



Local Number Portability Guidelines

Upon receipt of a complete and accurate Local Service Request (LSR), Saddleback will generate a firm order confirmation notice via email within 48 hours. If the LSR is not complete or accurate, a reject notice will be sent back to the LEC within 48 hours. This notice will contain an explanation of the discrepancy.

Interval Guideline

- Minimum Interval 3-50 TNs > 5 Business Days
- Minimum Interval 51-100 TNs > 10 Business Days
- Minimum Interval >101 TNs will be supported on an ICB

LSRs received after 3 p.m. Mountain 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.

Supplemental Orders

If a requesting Carrier supplements an LSR, and the supplement is received at least 48 hours before the due date established, Saddleback will make every attempt to meet the original requested due date. In the event Saddleback is unable to meet the original due date, the new due date will be reflected on the 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 an exception is required, please call the port out request number. 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.

Simple Port Outs

A simple port would be considered 1 to 2 TNs and a minimum due date of 48 hours. Required items on the submitted LSR are a 10-digit telephone number, customer account number/Ebill ID, and current service address. Upon receipt Saddleback will generate a firm order confirmation notice via email within 24 hours. If the LSR is rejected notice will be sent back to the LEC within 24 hours. This notice will contain an explanation of the discrepancy.

Simple One Day Port Outs

The FCC defines Simple 1-day Port Outs as follows: "Simple ports are those ports that: (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); (4) do not include a reseller."

Required items on a submitted LSR are a 10-digit telephone number, customer account number/Ebill ID and current service address. Upon receipt Saddleback will generate a firm order confirmation.

Submitting Local Service Request

Please email your completed LSR request to servicedelivery@saddlebackcomm.com Saddleback will accept most OBF forms. Saddleback requires a valid authorization name and number on all requests.

LNP Port Out Contact Numbers

Port Out Requests: 480.362.7150

Fax: 480.362.7010

Email: servicedelivery@saddlebackcomm.com

Expedite/Escalation Contacts

LSR Processing Contact Telephone Number

Level 1 - Service Delivery: 480.362.7150

Level 2 - Network Operations: 480.362.7191

Emergency Porting Issues

Level 1 - Network Operation Center: 480.362.7191

CSR Requests

CSR Standard Interval: Two business days from the day the request was submitted. Customer Service: 480.362-7150.