# AT&T Business and AT&T Consumer VoIP Services

## Local Number Portability (LNP)

### Port Out Handbook

<table>
<thead>
<tr>
<th>SPID #</th>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7125</td>
<td>AT&amp;T – Local Network Services</td>
</tr>
<tr>
<td></td>
<td>AT&amp;T – Consumer VoIP</td>
</tr>
<tr>
<td>7421</td>
<td>AT&amp;T Digital Link</td>
</tr>
</tbody>
</table>

**AT&T Digital Link**

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**AT&T Business and AT&T Consumer VoIP Services LNP Procedures**

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*AT&T – Local Network Services*

*AT&T – Consumer VoIP*

*AT&T Digital Link*
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1. Purpose

This document provides information specific to AT&T Business and AT&T Consumer VoIP Services Local Number Portability (LNP) processes for SPID 7421 (AT&T Digital Link - ADL) and 7125 (AT&T Local Network Services (LNS) and AT&T Consumer VoIP), such as required forms, intervals, contact information and policies. It is intended to provide general guidelines to LECs who wish to acquire an AT&T local customer and need to send a port out request to AT&T. It is not intended to address all issues related to the LNP Port Out process, and AT&T reserves the right to amend this document at its discretion.

This document is also not intended to supersede the terms and conditions of any agreement between AT&T and another service provider, including any agreements with respect to LNP Port Out processes.

Definition: Local Number Portability (LNP)

Local Number Portability (LNP) is the ability of a telephone customer in the U.S. to retain their local phone number when switching to another local telephone service provider. Removing the inconvenience of having to get a new phone number when changing service providers increases competition among local service providers. The Telecommunications Act of 1996 mandates LNP.

The Location Routing Number (LRN) makes LNP possible. In the future, phone number portability may be extended so that customers can retain their phone number when moving anywhere across the country. LNP and LRNs are supervised by the Number Portability Administration Center (NPAC), operated by NeuStar, Inc., under the appointment of the Federal Communications Commission (FCC). When a customer moves their local service to an alternative carrier, a new LRN is assigned to the telephone number being ported. Each local exchange, long distance or wireless carrier needs to know what that new LRN is, so when someone in another area dials the number being ported, the carrier knows how to route the call correctly. This is accomplished through Local Service Management System (LSMS) databases distributed among exchange carriers. The NPAC updates these databases with newly assigned LRNs. Thus, when a call is made from another area, that carrier refers to its LSMS database to obtain the current LRN for the number dialed.
2. AT&T Customer Service Record (CSR)

AT&T will provide a Local Customer Service Record (CSR) for TN’s associated to the following platform types, UNE-P, UNE-L, VoIP, T1 and Facility based. When an LSP requests a CSR for an AT&T local customer, the Requesting LSP must complete the Customer Service Information Request (CSIR) form. The form can be filled out and submitted online at [http://www.att.com/lnp/csir.html](http://www.att.com/lnp/csir.html). Alternately, the Requesting LSP can also send it via e-mail or fax to AT&T. AT&T will accept CSR requests from LSPs acting as an authorized agent for the customer. The LSP must have a Letter of Authorization (LOA) and retain it on file. AT&T will provide the Customer Service Record via e-mail or fax to the originator of the CSR request provided the mandatory fields on the CSIR form are complete. AT&T CSRs will be returned to the originator with the Line, Features and Directory Listing Information. *(For a sample of the CSIR form, see section 8.0 of this handbook).*

**Note:** After obtaining the CSR from AT&T and the requested TN’s are identified as being provided under UNE-P, LSR requests should be sent to the Incumbent LEC.

### 2.1 CSR Process

The following process outlines the necessary steps for the new LSP to obtain an AT&T CSR.

<table>
<thead>
<tr>
<th>Step</th>
<th>Responsibility</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New LSP</td>
<td>New LSP completes the CSIR form.</td>
</tr>
<tr>
<td>2</td>
<td>New LSP</td>
<td>Submits online, E-Mails or Faxes the CSIR form to AT&amp;T. <em>(see Section 2.2 - CSR Order Transmittal).</em></td>
</tr>
</tbody>
</table>
| 3    | AT&T           | Receives and logs CSIR request. Reviews CSIR for completeness and accuracy.  
If error or incomplete, **GO TO STEP 4.**  
If accurate and complete, **GO TO STEP 6.** |
| 4    | AT&T           | Rejects CSIR via email to the Requesting LSP with the reason why the request was rejected. |
| 5    | New LSP        | Must make corrections and submit the CSIR again. **GO TO STEP 3.** |
| 6    | AT&T           | Gathers customer record information and provides the CSR. |
| 7    | AT&T           | Delivers the CSR to originator via e-mail, fax, US Mail and logs the completion. |
2.2 CSR Order Transmittal

