BellSouth Interconnection Services
675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification
SN91082478

Date: June 29, 2001

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs - Local Number Portability (LNP) Procedure – Incomplete Porting of
               Telephone Numbers by CLECs

This is to advise CLECs of the introduction of a revision to the BellSouth procedure when
porting multiple telephone numbers. This revised procedure is being introduced, effective thirty
(30) days from the date of this letter, to enhance the overall processing of ported telephone
numbers.

Currently, when a CLEC submits a Local Service Request (LSR) for LNP to port multiple
telephone numbers:

- The request may be REQTYP B or C (LNP with loop or stand-alone port).
- The Local Carrier Service Center (LCSC) processes the request and sends a Firm Order
  Confirmation (FOC) for all telephone numbers on the LSR to the CLEC.
- On the Port date, the CLEC sends an activated message on the Subscription Version
  (SV) in the Number Portability Administration Center (NPAC) to port the telephone
  numbers that were on the LSR and FOC.
- It is considered an Incomplete Port when the CLEC does not port all of the numbers that
  were requested and were included on the FOC returned to the CLEC.

As a result of the Incomplete Port situation, BellSouth is delayed in processing the disconnect
order. The delayed processing of the disconnect(s) causes problems with the timely updating of
the E911 data base, proper billing of the CLEC accounts, unnecessary maintenance calls, and
inability to generate future service orders on pending port accounts. Furthermore, when the SV
message has not been received within 30 days, NPAC automatically cancels the SV for the
telephone numbers that are not ported. This causes additional problems for BellSouth to
complete the LSR.

Following is the procedure, with guidelines, that BellSouth will implement thirty (30) days from
the date of this letter for incomplete porting of telephone numbers

<u>Incomplete Port</u>

1. The CLEC has 7 days from the actual port to take the following action:
    - Complete the LNP Port of all telephone numbers or,
    - Send a Supplemental (SUP) LSR to BellSouth for changes.

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Note: BellSouth is ultimately working toward changing the 7-day window to a more REAL time goal of 24-36 hours. The implemented 7-day window will allow CLECs the opportunity to revise their systems and processes, where applicable, to ensure all ports are completed on the requested port date. This will also allow BellSouth to process the disconnect order in a timely manner.

2. In the event the CLEC does not comply within the 7-day window, BellSouth will disconnect all telephone numbers on the LSR without any further notification to the CLEC.

3. BellSouth will continue to bill the end user until the CLEC sends a SUP or completes the porting process of all telephone numbers on the initial LSR. Once the SUP is received or the port process is complete, BellSouth will discontinue billing the end user.

4. **Risk Statement**: When BellSouth releases the disconnect order on telephone numbers that the activate message has not been received, the end user will be out of service on those telephone numbers. To regain service, there are two (2) options:

    - Either the end user contacts the BellSouth retail units to place an order to re-establish service or,

    - If the CLEC has a Resale Interconnection Agreement with BellSouth, the CLEC may send an LSR request to the BellSouth LCSC to re-establish the telephone number(s) as Resale service

The above BellSouth procedure will allow proper and efficient releasing of telephone numbers that have been requested via the LSR and FOC process administered between BellSouth and the CLEC.

Sincerely,

ORIGINAL SIGNED BY TRISH CARTWRIGHT FOR JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services