please return this form to: [portstatus@rclec.com](mailto:portstatus@rclec.com)

### 1. General Trading Partner Information

Item	RCLEC	Trading Partner
Company Name	RCLEC	
Wireless or Wireline	Wireline	
ACNA/CCNA (3 Character Alpha Code)	RLQ	
OCN	See Section 3A	
Service Provider ID (SPID)	856G	
LSR Version ID	LSOG v9	
FOC Version ID	LSOG v9	
Frequency of Change and method of notification	In line with LSOG changes and industry standards. Notification will be sent out 60 days prior to changes via e-mail.	
WICIS Version ID	N/A	

### 2. Contact Information

Billing Point of Contact	RCLEC	Trading Partner
Primary Contact	<a href="mailto:ap@rclec.com">ap@rclec.com</a>	
Secondary Contact	Aaron Jon Boggs   Sr. Director RCLEC Gateway Ops	
Phone	+1 415 367 4919	
FAX	+1 415 367 4919	
E-mail	<a href="mailto:aaronb@ringcentral.com">aaronb@ringcentral.com</a>	



# Trading Partner Profile

## A. Network Operations Center (NOC) Contacts

NOC Point of Contact	RCLEC	Trading Partner
<b>Level 1</b>	Repair Center	
Contact	NOC TEAM	
Phone	650-458-4484	
Phone	855-731-0024	
E-mail	Noc-team@ringcentral.com	

## B. Port Resolution Center (LSR Port Status & Reject Resolution) Contacts

Item	RCLEC	Trading Partner
<b>LSR Submission</b>	<a href="https://rclec.neustar.com/gateway">https://rclec.neustar.com/gateway</a>	
<b>Status Updates</b>		
Phone	84487RCLEC	
Email	<a href="mailto:portstatus@rclec.com">portstatus@rclec.com</a>	
<b>Concurrence</b>		
Email	<a href="mailto:concurrence@rclec.com">concurrence@rclec.com</a>	
<b>Level 4</b>	Kelly Medow - Carrier Relations Manager GSS	
Phone	720-465-6426	
Email	kelly.medow@ringcentral.com	

## Subpoena Request

Item	RCLEC	Trading Partner
<b>Contact</b>	LEGAL (SUBPOENA REQUEST)	
E-mail	<a href="mailto:subpoenarequest@ringcentral.com">subpoenarequest@ringcentral.com</a>	

## Porting Information

	RCLEC			Trading Partner	
RCLEC	RLQ	856G			



# Trading Partner Profile

## LSR Processing

LSR Acceptance Window	RCLEC	Trading Partner
LSR system acceptance window	RCLEC will accept & process port requests from carrier(s) during "normal business."	
What is the RCLEC SLA	6 business days	
Do you support Saturday due dates?	NO	
Holidays	NO	
LSR Version ID	Initial submission of order should be version 00	
Primary Porting Method	URL- SEE BELOW	
To obtain access	Please contact Kelly Medow for GUI access	
URL for online LSR submission	<a href="https://rclec.neustar.com/gateway">https://rclec.neustar.com/gateway</a>	
URL for TPP and business rules	<a href="http://RCLEC.com">RCLEC.com</a>	
Standard Interval- Non-Simple Port	3 business days	
Non-Simple Standard Interval: LSR to Port	72 ours to respond; 3 business days to FOC	



# Trading Partner Profile

Validation fields		
What are the required address fields?	1. SAPR (Street Address Number Prefix)	
	2. SANO (Service Address Number)	
	3. SASF (Service Address Number Suffix)	
	4. SASD (Service Address Street Directional Prefix)	
	5. SASN (Service Address Street Name)	
	6. SASS (Service Address Street Directional Suffix)	
	7. SATH (Service Address Street Directional Suffix)	
	8. CITY (Service Address City)	
	9. STATE (Service Address State)	
	0. ZIP (Service Address Zip) Customer Name	
Reschedule (SUP 2) Interval	48 hours notice via URL	
<b>MULTIPLE DDD SUPPLEMENTS</b>	<b>After three ddd supps, please contact portstatus@rclec.com for approval.</b>	
How do we escalate if response is not received according to FOC interval?	portstatus@rclec.com <b>Toll Free Number:</b> 84487RCLEC	
Do you reject if DDD on the request is less than the interval or	RCLEC will return FOC with first available DD.	
<b>NPAC Concurrence:</b> As the ONSP, do you send Concurrence to NPAC acknowledging the FOC DD?	It's upon the winning carrier to build subscription as soon as FOC is provided.	
If TN is not activated on the due date do you cancel SV in NPAC?	No; FOC is valid for 5 days. Concurrence will be cancelled in NPAC after the 5 <sup>th</sup> day.	
	If any of the canceled numbers need to be ported, a new LSR will be required by the NNSP to process the request.	
Are snapbacks allowed?	Yes- upon approval	
Do you have specific Porting rules/requirements or a Porting Guide? If yes, please provide a link, or attach a copy of documentation.	Yes, Under documents tab at RCLEC.COM	
Will you notify us if there are any systems or processing issues?	Yes	
Max DD Accepted	<b>RCLEC will not accept LSRs with a DDD (Desired Due Date) greater than 30 days in advance.</b>	



# Trading Partner Profile

## Expedites

Item	RCLEC	Trading Partner
Expedited LSR: Do you accept Expedited LSRs?	Yes- Upon approval	
Where to send Expedited LSRs	Subject line should include expedite and e-mailed to: portstatus@rclec.com	
Criteria/Policy:	RCLEC does not accept Expedited port requests (advancing the standard DD interval); unless there is a service impacting situation or medical emergency. RCLEC will only consider support of an expedited port on an individual case basis with focus on preventing the customer from being out of service or for extreme medical reasons.	

## LNP Completion

Item	RCLEC	Trading Partner
When are translations completed (TN removed from the switch) as the ONSP?	Up to 5 business days	
How many days will you keep a port request pending after a FOC date before it is cancelled in your system?	<b>FOC is valid for 5 business days.</b>	
Do you allow Trading Partner to send Reschedule (SUP 2) on Due Date?	RCLEC will accept a supplement up to 2:00pm MST the day before the due date or FOC expiration date.	
Do you allow Trading Partner to Modify (SUP 3) on Due Date?	RCLEC will accept a Modify up to 2:00pm MST the day before the due date or FOC expiration date.	
As the ONSP, do you accept a Cancellation (SUP 1) on the due date?	Yes	
Cancel FOC Policy	SUPP must be received within 5 days of the due date or LSR is cancelled automatically. If any of the canceled numbers need to be ported, a new LSR will be required by the NNSP to process the request.	