The AT&T Business and AT&T Consumer VoIP Services CSR Center is the Single Point of Contact (SPOC) for all AT&T Local Business and AT&T Consumer VoIP Services CSR requests. Contact this center as follows:

To Request a CSR, send CSIR to:

<table>
<thead>
<tr>
<th>Method</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Line Submission</td>
<td><a href="http://www.att.com/lnp/csir.html">preferred method</a></td>
</tr>
<tr>
<td>E-Mail (form)</td>
<td>mailto: <a href="mailto:RM-dallascsr03@ems.att.com">RM-dallascsr03@ems.att.com</a></td>
</tr>
<tr>
<td>Fax (form)</td>
<td>(281) 664-5360</td>
</tr>
</tbody>
</table>

2.3 CSR Center Hours of Operation

The hours of operation for the AT&T Local Business and AT&T Consumer VoIP CSR Center are:

<table>
<thead>
<tr>
<th>Monday - Friday</th>
<th>8:00 AM ET to 6:00 PM ET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holiday Closings</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New Years Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day (and the following Friday), and Christmas Day.</td>
</tr>
</tbody>
</table>

2.4 CSIR Order Status

To Request the Status of a CSR:

<table>
<thead>
<tr>
<th>CSR Agents</th>
<th>(404) 929-0818</th>
</tr>
</thead>
</table>

2.5 CSIR Email/FAX Form

AT&T requires the following Fax Form to be sent by the gaining LEC.


2.6 Sample CSIR Form

A sample CSIR form can be found on the following page

2.7 CSR Response

The CSR Package returned to the requestor will contain the following information from AT&T:

- Line Information
- USOC Information (Features), as applicable
- Directory Listing Information, as applicable

CSR Processing Interval

The interval for returning CSR information will be **3 business days**.

**Note:** The interval clock begins at the start of the next business day for CSR requests received after **3 PM (ET)**.

Multiple or Complex CSRs may require Negotiations between the LSP and the AT&T Local Business Services CSR Center.

Rejects

CSR requests that cannot be processed will be rejected to the requestor of the CSR within 3 business days of AT&T receiving CSIR form. The Reject Reasons will be listed on the original CSIR form returned to the CSR requestor as follows:

<table>
<thead>
<tr>
<th>Reject Reason</th>
<th>Reject Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Tel. No. and/or Customer Location Not Found</td>
<td>001</td>
</tr>
<tr>
<td>Customer Supplied Account Information For requested Account Does Not Match Active Account</td>
<td>018</td>
</tr>
<tr>
<td>Account Exceeds maximum Page or fax Limit (20 Pages)</td>
<td>052</td>
</tr>
<tr>
<td>Required Requesting Company Contact Information Incomplete or LOA Box Not Checked</td>
<td>501</td>
</tr>
</tbody>
</table>
2.8 Escalation Handling

The guidelines for escalations are:

- Requesting LSP did not receive the CSR (s) within standard interval.
- Allow 2-hour intervals for response at each level of escalation.

When it is necessary to escalate, the LSP should contact the AT&T Local Business / AT&T Consumer VoIP CSR Center and provide the following information:

- LSP Contact Name and Telephone Number
- BTN
- Customer Name
- Date CSIR was E-Mailed / Faxed to AT&T
- Description/Reason for escalation

Once contacted, the CSR Representative will investigate to determine the status of the original CSR request. AT&T will provide status within 2 – 3 business hours of receiving the initial escalation contact.

Escalation Contacts

Escalations should be directed, during normal business hours, as follows:

<table>
<thead>
<tr>
<th>First point of contact:</th>
<th>CSR Agent</th>
<th>(404) 929-0818</th>
</tr>
</thead>
<tbody>
<tr>
<td>Second point of contact:</td>
<td>Camellia Davis</td>
<td>(404) 982-7708</td>
</tr>
<tr>
<td></td>
<td>Steve Driskell</td>
<td>(404) 982-5408</td>
</tr>
<tr>
<td>Third point of contact:</td>
<td>Tondelayo Davis</td>
<td>(404) 329-2146</td>
</tr>
</tbody>
</table>
3. AT&T LNP Port Out Procedures

The following are the procedures associated with requesting an LNP Port Out from AT&T. These procedures will be used for requesting LNP Port Outs where TNs reside on AT&T’s network as UNE-L, T1 or facilities based. When procedures differ between the AT&T Digital Link, AT&T Local Network Services and AT&T Consumer VoIP, the difference is clearly indicated; otherwise, they should be assumed to be the same for AT&T Digital Link, AT&T Local Network Services and AT&T Consumer VoIP.

