



Local Number Portability Guidelines

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Overview

Assumptions	<ul style="list-style-type: none"> ◆ Customer account is current ◆ Submitting carrier has obtained end user authorization for change of local service provider in accordance with the rules of the Federal Communications Commission and, if applicable, the state regulatory authority. ◆ End user is not moving out of service area.
Applicability	<ul style="list-style-type: none"> ◆ These rules apply to the following operating companies, which all do business as HickoryTech: <ul style="list-style-type: none"> ◆ Mankato Citizens Telephone Company (OCN: 1427) ◆ Mid-Communications, Inc. (OCN:1375) ◆ Crystal Communications, Inc. of Iowa (OCN: 8593) ◆ Crystal Communications, Inc. of Minnesota (OCN: 8581) ◆ Heartland Telecommunications of Iowa (OCN: 1109) <p style="text-align: center;">The Service Provider ID for all of these companies is #8593</p>
Business Rules	<ul style="list-style-type: none"> ◆ The porting interval for residential numbers is a minimum of 3 business days. ◆ An FOC will be emailed to the new CLEC within 72 hours or 3 business days after receipt of the LSR ◆ The LSR customer information must match customer profile in the HickoryTech billing system. ◆ LSR change requests require a supplemental order <ul style="list-style-type: none"> ○ A supplemental order will be used for a due date change as well as a change or correction to information provided on the original LSR ○ Supplements to existing LSRs must have a value in the "SUP" field of the LSR. ◆ Cancellation and reschedule requests must be received by 5:00 pm on the day prior to the scheduled due date <ul style="list-style-type: none"> ○ HickoryTech will initiate the concurrence in SOA. ○ The new Local Service Provider will accept the concurrence. ○ The ported number will be removed from the switch between 8:00 am and 12:00 noon the next business day following the scheduled port date. Specifically, if the due date is a Friday, the number will be removed from HickoryTech switch the following Monday. ○ No changes will be made to port-out requests after the requested due date. ◆ The new Local Service Provider is responsible for LIDB and/or CARE record update/removal that may be required in connection with the port out ◆ HickoryTech will send a unlock record to remove the ported number from 911 will be sent once the order is posted as complete <ul style="list-style-type: none"> ○ The new Local Service Provider will send a migrate

notification to 911

- ◆ HickoryTech will send a DSR to remove a number listed in the local directory
 - The new Local Service Provider will submit a DSR to the directory provider for the number to remain listed
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- HickoryTech will accept port orders from 8:00 a.m. to 4:30 pm central time, Monday – Friday.
- HickoryTech will not accept port orders on Holidays. Saturday holidays are observed on the Friday prior, and Sunday Holidays are observed on the Monday following.

New Years Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Eve (after 3:00 p.m.)
Christmas Day

- In the event of trouble during a port, HickoryTech will require the following information to accept a trouble report from New Local Service Provider:

New Provider's Name
New Local Service Provider employee reporting trouble and call back number
HickoryTech assigned Order Number (from FOC)
Ported Telephone Number
Nature of problem

Process Details

<p>A. Send LSR, EU & NP</p>	<p>The Submitting Carrier will send the Local Service Request (LSR), End User Form (EU) and Number Portability Form (NP) to the email address of Porting@hickorytech.com</p> <p><i>Note: The new Local Service Provider bears the legal responsibility of obtaining proper authorization (written signature on LOA, TPV or LOA with electronic signature) from the End User prior to the CSI request and LSR being sent.</i></p>
<p>B. Send FOC</p>	<p>HickoryTech will issue a Firm Order Commitment (FOC) to the Requesting Carrier. The FOC contains confirmation of the number being ported, who initiated the request and the due date of when the number will be ported.</p> <p><i>Note: The FOC will be emailed to the new CLEC within 48 hours (2 business days) of receipt of a clean LSR.</i></p>
<p>C. Update SOA</p>	<p>LNP initiates the subscription for concurrence of the number in SOA (Service Order Activation).</p>
<p>D. Update LIDB/CARE</p>	<p>The New Local Service Provider is responsible for any LIDB/CARE update/removal that may be required in connection with the port out request.</p>
<p>E. Send Unlock Record</p>	<p>HickoryTech will send an unlock record to remove the ported number from 911 once the order is posted as complete. The New Local Service Provider will send a migrate notification to 911.</p>
<p>F. Update Directory</p>	<p>Port requests will be processed with ELT=B (Do not retain end user listings.) If the ported number is listed in the local directory, HickoryTech will send a DSR to have the listing removed. The New Local Service Provider must submit DSR to the directory provider for the number to remain listed.</p>

Escalation Contact List

LNP Team

507-386-3659 phone
porting@hickorytech.com

Supervisor

Carla Becker 507-387-1732

Manager

Amber Wright 507-386-3801

Carrier Relations

Carrie Rice 507-386-3667

Repair Center

Monday – Friday 8:00 am – 5:00 pm 507-386-0296
After Hours 507-387-1151

Escalation Procedures

A. First Point of Contact	New Local Service Provider should contact HickoryTech LNP Team.
B. Second Point of Contact	If the issue is not resolved at the first point of contact (LNP Representative level) a supervisor of the New Local Service Provider should contact the HickoryTech LNP Supervisor.
C. Third Point of Contact	If the issue is still not resolved contact the HickoryTech LNP Manager.

Interconnection Agreement issues should be directed to the Carrier Relations Manager.