Requests for TN’s residing on the Incumbent LEC (ILEC) network and being resold to AT&T under an UNE-P configuration will be rejected and should be directed to the ILEC.

To determine whether a port out request should be directed to AT&T Digital Link or AT&T Local Network Services / AT&T Consumer VoIP, the gaining LEC should check NPAC to verify the SPID of the current service provider for the telephone number[s] (TNs) to be ported. The AT&T Digital Link SPID is 7421; AT&T Local Network Services and AT&T Consumer VoIP SPID is 7125. If there is not an active record at NPAC, the gaining LEC should check the OCN in the LERG to determine whether AT&T Digital Link or AT&T Local Network Services / AT&T Consumer VoIP is the current service provider. Requests should be sent to the applicable contacts identified below.

3.1 LSR Process

The following outlines the LSR porting process.

PLEASE NOTE: For ADL (SPID 7421), if the customer is completely disconnecting AT&T ADL (Local, T1 and LD), in addition to sending an LSR, the ADL Disconnect Desk must be contacted. See section 3.21 for details.

Note 2: This process is also used to initiate a Code Migration Out, with the exception of steps 7 through 12. When submitting the LSR, please indicate, in the ‘Remarks’ section, “Code Migration Out”.

<table>
<thead>
<tr>
<th>Step</th>
<th>Responsibility</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New LSP</td>
<td>Completes LSR and sends it to AT&amp;T’s center. (Please see section 3.2.)</td>
</tr>
</tbody>
</table>
| 2    | AT&T           | Receives LSR and reviews for accuracy and completeness.  
                 IF error, GO TO STEP 3.  
                 If correct, GO TO STEP 5. |
| 3    | AT&T           | Rejects LSR request and provides reason for reject. |
| 4    | New LSP        | Corrects errors and re-submits LSR to AT&T.  
                 GO TO STEP 2 |
<table>
<thead>
<tr>
<th>Step</th>
<th>Responsibility</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>AT&amp;T</td>
<td>Will return a LSR confirmation with Due Date and order number within <strong>24 hours (Local Network Services / Consumer VoIP)</strong> and <strong>48 hours (ADL)</strong>.</td>
</tr>
<tr>
<td>6</td>
<td>AT&amp;T</td>
<td>Issues necessary internal orders to port away TNs.</td>
</tr>
<tr>
<td>7</td>
<td>New LSP</td>
<td>Submits Pending Port Request Subscription</td>
</tr>
<tr>
<td>8</td>
<td>AT&amp;T</td>
<td>Will issue a Confirmation Request (optional)</td>
</tr>
</tbody>
</table>
| 9    | AT&T           | Will initiate an Unconditional Ten Digit Trigger 24 hours prior to port date.  
If Coordinated Hot Cut is desired, **GO TO STEP 13.** |
| 10   | New LSP        | Completes Port Request  
If port date will be missed a supplement or cancellation is expected.  (Please see section 3.9 or 3.10.) |
| 11   | AT&T           | Removes translations, unlocks E911, sends care records. |
| 12   | New LSP        | Locks E911, sends care records |

Orders requesting CHCs will follow the same process flow as non-CHC requests. However, the following steps should be followed starting on the day before the due date.

<table>
<thead>
<tr>
<th>Step</th>
<th>Responsibility</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>New LSP</td>
<td>Contact AT&amp;T 24 hours prior to due date to confirm readiness.</td>
</tr>
<tr>
<td>14</td>
<td>New LSP</td>
<td>Contact AT&amp;T at negotiated time on due date to initiate order activity.</td>
</tr>
</tbody>
</table>
| 15   | AT&T           | Work with New LSP to complete order activity and help resolve any troubles.  
**NOTE:** If New LSP does not contact AT&T on due date and time, order activity will not be worked.  AT&T will:  
- Send jeopardy notification to New LSP  
- Place order on hold for 1 business day  
If New LSP does not respond to jeopardy notification,  
- AT&T will cancel order and may apply appropriate ancillary charges. |

### 3.2 LSR Order Transmittal

AT&T requires that the requesting LSP completes a Local Service Request (LSR) form and returns it to one of the AT&T Center as follows:
AT&T Digital Link (SPID 7421)

Online Submission *(preferred method)*  http://www.att.com/lnp/lsr.html
Fax  *(form)*  (281) 664-9215

AT&T Local Network Services and AT&T Consumer VoIP (SPID 7125)

E-Mail *(form)*  (Note: Optional in NH, NY and TX only)  
*mailto:* lnpolsr@ems.att.com
Fax *(form)*  (Note: Optional in NH, NY and TX only)  (281) 664-4398

Fax forms must be legible typewritten. AT&T requires that the LSP obtain a Letter of Authorization (LOA) from the end-user prior to submitting an LSR (or other means as required by applicable laws and rules.)

3.3 LSR Center Hours of Operation

The hours of operation for the AT&T Local Business LSRs:

**AT&T Digital Link (SPID 7421)**

<table>
<thead>
<tr>
<th>Monday - Friday</th>
<th>8:00 AM ET</th>
<th>to</th>
<th>6:00 PM ET</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Holiday Closings</strong></td>
<td>New Years Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day (and the following Friday), and Christmas Day.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**AT&T Local Network Services and AT&T Consumer VoIP (SPID 7125)**

<table>
<thead>
<tr>
<th>Monday - Friday</th>
<th>8:00 AM ET</th>
<th>to</th>
<th>8:00 PM ET</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Holiday Closings</strong></td>
<td>New Years Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day (and the following Friday), and Christmas Day.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3.4 LSR Order Status

Questions should be directed during normal business hours to:
3.5 LSR Email/FAX Forms

AT&T requires OBF Local Service Request LSOG version 6 for a Port Out request sent by a gaining LEC.

- LSR Form
- End User Form

LSRs must reflect the logo/name of the LEC submitting the port out request.

3.6 LSR Confirmation and FOC Response

Upon receipt of a complete and accurate LSR, the regional office will issue a local service confirmation via fax. AT&T will return on the FOC response, a confirmation service order number (ORD), firm order commitment (FOC) date, or due date and associated AT&T contact, should a concurrence in NPAC be required in escalation cases. Cutover support is provided via this service order number and contact information provided by AT&T on the FOC.

**LSR Processing Interval**

The LSR Confirmation will be sent within **24 hours for Business Local Network Services and Consumer VoIP**, and **48 hours for ADL** of a receipt of the clean LSR. AT&T’s response interval does not begin until a complete and correct LSR is received from the LEC. **LSRs received by the centers after 3:00 PM local time at the center will be counted as having been received on the following business day.**
If no contact has been received in the specified time frame, a follow up call to the appropriate center to inquire about the status of the service request should be made.

Note that this does not include intervals when 3rd party providers are involved.

**Rejects**

If the LSR is not complete or accurate, a reject will be sent back to the LEC. This form will contain an explanation of the discrepancy and will be sent within 24 hours for Business Local Network Services and Consumer VoIP, and 48 for hours ADL of a receipt of the LSR.

### 3.7 Port Order Interval

As noted previously, the interval does not begin until AT&T has received a clean service request from the LEC. If the service request is not received by 3:00 PM local time, the due date is moved out by one business day, if necessary.

Once the FOC is returned, AT&T’s interval for processing port outs are:

**AT&T Digital Link (SPID 7421):**
- 5 business days for any amount of TNs after FOC.
- ISDN intervals are on an individual case basis.

**AT&T Local Network Services and AT&T Consumer VoIP (SPID 7125):**
- 3 business days for any amount of TNs after FOC.
- Projects intervals are on an individual case basic. (LSRs ranging more than 5000 lines and can include multiple location accounts totaling the same quantities.)

### 3.8 Supplemental Order

The gaining LEC must issue a supplemental order to AT&T to identify any changes in due dates, as well as changes or corrections to information provided on the original port out LSR. A supplemental order can only be sent after the original LSR has been confirmed, with a LSRC.

Supplemental orders will be accepted by AT&T up until 4 hours before the confirmed due date and time. This will ensure that the supplement order is worked expeditiously.

Changes to the original request that add an activity or additional numbers may impact the confirmed due date.
If a cutover is not complete by the confirmed due date and AT&T does not receive a supplemental order within 48 hours after the confirmed due date, the original port-out request will be canceled. The LSP will be notified of the cancellation.

### 3.9 Cancellation Requests

AT&T accepts cancellation of a Local Order via re-send of LSR, up until 4 hours before the confirmed due date/time.

### 3.10 Porting DID Numbers

AT&T allows porting of DID blocks:

*If consecutive DID numbers* the total number of DIDs contained on the order must be in increments of 10 consecutive numbers. If all blocks of DID numbers are not ported, then the minimum amount remaining must be no less than 20 consecutive numbers.

### 3.11 3 Way Porting INLP

**AT&T Local Network Services** supports porting customers that have an existing arrangement with Local Network Services and an ILEC. In a 3 Way Porting situation all customer TNs, including the Local Network Services numbers associated with the ILEC’s provision RCF (remote call forwarding), must be included on the LSR. Both FOC interval and overall interval will be negotiated as a project.

### 3.12 Partial Port Outs

AT&T supports partial port outs where the end user elects to convert only a subset of their TNs to another service provider and retains some portion of TNs with AT&T. AT&T requests that the Full/Partial port indicator is populate in order to assist AT&T identify the port requests intent. LSRs requesting a disconnect of some of the end user’s TNs are no longer acceptable. In other words, AT&T will not disconnect unwanted TNs identified on a LSR port request. The end user customer will need to contact AT&T directly (identified on their bill) in order to make arrangements for disconnecting any unwanted TNs.

If the customer’s BTN is being ported out, AT&T Business Local Network Services and AT&T Consumer VoIP require that a new BTN for the remaining TNs must be specified on the LSR.
3.13 Cutover Support (10-Digit Trigger / Coordinated Hot Cut)

AT&T Local Network Services, AT&T Consumer VoIP and AT&T Digital Link support Unconditional Ten Digit Trigger. Where technically feasible, AT&T will apply the ten-digit trigger to all TNs being ported out. The trigger is applied prior to the due date and removed after the due date.

When Triggers are not available, (due to switch/equipment limitations or customer preference), Coordinated Hot Cuts will be the only other option for performing port-outs.

AT&T Digital Link supports Coordinated Hot Cuts (CHC). This term describes a combined simultaneous effort between local service providers and customers to perform the completion of a local service request order. CHCs will be initiated by a phone call from the NSP to AT&T at the pre-arranged, agreed upon time for the port to occur. Should the NSP fail to call AT&T at the pre-arranged, agreed upon time, AT&T will issue notice to the NSP of a missed CHC, and keep the window open for 2 hours to complete the CHC. After 2 hours, the NSP will be required to submit a new LSR, and establish a new date and time for the CHC.

3.14 Expedites

AT&T will consider support of expedited port out interval on an individual case basis (via LSR with the expedite field populated) with particular focus on preventing emergency services (911, Police, Fire, Ambulance or Medical Facilities) from being out of service. However, this does not guarantee that shortened intervals can be met. If the New LSP is requesting an expedite, the LSP must call the appropriate center after sending the LSR via facsimile. This will enable AT&T to immediately start the ordering process. Once called, AT&T will assess the feasibility and respond with the appropriate due date.

3.15 LERG

AT&T marks as portable those NXXs that are available for porting in our switches and in the LERG.

3.16 Line Information Database and CARE

The gaining LEC is responsible for any LIDB or CARE updates that may be required in connection with the port out.
3.17 Directory Assistance/ Directory Listings

AT&T does not require a Directory Services Request (DSR) for port outs. The gaining LEC is responsible for contacting and coordinating with the responsible carrier or directory assistance listing provider any DA/DL changes that may be required in connection with the port out.

AT&T will send a disconnect record to remove the record when the port request is identified as wireline to wireless.

The AT&T Digital Link (SPID 7421) and AT&T Local Network Services (SPID 7125) Business DA/DL “Hotline” for post-cutover account resolution is 877-295-6918.

The AT&T Consumer VoIP (SPID 7125) DA/DL “Hotline” for post-cutover account resolution is 866-596-8464.

3.18 E911

AT&T has adopted E911 NENA standards and will be able to process Unlocks (U) and Migrates (M) through SCC.

AT&T will send an unlock record to the ALI database to remove the ported number once the order is posted as complete. It is expected that the Unlock will be sent on the order due date. The gaining LEC will send a Migrate to the E911 ALI database to update the ALI record.

AT&T will send a disconnect record to the ALI database to remove the record when the port request is identified as wireline to wireless.

3.19 Limitations

AT&T does not support porting TNs outside the customer’s rate center, per industry standards.

Note, AT&T only supports porting ‘working numbers.’
3.20 ADL (SPID 7421) Disconnect Desk

The ADL Disconnect Desk must be contacted if the customer is porting away all their numbers and want their AT&T T1 and AT&T Long Distance service disconnected.

<table>
<thead>
<tr>
<th>Contact Number</th>
<th>866-888-DISC (3472)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:disconnect@rdsmail.ims.att.com">disconnect@rdsmail.ims.att.com</a></td>
</tr>
</tbody>
</table>

3.21 Escalation Contacts

The guidelines for handling escalations are:
- The order activity was not completed by the confirmed due date and time.
- The FOC was not received within the required timeframe.
- NPAC conflict message needs to be resolved.
- Allow 2-hour intervals for response at each level of escalation.

If an escalation is necessary, the LSP should call the appropriate center:

**AT&T Digital Link (SPID 7421)**

Escalations should be directed, during normal business hours, as follows:

<table>
<thead>
<tr>
<th>First point of contact</th>
<th>George Swain</th>
<th>404-329-6500-x 4755</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Chris Hall</td>
<td>404-329-6500-x 4648</td>
</tr>
<tr>
<td>Second point of contact</td>
<td>Linda Buchanan</td>
<td>404-982-7720</td>
</tr>
<tr>
<td>Third point of contact</td>
<td>Ann E. Gaines</td>
<td>404-982-5405</td>
</tr>
<tr>
<td>Fourth point of contact</td>
<td>Tonda Davis</td>
<td>404-329-2146</td>
</tr>
</tbody>
</table>
### AT&T Local Network Services and AT&T Consumer VoIP (SPID 7125)

For AT&T Local Network Services NLNPO on confirmation or escalation issues up to FOC

<table>
<thead>
<tr>
<th>First point of contact</th>
<th>Listed on the LSRC in ‘REP’ field</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LNP Hot Line</td>
</tr>
<tr>
<td></td>
<td>(303) 749-1889</td>
</tr>
<tr>
<td>Second point of contact</td>
<td>Jay Hodges</td>
</tr>
<tr>
<td></td>
<td>(303) 749-1027</td>
</tr>
<tr>
<td>Third point of contact</td>
<td>Drew Bretz</td>
</tr>
<tr>
<td></td>
<td>(303) 749-6275</td>
</tr>
<tr>
<td>Fourth point of contact</td>
<td>Amin Chaudry</td>
</tr>
<tr>
<td></td>
<td>Cell (303) 887-3508</td>
</tr>
</tbody>
</table>

### AT&T Local Network Services (SPID 7125)

For AT&T Local Network Services Provisioning on translation or concurrence issues after FOC

<table>
<thead>
<tr>
<th>First point of contact</th>
<th>Listed on the LSRC in ‘REP’ field</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LNP Tier 11 support Hotline</td>
</tr>
<tr>
<td></td>
<td>(303) 749-6800</td>
</tr>
<tr>
<td>Second point of contact</td>
<td>Drew Bretz</td>
</tr>
<tr>
<td></td>
<td>(303) 749-6275</td>
</tr>
<tr>
<td>Third point of contact</td>
<td>Amin Chaudry</td>
</tr>
<tr>
<td></td>
<td>(303) 749-6477</td>
</tr>
</tbody>
</table>
4. Post-Cutover Problems

After the LNP cutover is successfully completed, AT&T will treat any problems arising after the cutover as network problems. The gaining LEC should contact the appropriate company as needed.

**AT&T Digital Link (SPID 7421)**

| The Network Technical Assistance Group | 404-329-6500  
|                                         | George Swain - ext. 4755  
|                                         | Chris Hall - ext. 4648 |

**AT&T Local Network Service (SPID 7125)**

| The Customer Maintenance Center: | (800) 824-8039 |

**AT&T Consumer VoIP (SPID 7125)**

| The Customer Maintenance Center: | (866) 596-8464 |

**AT&T Business DA/DL**

| Hotline – account resolution | (877) 295-6918 |

**AT&T Consumer VoIP DA/DL**

| Hotline – account resolution | (866) 596-8464 |

**Toll Free Service**

| Customer Service Support | (800) 222-0400 |